

## Seattle Cancer Care Alliance

### Administrative Policies and Operating Procedures

**Section:** Administration

**Policy Title:** Patient Non-Discrimination

Organization Wide     SLU     EVG     NWH

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**Scope:** This policy applies to all members of the Seattle Cancer Care Alliance (“SCCA”) workforce, including employees, medical staff members, contracted service providers, and volunteers, and to all vendors, representatives, and any other individuals providing services to or on behalf of SCCA (described in this policy as “SCCA Personnel”).

**Purpose:** To ensure that all patients of and visitors to SCCA are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal laws.

**Policy:** SCCA is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.

1. SCCA Personnel will treat all patients and visitors receiving services from or participating in other programs of SCCA with equality in a welcoming manner that is free from discrimination based on age, race, ethnicity, color, creed, geography, national origin, immigration status, religion, beliefs, income, education, language, disability, sexual orientation, marital status, sex, gender identification or expression, veteran or military status, or any other basis prohibited by federal, state or local law.
2. SCCA Personnel will inform patients of the availability of, and make, reasonable accommodations for patients consistent with federal and state requirements. For example, language interpretation services will be made available for non-English speaking patients and sign language interpretation will be made available for hearing impaired patients.
3. SCCA Personnel will afford visitation rights to patients free from discrimination based on age, race, ethnicity, color, creed, national origin, immigration status, religion, income, education, language, disability, sexual orientation, marital status, sex, gender identification or expression, veteran or military status, or any other basis prohibited by federal, state or local law, and will ensure that visitors receive equal visitation privileges consistent with patient preferences.
4. Any person, who believes that he, she, or another person has been subjected to discrimination which is not permitted by this Policy, may file a complaint or grievance by contacting SCCA Patient Relations at 206-288-1056.
5. SCCA Personnel are prohibited from retaliating against any person who opposes, complains about, or reports discrimination, files a complaint, or cooperates in an investigation of discrimination or other proceeding under federal, state, or local anti-discrimination law.