



## Gilchrist Hospice Care Policy

**TITLE: Non-Discrimination**

**POLICY #: 2-102**

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### I. POLICY

- A. It is the policy of Gilchrist Hospice Care d/b/a Gilchrist Center Baltimore; Joseph Richey House to not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, national origin, disability, age, creed, sex, sexual preference, marital status, age, religious preference or ability to pay in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, and in staff and employee assignments to patients, whether carried out by Gilchrist Hospice Care d/b/a Gilchrist Center Baltimore: Joseph Richey House directly or through a contractor or any other entity with which Gilchrist Hospice Care arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (nondiscrimination on the basis of race, color, national origin), Section 504 of the Rehabilitation Act of 1973 (nondiscrimination on the basis of disability), the Age Discrimination Act of 1975 (nondiscrimination on the basis of age), regulations of the U.S. Department of Health and Human Services issued pursuant to these three statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

Additionally, in accordance with Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42, U.S.C. § 18116, Gilchrist Hospice Care d/b/a Gilchrist Center Baltimore: Joseph Richey House does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of sex (including gender identity) in admission to, participation in, or receipt of the services and benefits under any of its health programs and activities, and in staff and employee assignments, whether carried out by Gilchrist Hospice Care d/b/a Gilchrist Center Baltimore: Joseph Richey House directly or through a contractor or any other entity with which Gilchrist Hospice Care arranges to carry out its programs and activities.

### II. PROCEDURES

- A. This non-discrimination policy applies to every relationship we have with a patient and patient/family including but not limited to: admission, staff assignments, and services.
- B. The implementation of this policy is the responsibility of all Gilchrist Hospice Care personnel. The President has overall responsibility for monitoring compliance with this policy.

- C. Gilchrist Hospice Care's policy of non-discrimination will be stated on all publications provided to referral sources and community groups.

### III. PROVISION FOR NEEDS OF THE HANDICAPPED

#### A. Policy

- 1. It is the policy of Gilchrist Hospice Care d/b/a Gilchrist Center Baltimore: Joseph Richey House to individually assess the needs of the hearing-impaired, sight-impaired, physically and/or mentally handicapped and to design an individualized Plan of Care that meets the needs of each Hospice client. Interpreters and auxiliary aids will be provided without cost to the patient and in the time and place that the Plan of Care requires.

#### B. Procedure

- 1. In developing the Plan of Care, Hospice personnel will draw upon the resources of the community as appropriate.

### IV. PATIENTS WITH COMMUNICATION BARRIERS

#### A. Communication barriers include:

- 1. Foreign language
- 2. Hearing impairment
- 3. Blindness
- 4. Alzheimer's Disease
- 5. Speech impairment

- B. Once a communication barrier is identified, the Interdisciplinary Team (IDT) will take action to appropriately deal with the barrier. Gilchrist Hospice Care Social Work Staff may be contacted to identify resources to assist with communication barriers.

Approved Date: 01/94, 5/16

Date Reviewed: 05/95, 08/95, 08/96, 06/97, 12/99, 02/01, 05/02, 04/03, 03/04, 11/05, 11/06, 10/09, 06/11, 05/12, 04/12

Date Revised: 08/96, 11/08, 10/09, 06/11, 03/13, 5/16



## **Gilchrist Hospice Care Policy**

**TITLE: Fair Housing and Section 504 Policies**

**POLICY #: 2-104**

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### **I. POLICY**

Gilchrist Hospice Care, Inc. complies with the letter and spirit of the Fair Housing Act that prohibits housing discrimination against persons based upon race, color, religion, national origin, sex, familial status, and disability. No otherwise qualified person will be denied housing or otherwise discouraged from obtaining housing at any Gilchrist Hospice Care owned facility because of his/her race, color, religion, national origin, sex, familial status, or disability. Housing at Gilchrist is limited to the provision of residential hospice services. All patients seeking housing must meet the criteria for hospice services.

Pursuant to Section 504 of the Rehabilitation Act, no qualified individual with disabilities will be excluded, solely on the basis of disability from participation in or the benefits of the program or activities administered by GHC. GHC will provide reasonable accommodations to all residents who need such accommodations to be able to enjoy the benefits of the residential hospice housing provided by GHC.

Date Approved: 2/24/15



## **Gilchrist Hospice Care Policy**

**TITLE: Compliance with Section 504 and the Americans with Disabilities Act**  
**POLICY #: 2-101**

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### **I. POLICY**

It is the policy of Gilchrist Hospice Care to comply with Section 504 of the Rehabilitation Act of 1973 as amended, and with the Americans with Disabilities Act of 1990.

