

Notice of Nondiscrimination and Accessibility Requirements

Excelsior Springs Hospital and entities complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Excelsior Springs Hospital and entities do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Excelsior Springs Hospital and entities:

- 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, notify any staff member. If you believe that Excelsior Springs Hospital and entities have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

Mendy Wibbenmeyer, Director of Quality and Risk Management
1700 Rainbow Blvd. Excelsior Springs, MO 64024
816-629-3685
816-629-2713 (fax)
mwibbenmeyer@esmc.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Mendy Wibbenmeyer, Director of Quality and Risk Management, 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 <https://www.hhs.gov/ocr/complaints/index.html>.

