



# DISCRIMINATION IS AGAINST THE LAW

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

## **MONTEFIORE MEDICAL CENTER:**

- 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, contact Customer Service at 718-920-4943.**

If you believe that Montefiore Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance or age, you can file a grievance with:

### **Maria Trotta-Williams, Assistant Director – Customer Service**

111 East 210th Street  
Bronx, New York 10467  
718-920-4943  
718-231-4262 (fax)  
[civilrightscordinator@montefiore.org](mailto:civilrightscordinator@montefiore.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Maria Trotta-Williams, Assistant Director – Customer Service, is available to help you.

You can 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  
1-800-368-1019, 800-537-7697 (TDD)

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

# INTERPRETATION SERVICES AVAILABLE

## English Translation:

ATTENTION: If you speak [language], language assistance and services are available to you free of charge.

## Spanish:

Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están a su disposición.

## Chinese [Simplified]:

注意：如果您说中文的话，免费的语言协助服务可供您使用。

## Russian:

ВНИМАНИЕ: Если вы говорите по-русски, то можете воспользоваться бесплатными услугами переводчика.

## French Creole:

ATANSYON: Si nou palé Kreyòl Fransè, asistans sèvis nan lang nou disponib pou gratis.

## Korean:

알림: 한국어를 사용하셔서 언어 도움이 필요하신 분들께서는 무료로 서비스를 이용하실 수 있습니다.

## Italian:

ATTENZIONE: Se parla italiano, servizi di assistenza linguistica gratuiti sono alla vostra disposizione.

## Yiddish:

אויפגעקומען: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פון אפצאל. רופט

## Bengali:

সতর্ক: যদি আপনি বাংলায় কথা বলেন, তাহলে বিনা পয়সায় দোভাষী দিয়ে আপনাকে সহায়তা করা হবে।

## Polish:

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.

## Arabic:

لك مجاناً ، خَدَمَاتُ الْمُسَاعَدَةِ اللُّغَوِيَّةِ مُتَوَفَّرَةٌ إِنْتِبَاه: إذا أنت تتكلم اللُّغَةَ الْعَرَبِيَّةِ

## French:

ATTENTION: Si vous parlez le Français, l'assistance des services linguistiques vous sont disponibles, gratuitement.

## Urdu:

کی خدمات مفت دستیاب ہیں بولتے ہیں۔ تو آپ کو زبان میں مدد توجہ فرمائیے: اگر آپ اردو زبان

## Tagalog:

ATENSYON: Kung ikaw ay nagsasalita ng Tagalog, serbisyong tulong sa wika ay libre, walang bayad at pwedeng magamit para sa iyo.

## Greek:

ΠΡΟΣΟΧΗ! Αν μιλάτε ελληνικά, υπάρχουν για σας δωρεάν υπηρεσίες διερμηνείας και μετάφρασης.

## Albanian:

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë.