



Title VI Program

November 18, 2025

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Title VI Notice and Discrimination Complaint Procedures

Tri-City Medical Center's Patient Transportation Express operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in English or in Spanish.

If information is needed in another format and or language, please contact the Office of Compliance and Privacy at (760) 940-3117 or at ComplianceDept@tcmc.com.

1. Applicability. The following complaint procedures apply to all persons who believe that they have been subject to discrimination by Tri-City Medical Center (Tri-City) related to its transportation services.

2. Preliminary Review Process. The following process must be completed prior to filing a Formal Complaint with FACT's Grantor.

Informal Resolution - Prior to submitting a formal complaint, the complaining party must contact Director of Outpatient Behavioral Health for ADA, Title VI, or other discrimination complaints for assistance in resolving the matter informally as soon as is practical, generally within 15 calendar days of the time from when the subject of the complaint occurred, or the complaining party became aware of Tri-City's alleged non-compliance with state or federal non-discrimination laws. Complaints must be filed within 180 days of an alleged incident.

Complaints can be sent to the Office of Compliance and Privacy at (760) 940-3117 or to the address 4002 Vista Way, Oceanside, CA, 92056.

Tri-City will notify the grantor of the complaint within 72 hours of receiving the complaint, and record the complaint and steps taken toward resolution. Tri-City is responsible for informing the complaining party about Tri-City's complaint procedure, including the opportunity to file a formal complaint with the grantor and/or the Federal Transit Administration (FTA) as described below.

Report of Results to Grantor and Complaining Party – Tri-City will email or mail the grantor and the complaining party the results of the informal resolution process within 30 calendar days of receiving the complaint. If the complaining party is not satisfied with Tri-City's disposition of the matter, the complaining party may file a formal complaint with the Grantor. For reference, SANDAG's procedure is described below.

3. Formal Complaint

If the procedure for Preliminary Review and informal resolution by Tri-City does not yield a



successful resolution, then the complaining party may file a formal, written complaint with SANDAG in the manner described below. SANDAG materials can be made available in alternative languages. To make a request, call (619) 699-1900. Los materiales de SANDAG están disponibles en otros idiomas. Para hacer una solicitud, llame al (619) 699-1900.

Formal complaints must be filed within 10 calendar days from the date the complaining party receives notice of the end of the preliminary review process. Complaints must be in writing and must include an attached copy of any correspondence concerning the complaint with Tri-City.

Complaints must be filed with the Compliance Officer at 1011 Union St, Suite 400, San Diego, CA 92101; Fax number (619) 699-1995; TTY (619) 699-1904.

Investigation – The Compliance Officer or their designee will initiate an investigation, which may include interviewing, consulting with, and/or requesting a written response to the issues raised in the complaint from any individual the Compliance Officer believes to have relevant information, Tri-City staff, and members of the public. The Compliance Officer may also hold an informal hearing at their discretion.

Representation - The complaining party and any party against whom the complaint is directed has the right to have a representative.

Findings and Notification - The Compliance Officer will prepare and provide the complaining party and all other parties involved a final report containing a summary of the investigation, written findings, and a proposed disposition. This report will be provided to the complaining party and Tri-City within 45 calendar days of the filing of the formal complaint.

Final Disposition - The disposition proposed by the Compliance Officer will be put into effect promptly. The complaining party or any party against whom the complaint or the proposed disposition is directed may appeal. The appeal to the Chief Executive Officer (as set forth below) will not suspend the implementation of the disposition proposed by the Compliance Officer, except in those circumstances where the SANDAG Chief Executive Officer decides that good cause exists, making the suspension of implementation appropriate.

4. Appeal

Within 10 calendar days of the issuance of the final report, the complaining party may appeal to the SANDAG Chief Executive Officer.

A complaining party may appeal by filing a written request for review by the SANDAG Chief Executive Officer.

The written request for review must specify the particular substantive and/or procedural basis for the appeal, and must be made on grounds other than general dissatisfaction with the

proposed disposition. Furthermore, the appeal must be directed only to issues raised in the formal complaint as filed or to procedural errors in the conduct of the complaint procedure itself, and not to new issues.

