

# Notice of non-discrimination

Norton Community Hospital

Ballad Health, its team members and providers, comply with Federal civil rights laws and does not discriminate, exclude people, or treat them differently because of age, race, color, national origin, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression.

Laws such as the Americans with Disabilities Act (“ADA”) prohibit discrimination against people with disabilities. Ballad Health is committed to providing equal access to patients, family members, and companions with disabilities. To ensure effective communication, Ballad Health provides qualified sign language and oral interpreters, and other auxiliary aids and services free of charge for patients, family members, and companions, who are deaf or hard of hearing, have speech disabilities, are blind or have low vision. Ballad Health also provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

**To request auxiliary aids or services, please speak to your nurse or you may contact the House Supervisor: 276.439.1888. The House Supervisor is available 24/7 to assist with communication needs. For telephone assistance in Virginia, use the Relay Service: TTY: 1.800.828.1120 or Voice: 1.800.828.1140. If out of state: TTY: 1.800.833.5833 (toll free) or Voice: 1.800.833.7833 (toll free).**

If you believe that Ballad Health has failed to provide these services or discriminated on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression you can file a grievance with the Ballad Health Corporate Compliance Officer (Civil Rights Coordinator) in writing at 400 N. State of Franklin Rd., Johnson City, TN 37604 or by phone at 423.302.3345 or toll free at 1.800.535.9057.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, 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 Ave. SW  
Room 509F, HHH Building  
Washington, DC 20201  
1.800.368.1019,  
1.800.537.7697 (TDD)

State of Virginia Office of License and Certification  
9960 Mayland Dr., Ste. 401  
Richmond, VA 23233  
1-800-955-1819

For more information about the ADA, call the Department of Justice’s toll-free ADA Information Line at 1.800.514.0301 (voice), 1.800.514.0383 (TTY) or visit the ADA Home Page at [www.ada.gov](http://www.ada.gov).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 276.439.1888

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 276.439.1888 번으로 전화해 주십시오

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 276.439.1888

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 276.439.1888

تامدخ نإف، ةغلل ركذا ثدحتت تنك اذ: ةظوح لم لصتا. انام لاب كل رفاوتت ةىوغلل ادعاسم لا مكبل او مصلا فتاه 276.439.1888 مقرب

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 276.439.1888

دىنك ىم وگتفگ ىسراف نابز هب رگا: هجوت امش ىارب ناگىار تروصب ىنابز تالالى هست سامت اب. دشاب ىم مهارف 276.439.1888 دىرىگب

ማስታወሻ: የማናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 276.439.1888

نابز وك پآوت ىم ىتلوب ودرآ پآ رگا: رادربخ لآك - ىم باىتسد ىم تفم تامدخ ىك ددم ىك 276.439.1888 ىرىك

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 276.439.1888

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 276.439.1888

ध्यान द: यद आप हदी बोलते ह तो आपके लिए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 276.439.1888 पर कॉल कर

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 276.439.1888

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-276.439.1888

Dè dè nià kè dyédé gbo: Ɔ jũ ké m̄ [Bàsòò-wùdù-po-nyò] jũ ní, níí, à wuḍu kà kò dò po-poò bé in m̄ gbo kpáa. Dá 276.439.1888

Ntj: Ɔ bụrụ na asụ lbo, asụsụ aka ọasụ n'efu, defu, aka. Call 276.439.1888

AKIYESI: Bi o ba nsọ èdè Yorùbú ọfé ni iranlọwọ lori èdè wa fun yin o. Ẹ pe ẹrọ-ibanisọrọ yi 276.439.1888