

Nondiscrimination Statement

Northern Light Health, and its member organizations, comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, ethnicity, age, mental or physical ability or disability, political affiliation, religion, culture, socio-economic status, genetic information, veteran status, sexual orientation, sex, gender, gender identity or expression, or language.

Northern Light Health, and its member organizations, do not exclude people or treat them differently because of race, color, national origin, ethnicity, age, mental or physical ability or disability, political affiliation, religion, culture, socio-economic status, genetic information, veteran status, sexual orientation, sex, gender, gender identity or expression, or language.

Northern Light Health, and its member organizations, provide 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)

Northern Light Health, and its member organizations, provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need any of these services, please contact the Civil Rights Coordinator, listed below, at the Northern Light Health organization you are accessing. If you have a TTY, you may also dial 711.

Grievance Procedure for Northern Light Health

If you believe that Northern Light Health, or one of its member organizations, has failed to provide these services or discriminated in another way on the basis of race, color, national

origin, ethnicity, age, mental or physical ability or disability, political affiliation, religion, culture, socio-economic status, genetic information, veteran status, sexual orientation, sex, gender, gender identity or expression, or language, you can file a grievance with Northern Light Health's Civil Rights Coordinator. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Civil Rights Coordinator is available to help you.

Civil Rights Coordinator for Northern Light Health

Tracy Roberts, Northern Light Health Compliance Officer

797 Wilson Street, Suite 4, Brewer, Maine 04412

Phone - [207-973-5967](tel:207-973-5967)

TTY - 711 (Maine Relay)

Fax - 207-989-1420

Email - tjroberts@northernlight.org

Civil Rights Coordinator for Northern Light Acadia Hospital

Patricia Hofmaster, Director of Performance Improvement

268 Stillwater Avenue, Bangor, ME 04401

Phone - [207-973-6010](tel:207-973-6010)

TTY - 207-973-6142

Fax - 207-973-6109

Email - phofmaster@northernlight.org

Civil Rights Coordinator for Northern Light AR Gould Hospital

Courtney Lovely, Manager, Quality Management Services

140 Academy Street, Presque Isle, ME 04769

Phone - [207-768-4091](tel:207-768-4091)

TTY - 711 (Maine Relay)

Fax - 207-768-4605

Email - clovely@northernlight.org

Civil Rights Coordinator for Northern Light Beacon Health

Kathy Lirakis, Director of Compliance and Privacy

797 Wilson Street, Brewer, ME 04412

Phone - [207-973-9378](tel:207-973-9378)

TTY - 711 (Maine Relay)

Fax - 207-989-1096

Email - Kathy.lirakis@northernlight.org

Civil Rights Coordinator for Northern Light Blue Hill Hospital

Greta Lowe, Quality Manager

57 Water Street, Blue Hill, ME 04614

Phone - [207-374-3491](tel:207-374-3491)

TTY - 207-374-2629

Fax - 207-374-3983

Email - Greta.Lowe@northernlight.org

Civil Rights Coordinator for Northern Light CA Dean Hospital

Tom Murray, LCSW, Social Worker

364 Pritham Avenue, Greenville, ME 04441

Phone - [207-695-5210](tel:207-695-5210)

TTY - 207-624-5512

Fax - 207-695-4800

Email - tmurray@northernlight.org

Civil Rights Coordinator for Northern Light Continuing Care Lakewood

Shannon Lockwood, Administrator
200 Kennedy Memorial Drive, Waterville, ME 04901
Phone - [207-873-5125](tel:207-873-5125)
TTY - 711 (Maine Relay)
Fax - 207-861-3285
Email - slockwood@northernlight.org

Civil Rights Coordinator for Northern Light Eastern Maine Medical Center

Director, Patient Relations
489 State Street, Bangor, ME 04401
Phone - [207-973-8110](tel:207-973-8110)
TTY - 711 (Maine Relay)
TTY - 207-973-8018 (Emergency Room)
Fax - 207-973-5768
Email - emmcpr@northernlight.org

