

DISCRIMINATION IS AGAINST THE LAW.

Franciscan Children's complies with applicable Federal and Massachusetts civil rights laws and does not discriminate on the basis of race, color, national origin, citizenship, alienage, creed, age, disability, religion, or sex (including pregnancy, sexual orientation, and gender identity).

Franciscan Children's does not exclude people or treat a person differently because of race, color, national origin, citizenship, alienage, creed, age, disability, religion, or sex (including pregnancy, sexual orientation, and gender identity).

Franciscan Children's 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)

If your primary language is not English, we also provide free language services, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact our **Interpreter Services Department** at **(617) 254-3800 ext. 4700 (TTY 711)** or **(617) 779-1280 (TDD)**.

How to File a Grievance

If you believe that Franciscan Children's has failed to provide these services or has discriminated in another way based on race, color, national origin, age, disability, religion, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

Franciscan Children's

Attn: Compliance ACA Section 1557

30 Warren Street

Brighton, MA 02135

Phone: **617-779-1111 (TTY 711)**

Email: ComplianceACASec1557@franciscanchildrens.org

You can file a grievance in person, or by mail, fax, or email.

If you need help filing a grievance, Franciscan Children's is available to help you. Please contact us at:

- HumanRightsOfficer@franciscanchildrens.org | **617-779-3333 (TTY 711)**
- Privacy@franciscanchildrens.org | **617-779-1158 (TTY 711)**
- ComplianceACASec1557@franciscanchildrens.org | **617-779-1111 (TTY 711)**

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, DC 20201

Phone: **800-368-1019** or **800-537-7697 (TDD)**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>