

Nondiscrimination Policy



Lakewood Health System complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). Lakewood Health System does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)).

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- **Language assistance services.** Lakewood Health System will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:
 - Electronic and written translated documents
 - Qualified interpreters
- **Appropriate auxiliary aids and services.** Lakewood Health System will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
 - Qualified interpreters, including American Sign Language interpreters
 - Video remote interpreting
 - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
- **Reasonable modifications.** Lakewood Health System will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please contact a member of Lakewood Health System's Patient Access team or Mary Hoffman, Civil Rights Coordinator.

If you believe Lakewood Health System has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, sex, age, or disability, you can:

1. File a grievance with:
 - **Mary Hoffmann, Civil Rights Coordinator**
401 Prairie Ave. NW, Staples, MN 56479
218-894-8649
218-894-8184 (TTY)
maryhoffmann@lakewoodhealthsystem.com
2. File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:
 - *Electronically:* <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
 - *Via mail:*
U.S. Department of Health & Human Services
200 Independence Ave. SW: 509F - Washington, D.C. 20201