



Effective 1/31/2013  
Approved 5/1/2025  
Last Revised 5/1/2025  
Next Review 4/30/2028

Owner Jen Charlo:  
Director of  
Revenue Cycle  
Department Compliance

## Non-Discrimination and Communication Plan, 8610-N-2

---

### POLICY:

It is the policy of Samaritan Healthcare to treat each individual as a unique person of incomparable worth, with the same right to adequate health care as all other persons, and to provide to all persons full and equal access to Samaritan Healthcare services and facilities.

As a recipient of Federal financial assistance, Samaritan Healthcare does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, age, sexual orientation, national origin (including limited English proficiency and primary language), sex, disability, religion or gender identity in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Samaritan Healthcare directly or through a contractor or any other entity with which Samaritan Healthcare arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Affordable Care Act and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

### PURPOSE:

The purpose of this Policy is to confirm that no individual, including patients and visitors, shall be excluded or subjected to discrimination on the grounds of disability, race, color, national origin, age, sex, sexual orientation, gender identity, gender expression, or any other class protected by law when accessing, or obtaining the benefits of, any program or service offered by Samaritan Healthcare.

### DEFINITIONS:

**Auxiliary Aids and Services.** Including (1) Qualified interpreters on-site or through video remote interpreting (VRI) services, as defined in as defined in 28 CFR 35.104 and 36.303(b); note takers; real-time computer-aided transcription services; written materials; exchange of written notes; telephone

handset amplifiers; assistive listening devices/systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning, including real-time captioning; voice, text, and video-based telecommunication products and systems, text telephones (TTYs), videophones, and captioned telephones, or equally effective telecommunications devices; video text displays; accessible electronic and information technology; or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing; (2) Qualified readers; taped texts; audio recordings; Braille materials and displays; screen reader software; magnification software; optical readers; secondary auditory programs (SAP); large print materials; accessible electronic and information technology; or other effective methods of making visually delivered materials available to individuals who are blind or have low vision; (3) Acquisition or modification of equipment and devices; and (4) Other similar services and actions.

**Disability.** The term "disability" is defined by the federal government in various ways, depending on the context. For the purposes of federal disability nondiscrimination laws (such as the Americans with Disabilities Act (ADA), Section 503 of the Rehabilitation Act of 1973 and Section 188 of the Workforce Innovation and Opportunity Act), the definition of a person with a disability is typically defined as someone who (1) has a physical or mental impairment that substantially limits one or more "major life activities," (2) has a record of such an impairment, or (3) is regarded as having such an impairment. More information on federal disability non-discrimination laws, visit DOL's [Disability Nondiscrimination Law Advisor](#).

- In Washington: RCW Ch.49.60.040 (7): "Disability" means the presence of a sensory, mental, or physical impairment that: (1) Is medically cognizable or diagnosable; or (2) Exists as a record or history; or (3) Is perceived to exist whether or not it exists in fact. A disability exists whether it is temporary or permanent, common or uncommon, mitigated or unmitigated, or whether or not it limits the ability to work generally or work at a particular job or whether or not it limits any other activity within the scope of this chapter. For purposes of this definition, "impairment" includes, but is not limited to: (1) Any physiological disorder, or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory, including speech organs, cardiovascular, reproductive, digestive, genitor-urinary, hemic and lymphatic, skin, and endocrine; or (2) Any mental, developmental, traumatic, or psychological disorder, including but not limited to cognitive limitation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

**Gender Identity.** For some refers to a person's innate, deeply felt psychological sense of gender, which may or may not correspond to the person's body or sex assigned at birth.

**Gender Expression.** Refers to how a person represents, or expresses, their gender identity to others - through appearance, dress, mannerisms, speech patterns, social interactions, and other characteristics and behaviors.

**Services.** Means the provision or administration of health-related services, and provision of assistance to individuals in obtaining health-related services or insurance coverage.

**Limited English Proficiency (LEP).** Means an individual whose primary language for communication is not English and who has a limited ability to read, write, speak or understand English.

**Meaningful Access.** Means ensuring that language barriers do not prevent individuals from obtaining necessary health services and care.

**National Origin.** Includes, but is not limited to, an individual's, or their ancestor's, place of origin (such as country or world region) or an individual's manifestation of the physical, cultural, or linguistic characteristics of a national original group.

**Qualified Bilingual/Multilingual Professionals.** Must demonstrate to the covered entity that they are proficient in English and at least one other spoken language, including any necessary specialized vocabulary, terminology, and phraseology, and are able to effectively, accurately and impartially communicate directly with individuals with limited English proficiency in their primary language. An individual who meets the definition of "qualified bilingual/multilingual professional" does not necessarily qualify to interpret or translate for individuals with limited English proficiency within the meaning of this rule.

**Qualified Interpreter for an Individual with a Disability.** Means an interpreter who via a remote interpreting service or an on-site appearance: (1) Adheres to generally accepted interpreter ethics principles, including client confidentiality; and (2) Is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary, terminology and phraseology (e.g., sign language interpreters). For an individual with a disability, qualified interpreters can include, for example, sign language interpreters, oral transiterators (individuals who represent or spell in the characters of another alphabet), and cued language transiterators (individuals who represent or spell by using a small number of hand shapes).

