



Accessibility at Chapa-De Indian Health

Our Commitment to Patients and Visitors with Disabilities

Chapa-De Indian Health is committed to accessible care for all patients – including persons with disabilities. We make every effort to incorporate disability access practices into our care practices makes us a leader in disability access. Over the years, we’ve trained our staff, surveyed our care centers, purchased accessible medical equipment, developed new policies and procedures and completed numerous facility infrastructure upgrades so all patients and visitors are treated equally.

Clinical Care

We implemented a patient accommodation process to ensure patients get needed disability related accommodations or assistance during care.

Some examples of accommodations include:

- Providing interpreter services or video relay for patients with hearing loss
- Offering assisted listening services for hard-of-hearing patients
- Supplying audible, large print or reading assistance for patients with visual disabilities
- Providing accessible care spaces with adjustable exam tables
- Assisting patients needing help transferring onto care equipment
- Welcoming service animals accompanying a patient or visitor

Accessible Medical Equipment

We consider the accessibility of our equipment before making purchases. We’ve also created standards for buying exam tables, procedure chairs, wheelchair accessible scales and beds to ease patient transfers. We also place lift equipment to be easily accessible to all care centers.

Physical Access

We build and maintain our facilities to ensure compliance for people with disabilities. We’ve completed numerous infrastructure upgrades so all patients and visitors can access and navigate our facilities.

Nondiscrimination Policy

Chap-De Indian Health complies with applicable Federal and California civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, sex characteristics (including intersex traits), pregnancy or related conditions, and sex stereotypes. Chap-De Indian Health does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity, sex characteristics (including intersex traits), pregnancy or related conditions, and sex stereotypes.

Chapa-De Indian Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you believe that a Chapa-De facility has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, sex characteristics (including intersex traits), pregnancy or related conditions, and sex stereotypes, you can file a grievance at the below contact information.

Darla Clark, Chief Operations Officer
11670 Atwood Rd, Auburn, CA 95603
(530) 887-2800
records@chapa-de.org

You can file a grievance in person, by mail or email.

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:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019
800-537-7697 (TDD)
Complaint forms are available at
<https://www.hhs.gov/ocr/complaints/index.html>.