Civil Rights Coordinator for Northern Light Home Care and Hospice

Rosemary Unnold, Director of Performance Improvement
50 Foden Road, Suite 3, South Portland, ME 04106
Phone - [207-400-8878](tel:207-400-8878)
TTY - 711 (Maine Relay)

Fax - 207-756-8676

Email - unnoldr@northernlight.org

Civil Rights Coordinator for Northern Light Inland Hospital

Rick Barry, VP of Patient Care Services and Chief Nursing Officer

200 Kennedy Memorial Drive, Waterville, ME 04901

Phone - [207-961-3020](tel:207-961-3020)

TTY - 207-872-2211

Fax - 207-861-3041

Email - ribarry@northernlight.org

Civil Rights Coordinator for Northern Light Maine Coast Hospital

Kristen Stiles, Patient Access Manager

50 Union Street, Ellsworth, ME 04605

Phone - [207-664-5333](tel:207-664-5333)

TTY - 207-664 5600

Fax - 207-664-5334

Email - kstiles@northernlight.org

Civil Rights Coordinator for Northern Light Mercy Hospital

Melissa Skahan, VP of Mission Integration

144 State Street, Portland, ME 04101

Phone - [207-879-3185](tel:207-879-3185)

TTY - 800-457-1220

Fax - 207-879-3429

Email - skahanm@northernlight.org

Civil Rights Coordinator for Northern Light Restorative Health

Patricia Hofmaster, Director of Performance Improvement

268 Stillwater Avenue, Bangor, ME 04401

Phone - [207-973-6010](tel:207-973-6010)

TTY - 207-973-6142

Fax - 207-973-6109

Email - phofmaster@northernlight.org

Civil Rights Coordinator for Northern Light Sebasticook Valley Hospital

Ruth Hendricks, Director of Quality and Risk Management

447 North Main Street, Pittsfield, ME 04967

Phone - [207-487-4088](tel:207-487-4088)

TTY - 207-487-4590

Fax - 207-487-3204

Email - rhendricks@northernlight.org

Civil Rights Coordinator for Advanced Collection Services (ACS)

Amon Purinton, Compliance Officer

210 State Street, Bangor, ME 04401

Phone - [207-973-7649](tel:207-973-7649)

TTY - 711 (Maine Relay)

Fax - 207-947-0894

Email - apurinton@northernlight.org

Civil Rights Coordinator for Affiliated Drug Testing Services

Amon Purinton, Compliance Officer

210 State Street, Bangor, ME 04401

Phone - [207-973-7649](tel:207-973-7649)

TTY - 711 (Maine Relay)

Fax - 207-947-0894

Email - apurinton@northernlight.org

Civil Rights Coordinator for Affiliated Labs

Amon Purinton, Compliance Officer

210 State Street, Bangor, ME 04401

Phone - [207-973-7649](tel:207-973-7649)

TTY - 711 (Maine Relay)

Fax - 207-947-0894

Email - apurinton@northernlight.org

Civil Rights Coordinator for Alliance Health Documentation

Amon Purinton, Compliance Officer

210 State Street, Bangor, ME 04401

Phone - [207-973-7649](tel:207-973-7649)

TTY - 711 (Maine Relay)

Fax - 207-947-0894

Email - apurinton@northernlight.org

Civil Rights Coordinator for Meridian Mobile Health

Amon Purinton, Compliance Officer
210 State Street, Bangor, ME 04401
Phone - [207-973-7649](tel:207-973-7649)
TTY - 711 (Maine Relay)
Fax - 207-947-0894
Email - apurinton@northernlight.org

Civil Rights Coordinator for Miller Drug Pharmacy

Amon Purinton, Compliance Officer
210 State Street, Bangor, ME 04401
Phone - [207-973-7649](tel:207-973-7649)
TTY - 711 (Maine Relay)
Fax - 207-947-0894
Email - apurinton@northernlight.org

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
[1-800-368-1019](tel:1-800-368-1019), 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.