

Accessibility and Non-Discrimination

Non-Discrimination in Health Programs and Activities

St. Croix Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression. St. Croix Health does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression.

St. Croix Health:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please let St. Croix Health know of your need for an interpreter so that one may be arranged ahead of time, if possible, or advise the medical center that you have your own interpreter. You may also contact the Civil Rights 1557 Coordinator at 715.483.0247.

If you believe that St. Croix Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, or gender expression, you may file a grievance with:

Director of Quality and Engagement

St. Croix Health Section 504 Coordinator

Telephone number 715.483.0282 | Toll Free 800.828.3627

TDD, TTY, or Wisconsin Relay Number 711

English: Wisconsin Customer Service 800.676.3777 (TTY/Voice/ASCII)

Spanish: Wisconsin Customer Service 800.676.4290 (TTY/Voice)

You may file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Patient Relation Services is available to help you. You may reach them by telephone at 715.483.0282.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 800.368.1019, 800.537.7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.