**Qualified Interpreter or Translator for an Individual with Limited English Proficiency or non-English speaking.** Means an interpreter or translator, who interprets or translates effectively, accurately, and impartially; who via a remote interpreting service or an on-site appearance: (1) Adheres to generally accepted interpreter or translator ethics principles, as applicable, including client confidentiality; (2) In the case of an interpreter has demonstrated proficiency in speaking, and in the case of a translator has demonstrated proficiency in writing, and in both cases, demonstrates proficiency in understanding both spoken English and at least one other spoken language; and (3) In the case of an interpreter is able to interpret, and in the case of a translator is able to translate: effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology.

**Section 1557 Civil Rights Coordinator or Civil Rights Coordinator.** Means the responsible Samaritan professional designated to coordinate Samaritan's efforts to comply with this policy in any Samaritan service, including the investigation of any grievances filed under this policy, as listed below.

## PROCEDURE:

A. Samaritan Healthcare shall:

1. Provide services and programs in the most integrated setting appropriate to the needs of the qualified individual with a disability;
2. Make programs, services, activities, and facilities are accessible to all persons;

3. Make reasonable modifications in its policies, practices, and procedures to avoid discrimination on the basis of disability;
4. Provide auxiliary aids to persons with disabilities, at no additional cost, where necessary to afford an equal opportunity to participate in or benefit from a program or activity;
5. Provide free language assistance services including qualified interpreters, large print, and translated written information.
6. Designate a responsible employee to coordinate its efforts to comply with Section 504, Section 1557, and the Americans with Disabilities Act (ADA);
7. Adopt grievance procedures to handle complaints of disability discrimination;
8. Provide and post written notices that indicate:
  - a. That the covered entity does not discriminate on the basis of disability (Non-Discrimination Statement);
  - b. How to contact the individual who coordinates the covered entity's efforts to comply with the law; and
  - c. Information about the grievance procedures.

## REPORT A CIVIL RIGHTS VIOLATION:

In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violations of the above, the following persons should be contacted: Alex Town, Compliance Officer and Civil Rights Coordinator at (509) 793-9710

If you believe that you or someone else has been subject to discrimination in health care or health coverage, you may file a complaint with OCR under Section 1557. [Learn how to file a complaint](#) and request a complaint package, or call OCR's toll-free number at (800) 368-1019 or (800) 537-7697 (TDD) to speak with someone who can answer your questions and guide you through the process. OCR's complaint forms are available in a variety of languages. Individuals can file a complaint online via [OCR's Complaint Portal](#).

## WEBSITE ACCESS:

[www.SamaritanHealthcare.com](http://www.SamaritanHealthcare.com) - Patients & Visitors: Nondiscrimination Policy

U.S. Department of Health and Human Services: Know Your Rights Language Access in Health and Human Services: [English](#), [Spanish](#), [Arabic](#), [Bengali](#), [Chinese](#), [Chinese Traditional](#), [French](#), [Haitian Creole](#), [Hindi](#), [Japanese](#), [Khmer](#), [Korean](#), [Persian](#), [Polish](#), [Portuguese](#), [Russian](#), [Tagalog](#), [Thai](#), [Vietnamese](#)

## REFERENCES:

### Internal:

Samaritan Healthcare Nondiscrimination Statement and Communication Plan | Rev. 04/2025

Notice of Availability: English and 15 most commonly spoken languages by individuals with LEP in Washington State.

## External:

[Federal Register: Nondiscrimination in Health Programs and Activities](#) A Rule by the [Centers for Medicare & Medicaid Services](#) (05/06/2024)

[Section 1557 of the Affordable Care Act](#) and implementing regulations

[Title VI of the Civil Rights Act of 1964](#) and implementing regulations

[The Age Discrimination Act of 1975](#), subject to exclusions described in [45 CFR 91.3\(b\)\(1\)](#)

[Title 42, Chapter 126 Americans with Disabilities Act of 1990](#), as Amended

[28 CFR § 35.104 - Definitions](#). Nondiscrimination On The Basis Of Disability in State and Local Government Services

[RCW Ch. 49.60 Discrimination-Human Rights Commission](#)

Section [504](#) and [508](#) of the [Rehabilitation Act of 1973](#)

[lep.gov](#): Top languages tool

## All Revision Dates

5/1/2025, 6/26/2023, 12/1/2018, 1/8/2017, 1/31/2013

## Attachments

[🔗 Interpreter Services](#)

[🔗 Samaritan Healthcare Nondiscrimination Statement and Communication Plan](#)

## Approval Signatures

Step Description	Approver	Date
Senior Leadership	Jen Charlo: Director of Revenue Cycle	5/1/2025
Senior Leadership	Alexander Town: CFO	5/1/2025
Compliance Committee	Jen Charlo: Director of Revenue Cycle	4/30/2025

## Standards

Standard Body: 246.320.141.6

Chapter: 246-320 Hospital Licensing Regulations

COPY