### **II. PROCEDURE**

- A. Patients and families are served based on the needs identified by the Interdisciplinary Care Team and without regard to any handicapping condition. This is true for both the level and scope of services.
- B. Once a patient/family is admitted for service and a handicapping condition exists, the Plan of Care will address meeting all of the needs of the patient/family. The goals will be to enable a patient/family to have the highest quality of life, until the death of the patient.
- C. A speech therapist will be made available, when indicated, to assist in communicating with patient/families with a speech or hearing problem.
- D. The offices of Gilchrist Hospice Care will be located where ambulatory handicapped persons will have access.
- E. The inpatient units of Gilchrist Hospice Care, Gilchrist Center Towson, Gilchrist Center Howard County and the Gilchrist Center Baltimore – Joseph Richey House, will be accessible to handicapped persons who wish to visit.
- F. All official meetings of Gilchrist Hospice Care will be held in facilities which are accessible to handicapped persons.
- G. All programs sponsored by Gilchrist Hospice Care will be held in facilities which are accessible to handicapped persons.
- H. Gilchrist Hospice Care will not do business with organizations which discriminate against handicapped persons.
- I. Gilchrist Hospice Care's policy of non-discrimination will be noted on all publications distributed in the community.

Gilchrist Hospice Care

Policy # 2-101: Compliance with Section 504 and the Americans with Disabilities Act

Approved Date: 01/94

Date Reviewed: 05/95, 08/95, 08/96, 06/97, 12/99, 02/01, 05/02, 04/03, 03/04, 09/05, 12/05,  
11/06, 06/11, 02/13, 06/14

Date Revised: 08/96, 12/99, 11/08, 02/16



## **Gilchrist Hospice Care Policy**

**TITLE: Dissemination of Non-Discrimination Policy**

**POLICY #: 2-108**

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- I. **POLICY:** For the purposes of complying with the rules and regulations set forth and enforced by the Office for Civil Rights, Gilchrist Hospice Care d/b/a Gilchrist Center Baltimore: Joseph Richey House informs the public, patients and employees that the agency does not discriminate on the basis of race, color, national origin, disability, age, sex, sexual orientation, gender identity, religion or creed.
- Gilchrist Hospice Care d/b/a Gilchrist Center Baltimore: Joseph Richey House disseminates the nondiscrimination statement in the following ways:
- A. For the General Public:
- A copy of the nondiscrimination statement is posted in our facility for visitors, clients and patients to view.
  - The nondiscrimination statement is printed in the company brochure and is routinely distributed to patients, referral sources and the community.
  - The nondiscrimination statement is included in newspaper advertisements for the facility.
- B. For the Patients:
- The nondiscrimination statement is included in patient admissions packet.
  - The nondiscrimination statement is discussed with patients upon their initial visit.
  - A copy of the nondiscrimination statement is available upon request.
- C. For the Employees:
- The nondiscrimination statement is included in employee advertisements.
  - The nondiscrimination statement is included in the employee handbook.
  - The nondiscrimination statement is discussed and distributed during employee orientation.
  - The nondiscrimination statement is posted in employee break rooms.

Gilchrist Hospice Care d/b/a Gilchrist Center Baltimore: Joseph Richey House has also posted its Nondiscrimination Policy on the company website. Please visit [www.gilchristservices.org](http://www.gilchristservices.org) for more details and to find additional information about Gilchrist Hospice Care.

Please view accompanying documents that incorporate the Nondiscrimination clause.

# Greater Baltimore Medical Center's NOTICE OF NON-DISCRIMINATION

Greater Baltimore Medical Center (GBMC) complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently based on age, gender, sex, race, color, national origin, religion, sexual orientation, gender identity or expression, or disabilities.

GBMC provides free aids and services to people with disabilities and for effective communication. We have available:

- Qualified video remote interpreters for American sign language.
- Qualified remote interpreters for those whose primary language is not English.

If you need these services, contact your nurse, your doctor and/or the department manager.

You have the right, without recrimination, to voice complaints regarding your care and to have those complaints reviewed, and when possible, resolved.

If you believe that GBMC has failed to provide these services or discriminated in another way, please contact our Resolution Manager at 443-849-2960 to determine if you wish to file a formal complaint or grievance. You can also forward your concerns by email to **ResolutionManager@gbmc.org**, regular mail to the attention of the Resolution Manager, Quality and Safety, 6701 North Charles Street, Baltimore, MD 21204 or by fax to 443-849-2258. Our Resolution Manager will be happy to assist you and answer any questions you may have.

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: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201, Phone: 1-800-368-1019, TDD: 1-800-537-7697 Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



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### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-745-5010.

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### Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-745-5010.

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### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-745-5010.

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### Yoruba

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-866-745-5010.

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### Ibo

Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 1-866-745-5010.

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### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-745-5010 번으로 전화해 주십시오.

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### Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-866-745-5010

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### Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-745-5010.

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### Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-745-5010.

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### Traditional Chinese

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 1-866-745-5010。

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### French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-745-5010.

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### Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-745-5010.

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### Arabic

ملاحظة: إذا كنت تتكلم العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. دعوة 1-866-745-5010

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### Amharic

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### Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-866-745-5010 تماس بگیرید.