

ACCESSIBILITY RESOURCES

Pacifica Hospital of the Valley,” “us” or “we”) complies with applicable civil rights laws and does not discriminate on the basis of race, color, religion, national origin, age, sex, sexual orientation, gender, gender identity, pregnancy (including childbirth, lactation, and related medical conditions), uniformed service member status, veteran status, physical and mental disability, genetic information (including characteristics and testing), or other legally protected characteristic.

Pacifica Hospital of the Valley does not exclude people or treat them differently because of race, color, religion, national origin, age, sex, sexual orientation, gender, gender identity, pregnancy (including childbirth, lactation, and related medical conditions), uniformed service member status, veteran status, physical and mental disability, genetic information (including characteristics and testing), or other legally protected characteristic.

MULTI-LANGUAGE INTERPRETER SERVICES AND ALTERNATIVE FORMATS

To assist individuals with disabilities in communicating effectively with us, Pacifica Hospital of the Valley provides free aids and services to our patients and their families, our team members, and individuals inquiring about Pacifica Hospital of the Valley services, such as:

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

Pacifica Hospital of the Valley also provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, please contact:

Pacifica Hospital of the Valley Compliance Department
9449 San Fernando Road
Sun Valley CA, 91352
Phone: 818.767.3310
Email: info@pacificahospital.com

Find out more information on translation services in other languages.

On our Web Site

Pacifica Hospital of the Valley is committed to continuously improving our digital experiences to meet or exceed universal design best practices. Our goal is to make our websites accessible to all individuals by:

- Designing our content and navigation so it is readable, intuitive, and easy to view.
- Ensuring our sites are responsive when using a mouse, keyboard, and/or touch screens.
- Supporting assistive technologies to navigate and access content.
- Ensuring the support of native accessibility features on mobile devices, including smart phones and tablets.

If you are having trouble accessing our websites, one of our registered nurses can assist you. You can reach them at 818.767.3310.

COMPLAINT PROCESS

If you believe that Pacifica Hospital of the Valley has failed to provide these services or discriminated in another way on the basis of a legally protected characteristic, you can file a grievance with:

Pacifica Hospital of the Valley Compliance Department
9449 San Fernando Road
Sun Valley CA 91352
Phone: 818.767.3310
Email: info@pacificahospital.com

You can file a grievance in person or by mail, email. If you need help filing a grievance, contact our Compliance department using the phone number listed above.

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:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201

Phone: 1.800.368.1019
TTD: 800.537.7697

Complaint forms are available at <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>