



## SOUTH PENINSULA HOSPITAL NON-DISCRIMINATION NOTICE

South Peninsula Hospital (SPH), does not exclude, deny benefits to, or otherwise discriminate against any person based on the grounds of race, religion, skin color, national origin (including limited English proficiency and primary language), age, physical or mental disability, sex (including gender, gender identity, pregnancy, sexual orientation, and characteristics) marital status, changes in marital status, parenthood, veteran's status or any other basis prohibited by local, state or federal law. This includes, in admission to, participation in, or receipt of the services and benefits of any of its programs and activities, whether carried out by SPH directly, through a contractor or any other entity with whom SPH arranges to carry out its programs and activities.

SPH and its clinics (collectively "SPH") comply with applicable Federal civil rights laws and SPH:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Sign language interpreters or in-person interpreters (as available)
  - Language Identification Flashcard
- Provides free language services to people whose primary language is not English, such as:
  - Interpreter services by selecting a language through Cyracom app: Phone call or FaceTime. Staff will assist with calling/set-up.

If you need any of these services, please contact the hospital operator at (907) 235-8101.

- If you need Telecommunications Relay Services specifically: Telecommunications Device for the Deaf (TDD) or Teletypewriter (TTY), services please call 7-1-1.

If you believe SPH has not met our goal to provide these services, or discriminated as indicated above or in another way, you may share your concern or file a grievance with SPH by contacting the Affordable Care Act Section 1557 Coordinator as listed below. You may file your grievance in person, phone, mail or email:

- All SPH Locations:  
South Peninsula Hospital Section 1557 Coordinator/Privacy and Compliance Officer  
4300 Bartlett Street  
Homer, Alaska 99603  
Confidential Phone: (907) 235-0389  
Email: [Compliance@sphosp.org](mailto:Compliance@sphosp.org)

Should you choose to file a concern with the U.S. Department of Health and Human Services Office for Civil Rights you may do so on-line at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

- U.S. Department of Health and Human Services Office of Civil Rights  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
Toll-Free: (800) 368-1019  
TDD toll-free: (800) 537-7697
- Complaint forms are available online at: <https://www.hhs.gov/ocr/office/file/index.html>.



**CYRACOM**  
Language Solutions

South Peninsula Hospital

## Identifying Your Patient's Language

This chart reads, "Do you speak [language]?" Show this chart to your patients and have them point to their language.

<b>Arabic</b>	هل تتكلم اللغة العربية ؟
<b>Armenian</b>	Դուք խոսում ե՞ք հայերեն:
<b>Bengali</b>	আপনি কি বাংলা বলতে পারেন?
<b>Bosnian</b>	Govorite li Bosanski?
<b>Cambodian</b>	អើម្បាញិចរយភាសាខ្មែរ ឬទេ?
<b>Cantonese</b>	您講廣東話嗎?
<b>Chinese</b>	您讲中文吗?
<b>Farsi</b>	آیا شما فارسی صحبت میکنید؟
<b>French</b>	Parlez-vous français?
<b>Haitian Creole</b>	Èske ou pale Kreyòl?
<b>Japanese</b>	日本語を話しますか。
<b>Korean</b>	한국어 통역이 필요하십니까?
<b>Mandarin</b>	您讲普通话吗?
<b>Polish</b>	Czy mówi Pan/Pani po polsku?
<b>Portuguese</b>	Você fala português?
<b>Russian</b>	Вы говорите по-русски?
<b>Somali</b>	Af Soomaaliga ma ku hadashaa?
<b>Spanish</b>	¿Habla español?
<b>Swahili</b>	Jei! Unaongea Kiswahili?
<b>Vietnamese</b>	Ông/bà nói tiếng Việt phải không?

