

**HOLYOKE HEALTH CENTER  
POLICY & PROCEDURE**

<b>TITLE:</b> Non-Discrimination Policy	<b>ORIGINATION DATE:</b> 11/12/2024	<b>FUNCTION:</b> Rights and Ethics
<b>PAGE:</b> 1 of 3	<b>VERSION # AND LAST REVIEW/REVISION DATE:</b>	

**PURPOSE:** At Holyoke Health Center (HHC), we are committed to providing comprehensive, compassionate, and equitable care to all individuals, regardless of their race, color, national origin, age, disability, sex, gender identity, sexual orientation, religion, or any other characteristic protected by law. Our goal is to ensure that all individuals have access to the highest quality healthcare services in an environment that respects their dignity and rights.

Holyoke Health Center strives to maintain a welcoming environment for all individuals and remains dedicated to providing high-quality care to the entire community.

**POLICY:** Holyoke Health Center will provide healthcare services, programs, and activities without discrimination. We ensure equal access and treatment for all patients and their families in accordance with federal, state, and local laws.

**PROCEDURE:**

**1. Non-Discrimination in Services**

Holyoke Health Center does not discriminate on the basis of:

- Race
- Color
- National origin
- Age
- Disability
- Sex (including pregnancy, childbirth or related medical conditions)
- Gender identity or expression
- Sexual orientation
- Religion or creed
- Genetic information
- Veteran status
- Any other characteristics protected by law

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**2. Accessibility and Language Services**

We are committed to ensuring that all patients and visitors can access our services and understand the information provided to them. This includes, but is not limited to, providing language assistance services, such as translation and interpretation, and ensuring physical accessibility for individuals with disabilities.

Patients with limited English proficiency (LEP) have the right to receive timely access to free language services, including interpreters, as needed.

**3. Equitable Treatment**

We respect the diverse backgrounds, beliefs, and values of all individuals. Every patient will receive respectful, culturally competent care. We are dedicated to fostering a supportive environment for everyone, regardless of their background or identity.

**4. Harassment and Retaliation**

HHC prohibits any form of harassment, including but not limited to verbal, physical, or emotional abuse, based on any of the characteristics outlined in this policy. Retaliation against individuals who file complaints or participate in investigations related to discrimination is strictly prohibited.

**5. Grievance Procedure**

If you believe that you have been discriminated against or have experienced harassment by any staff member, provider, or patient, you may file a grievance. Grievances can be submitted in writing or verbally to our designated Patient Services Coordinator or any manager within the Health Center. All complaints will be taken seriously and investigated promptly.

The grievance will be resolved in a timely manner, and if you are dissatisfied with the resolution, you may file a formal complaint with relevant regulatory bodies such as the U.S.

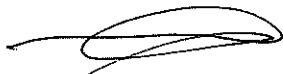
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Department of Health and Human Services Office for Civil Rights (OCR).

6. Commitment to Continuous Improvement  
Holyoke Health Center is committed to ongoing education and training of staff members regarding cultural competence, patient rights, and non-discrimination policies. We will continuously assess and improve our services to ensure that they are accessible, inclusive, and responsive to the diverse needs of our community.
  
7. Contact Information  
For questions or concerns about our Non-Discrimination Policy, or to file a grievance, please contact:

Director of Clinical Support Services  
Loriann Ruiz  
Holyoke Health Center  
230 Maple Street  
Holyoke, MA 01040  
Phone Number: 413-420-2129  
Email: loriann.ruiz@hhcinc.org

  
\_\_\_\_\_  
Chief Medical Officer  
Monica Liao, MD

11/12/2024  
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Date

  
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Chief Executive Officer  
Alejandro Esparza-Perez, MD

11/12/2024  
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Date