

# DISCRIMINATION IS AGAINST THE LAW

Nicklaus Children's Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, sex, national origin, disability, age, pregnancy, or marital status. Nicklaus Children's Hospital does not exclude people or treat them differently because of race, color, religion, sex, national origin, disability, age, pregnancy, or marital status.

Nicklaus Children's Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Department of Patient and Guest Relations.

If you believe that Nicklaus Children's Hospital has failed to provide these services or discriminated on the basis of race, color, religion, sex, national origin, disability, age, pregnancy, or marital status, you can file a grievance with:

**Patient and Guest Relations  
Nicklaus Children's Hospital  
3100 S.W. 62nd Avenue  
Miami, FL 33155-3009  
(800)-432-6837  
(786)-624-4400  
PatientandGuestRelations1@nicklaushealth.org**

You can file a grievance in person or by mail or email. If you need help filing a grievance the Patient and Guest Relations team is available to help you.

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, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)**

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

Nicklaus Children's Hospital cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, religión, sexo, origen nacional, incapacidad, edad, embarazo, o estado civil. Nicklaus Children's Hospital no excluye a las personas ni las trata de forma diferente debido a su origen raza, color, religión, sexo, origen nacional, incapacidad, edad, embarazo, o estado civil.

Nicklaus Children's Hospital:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
  - Intérpretes capacitados en lenguaje de señas.
  - Información escrita.
- Proporciona servicios de idioma gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
  - Intérpretes capacitados
  - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con el Department of Patient and Guest Relations.

Si considera que Nicklaus Children's Hospital no le proporcionó estos servicios o lo discriminó por motivos de raza, color, religión, sexo, origen nacional, incapacidad, edad, embarazo, o estado civil, puede presentar un reclamo a la siguiente persona:

**Patient and Guest Relations  
Nicklaus Children's Hospital  
3100 S.W. 62nd Avenue  
Miami, FL 33155-3009  
(800)-432-6837  
(786)-624-4400  
PatientandGuestRelations1@nicklaushealth.org**

Puede presentar el reclamo en persona o por correo postal o correo electrónico. Si necesita ayuda el departamento de Patient and Guest Relations está a su disposición.

También puede presentar un reclamo de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de EE. UU. de manera electrónica a través del sitio web <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, por correo postal a la siguiente dirección o por teléfono a los números listados a continuación:

**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)**

Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.

Nicklaus Children's Hospital konfòm ak lwa sou dwa sivil Federal ki aplikab yo e li pa fè diskriminasyon sou baz ras, koulè, relijyon, sèks, orijin nasyonal, andikap, laj, gwosès, oswa eta sivil. Nicklaus Children's Hospital pa ekskli moun oswa trete yo nan fason ki diferan akòz ras, koulè, relijyon, sèks, orijin nasyonal, andikap, laj, gwosès, oswa eta sivil.

Nicklaus Children's Hospital:

- Bay èd ak sèvis gratis pou moun ki andikape pou yo kominike avèk nou nan fason ki efikas, tankou:
  - Enèprèt langaj siy ki kalifye
  - Enfòmasyon ki
- Bay sèvis lang gratis a moun lang prensipal yo pa Anglè, tankou:
  - Enèprèt kalifye
  - Enfòmasyon ki ekri nan lòt lang

Si w bezwen sèvis sa yo, kontakte The Department of Patient and Guest Relations.

Si w kwè Nicklaus Children's Hospital pa t bay sèvis sa yo oswa te fè diskriminasyon sou baz ras, koulè, relijyon, sèks, orijin nasyonal, andikap, laj, gwosès, oswa eta sivil, ou ka depoze yon plent nan:

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(800)-432-6837  
(786)-624-4400  
PatientandGuestRelations1@nicklaushealth.org**

Ou ka depoze yon plent an pèsòn oswa pa lapòs oswa pa imel. Si w bezwen èd pou depoze yon doleyans, ekip Patient and Guest Relations yo disponib pou ede w.

Ou ka depoze yon plent pou dwa sivil tou nan U.S. Department of Health and Human Services, (Ministè Sèvis Sante ak Imen Ameriken), Office for Civil Rights (Biwo Dwa Sivil) atravè Office for Civil Rights Portal, pa mwayen elektwonik ki disponib nan <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, oswa pa lapòs oswa:

**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)**

Fòmilè pou plent yo disponib nan <http://www.hhs.gov/ocr/office/file/index.html>.



**Nicklaus  
Children's  
Hospital**

Where Your Child Matters Most

