



# Rancho Los Amigos National Rehabilitation Center

## ADMINISTRATIVE POLICY AND PROCEDURE

---

**SUBJECT: PROVIDING SERVICES TO PATIENTS  
WITHOUT DISCRIMINATORY BIAS**

**Policy No.: B508**  
**Supersedes: November 15, 2019**  
**Reviewed: June 14, 2022**  
**Page: 1 of 1**

---

### **PURPOSE:**

This policy is to provide guidelines to employees of Rancho Los Amigos National Rehabilitation Center regarding treatment of patients without discriminatory bias.

### **POLICY:**

It is the policy of Rancho to provide services to all people regardless of race, color, national origin, religion, ethnicity, language, culture, size, gender, sex, sexual orientation, gender identity or expression, socioeconomic status, physical or mental ability or disability, age, educational background, ancestry, medical condition, marital status, registered domestic partner status, genetic information, citizenship, immigration status (except as required by federal law), the source of payment for care or any other protected classifications identified under applicable federal, state, and local laws, regulations, or statutes.

In compliance with the Americans with Disabilities Act (ADA), Rancho does not discriminate based on disability with regard to admission, access, participation or employment in its programs and activities. Information regarding the provisions of the ADA and the rights provided by the ADA are available from our ADA Coordinator in the Language and Culture Resource Center.

Rancho provides care and support our patients who identify as LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning). Rancho actively promotes healthcare equality, improves the experience for LGBTQ+ patients, visitors, and workforce members through education, and community engagement.

Rancho does not discriminate against visitors based on any of the above-mentioned classifications. No preferential treatment shall be afforded to any patient or prospective patient.

Rancho workforce members strive to facilitate a safe, welcoming, and culturally sensitive environment for all.

CM:LW:vz

Revisions: 06/30/2003, 01/08/2007, 11/15/2019, 6/22

---

EFFECTIVE DATE: February 1, 1984

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY: 