

## **Affordable Care Act Section 1557**

### *Notice Informing Individuals About Nondiscrimination and Accessibility Requirements & Nondiscrimination Statement*

### **Discrimination is against the law**

Cancer Care Northwest (CCNW) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, creed, religion, national origin, language, age, disability, or sex (including pregnancy) marital status, sexual orientation, gender identity or expression, veteran or military status, citizenship or immigration status, or any other basis prohibited by federal or state law. Read our Nondiscrimination Policy.

#### **CCNW provides:**

Free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Qualified spoken language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Qualified spoken language interpreters
- Information written in other languages

If you need these services, please let the staff member know at the time of scheduling, and they will assist you in arranging assistance.

If you believe that CCNW has failed to provide these services or discriminated in any way that is prohibited by federal or state law, you can file a complaint by:

- Notifying any staff member of your concern
- Speak with a manager directly about you concern
- Email us at [compliance@ccnw.net](mailto:compliance@ccnw.net)
- Contacting the CCNW Confidential Reporting Line at 509-228-1016
- Write us at: Cancer Care Northwest, Compliance Office; 1204 N. Vercler Rd, Spokane Valley, WA 99216
- Contacting Lori Brennan, Compliance Officer directly at 509-228-1013

You can 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 [www.hhs.gov](http://www.hhs.gov) 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 the Health & Human Services website.