

**Finger Lakes Health**  
**Non-Discrimination Policy**

Effective: March 2025	
Distribution: Administration	Dept: Administration
	Site: <input checked="" type="checkbox"/> All <input type="checkbox"/> GGH <input type="checkbox"/> FLSC <input type="checkbox"/> LCN <input type="checkbox"/> LCS <input type="checkbox"/> HLC <input type="checkbox"/> SSMH <input type="checkbox"/> Homestead

<b><u>Standard:</u></b>	Finger Lakes Health (FLH) does not discriminate on the basis of race, color, national origin, age, disability, or sex.
<b><u>Performed by:</u></b>	All Staff

**POLICY**

Finger Lakes Health complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). Finger Lakes Health does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)).

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- **Language assistance services.**

Finger Lakes Health will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:

- Electronic and written translated documents
- Qualified interpreters
- Qualified bilingual/multilingual staff

- **Appropriate auxiliary aids and services.**

Finger Lakes Health will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:

- Qualified interpreters, including American Sign Language interpreters
- Video remote interpreting
- Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)

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- **Reasonable modifications.**

Finger Lakes Health will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please refer to Finger Lakes Health Communication Accessibility for Language Services and Hearing and/or Visually Impaired policy.

For additional assistance, you may also contact the Performance Improvement Department.

If you believe Finger Lakes Health has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, sex, age, or disability, you can:

1. File a grievance with Finger Lakes Health by contacting  
Electronically by email to: [Performance.improvement@flhealth.org](mailto:Performance.improvement@flhealth.org)  
Via mail to: Finger Lakes Health  
Performance Improvement Department  
196 North Street  
Geneva, NY 14456
2. File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:  
Electronically at: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>  
Via mail to: U.S. Department of Health & Human Services  
200 Independence Avenue, S.W. – 509F  
Washington, D.C. 20201

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**References**

United States Department of Health and Human Services. (2024). Nondiscrimination in Health Programs and Activities. *Centers for Medicare & Medicaid Services, 42 CFR Parts 438, 440, 457, and 460, 45 CFR Parts 80, 84, 92, 147, 155, and 156.* <https://www.govinfo.gov/content/pkg/FR-2024-05-06/pdf/2024-08711.pdf>

United States Department of Health and Human Services. (2024). *HHS Nondiscrimination Notice.* <https://www.hhs.gov/sites/default/files/notice-non-discrimination-english.pdf>

<b>Approved by:</b>	(a) _____ Chief Executive Officer
	(b) _____ VP, Medicine & Chief Medical Officer
Current Review/Revision Date: March 2025	
By: Jill McCulloch, BS, RN, BA, CRRN	