



DEPARTMENT OF DISABILITIES
Carol Beatty, Secretary

DEPARTMENT OF HEALTH
Robert R. Neall, Secretary

NOTICE - Support Persons for Individuals (September 24, 2020)

State and federal law prohibits discrimination against individuals based on disability. In addition, the Secretary of Health and the Secretary of the Department of Disabilities require all licensed Maryland hospitals, related institutions, freestanding medical facilities, freestanding ambulatory care facilities, chronic disease centers, hospice care facilities, comprehensive rehabilitation facilities, nursing homes, and assisted living programs (collectively health care providers) to adopt policies allowing support persons for individuals with disabilities to stay with those persons during visits to health care providers (the Access Notice).

If you believe that one of the listed health care providers is violating the Access Notice, you may file a complaint with the Maryland Department of Health's Office of Health Care Quality by following the process described here:

<https://health.maryland.gov/ohcq/Pages/Complaints.aspx>.

If you believe that you are a victim of discrimination because of your disability, you may file a complaint with any of the following:

Effective Oct. 1, 2020, you may file a complaint with MDH's Office of Equal Opportunity, Equal Access Compliance Unit and/or the Maryland Commission on Civil Rights.

Office of Equal Opportunity Programs Maryland Department of Health
201 W. Preston Street, Suite 422, Baltimore, MD 21201
Phone: 410.767.6600 | Fax: 410.333.5337

MD Relay: 711

- Delinda Johnson Blake, Equal Access Compliance Manager
delinda.blake@maryland.gov
- Andrea Gillespie, Equal Access Compliance Officer
andrea.gillespie@maryland.gov

AND/OR

Maryland Commission on Civil Rights (MCCR)
6 Saint Paul Street, Suite 900, Baltimore, MD 21202
Phone: 800.637.6247 | 410.767.8600 | MD Relay: 711
<https://mccr.maryland.gov/Pages/Intake.aspx>

You also may file complaints with the following federal agencies if you believe you have been subject to discrimination by a health care provider:

U.S. Department of Justice (via mail) Civil Rights Division
950 Pennsylvania Avenue, NW
4CON, 9th Floor, Washington, DC 20530
<https://civilrights.justice.gov/report/> | Fax: 202.307.1197

More information on the DOJ complaint process may be found by visiting:
https://www.ada.gov/filing_complaint.htm

AND/OR

Centralized Case Management Operations
U.S. Department of Health and Human Services (via mail)
200 Independence Avenue, S.W., Room 509F HHH Bldg.
Washington, D.C. 20201 | OCRComplaint@hhs.gov
<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

More information on the HHS complaint process may be found by visiting:
<https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

Carol A. Beatty
Secretary, Department of Disabilities

Robert R. Neall
Secretary, Department of Health

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.410.328.4141 (TTY: 7-1-1).

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 1.410.328.4141 (TTY: 7-1-1)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.410.328.4141 (TTY: 7-1-1). 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 1.410.328.4141 (TTY: 7-1-1).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1.410.328.4141 (ATS: 7-1-1).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1.410.328.4141 (TTY: 7-1-1).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1.410.328.4141 (телетайп: 7-1-1).

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶቻችን በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚስተለው ቁጥር ይደውሉ 1.410.328.4141 (ማስማት ለተሰናቸው: 7-1-1)።

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̀ [Bàsɔ̀-wùdù-po-nyò] jũ ní, níí, à wuɖu kà kò dò po-poò béìn m̀ gbo kpáa. Ɖá 1.410.328.4141 (TTY: 7-1-1).

Ige nti: O buru na asu lbo asusu, enyemaka diri gi site na call 1.410.328.4141 (TTY: 7-1-1)

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1.410.328.4141 (TTY: 7-1-1).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1.410.328.4141 (TTY: 7-1-1)۔

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات 1.410.328.4141 (تماس بگیریید). (زبانی 7-1-1).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1.410.328.4141 (TTY: 7-1-1).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1.410.328.4141 (TTY: 7-1-1).