

NOTICE OF PROGRAM ACCESSIBILITY AND COMMUNICATION ASSISTANCE

Section 504 • Section 1557 • Americans with Disabilities Act

Fairchild Medical Center provides equal access to its programs, services, and activities for individuals with disabilities, including patients, companions, visitors, and members of the public. Reasonable modifications and assistance are available when necessary to help individuals access services, unless doing so would fundamentally alter the nature of the service, program, or activity.

Free Communication Assistance

Fairchild Medical Center provides free appropriate auxiliary aids and services when needed for effective communication. Assistance is based on the nature, length, complexity, and context of the communication and the individual's usual method of communication. Examples may include:

- Qualified sign language, oral, or other interpreters.
- Video remote interpreting when timely, accurate, and effective.
- Reading assistance, large print, accessible electronic formats, or other appropriate written communication support.
- Assistive listening devices, captioning, writing materials, communication boards, relay services, or similar aids.

Free Language Assistance

Free language assistance services are available for individuals whose primary language is not English when needed for meaningful access. Services may include qualified interpreters and written information in other languages.

How to Request Assistance

If you need a reasonable modification, auxiliary aid or service, language assistance, or help accessing a Fairchild Medical Center program or service, notify any staff member or contact:

Civil Rights / Section 504 / Section 1557 Coordinator:

Mike Madden, Assistant Administrator

Fairchild Medical Center

Address: 444 Bruce Street, Yreka, CA 96097

Phone: 530-841-6333

Email: mmadden@fairchildmed.org

Grievance and Complaint Rights

If you believe Fairchild Medical Center has failed to provide required accessibility, effective communication, auxiliary aids or services, reasonable modifications, or language assistance, you may file a grievance with the coordinator listed above. Assistance with filing a grievance is available upon request.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights: Centralized Case Management Operations, 200 Independence Avenue, S.W., Room 509F HHH Bldg., Washington, D.C. 20201; Phone: 1-800-368-1019; TDD: 1-800-537-7697.

Fairchild Medical Center will not retaliate against anyone for requesting assistance, filing a complaint, participating in an investigation, or opposing practices believed to be inconsistent with accessibility or communication assistance requirements.

Program Accessibility

Fairchild Medical Center provides program accessibility as required by law, including accessible routes, entrances, waiting areas, restrooms, treatment areas, public spaces, access-related assistance, accessible medical diagnostic equipment, and accessible electronic information when required by applicable law and implementation timelines.

Regulatory References

Section 504 of the Rehabilitation Act, 29 U.S.C. § 794 and 45 C.F.R. Part 84; Section 1557 of the Affordable Care Act, 42 U.S.C. § 18116 and 45 C.F.R. Part 92; and applicable ADA effective communication and accessibility requirements.