The review by the Chief Executive Officer or their designee normally will be limited to the following considerations: Were the proper facts and criteria brought to bear on the decision? Were improper or extraneous facts or criteria brought to bear on the decision that substantially affected the decision to the detriment of the complaining party? Were there any procedural irregularities that substantially affected the outcome of the matter to the detriment of the complaining party? Given proper facts, criteria, and procedure, was the decision one that a person in the position of the decision-maker might reasonably have made?

A copy of the Chief Executive Officer's written decision will be expected within 30 calendar days of the filing of the appeal and shall be sent to all parties involved and, if appropriate, to persons whose authority will be needed to carry out the disposition. The deadline may be extended by the Chief Executive Officer for good cause. The decision of the Chief Executive Officer or their designee on the appeal will be SANDAG's final decision.

2. File with the FTA - Any person who believes themselves or any specific class of persons to be subjected to discrimination prohibited by ADA or Title VI may also file a written complaint with the FTA. A complaint should be filed no later than 180 days after the date of the alleged discrimination unless the time for filing is extended by FTA. Title VI and ADA complaints regarding federally funded programs at FACT, can be sent to the following address:

Federal Transit Administration Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Title VI Notice Public Posting

Tri-City Medical Center ensures that Title VI notice and complaint forms are accessible to the public. These materials are available on the Tri-City Medical Center website at <https://www.tricitymed.org/titleVI-notice/>. Title VI complaint forms are also posted in all transportation vehicles. Title VI notices can be accessed online, via printed forms, or requested by email or phone.

Language Assistance Plan

Factor 1: The number or proportion of persons with LEP eligible to be served or likely to be served by Tri-City Medical Center's transportation program

(Source: [Census Data accessed on 11/19/2025](#))

Primary Languages and People with LEP in Tri-City medical Center Service Area			
Primary Language	# of People with LEP in Service Area	% of People with the LEP in Service Area	% of Total Population in Service Area
Spanish	35,447	81.27	8.79
Chinese, Mandarin, Cantonese	2,028	4.65	.05
Other Asian Pacific Island Language	1,825	4.18	.04
Tagalog	1,773	4.07	.04
Vietnamese	1,558	3.57	.03
Other Indo-European Language	983	2.25	.02
Total	43,614	99.99	8.97

Factor 2: The frequency with which individuals with LEP come into contact with the program

In 2024, Tri-City Medical Center leadership established a diverse, multiracial, and interdisciplinary committee focused on health equity and improving community health outcomes. Committee members include physicians, nurses, social workers, and data analysts. During the last six months of 2024, Tri-City Medical Center has provided 72,401 minutes of language interpretation services—demonstrating its ongoing commitment to diversity, equity, and inclusion by addressing patients' communication needs at a fundamental level.

2024 Summary of Preferred Languages [source: Health Care Access and Information (HCAI) [Hospital Equity Measures Report](#)]

Table 1. Summary of preferred languages reported by patients.

Languages	Number of patients who report preferring language	Total number of patients	Percentage of total patients who report preferring language (%)
English Language	47083	52513	89.7
Spanish Language	4977	52513	9.5
Asian Pacific Islander Languages	119	52513	0.2
Middle Eastern Languages	36	52513	0.1
American Sign Language	suppressed	52513	suppressed
Other Languages	suppressed	52513	suppressed

Factor 3: The nature and importance of the program to people’s lives

Tri-City Medical Center recognizes that social determinants of health, such as language barriers and transportation challenges, significantly impact access to healthcare services. To address these needs and ensure equitable care, we have implemented the following measures:

- **Language Assistance Services:** We provide interpretation and translation services to patients with Limited English Proficiency (LEP) to ensure clear communication and informed decision-making.
- **Transportation Support:** Resources and assistance are available to help patients overcome transportation barriers that may prevent timely access to care.
- **Staff Training and Awareness:** All staff members receive annual training focused on identifying and addressing social needs that affect healthcare access. This training reinforces the importance of connecting patients to appropriate support services.
- **Proactive Assessment:** Staff are trained to assess social needs during patient interactions and link individuals to available resources, ensuring that no patient is left without the support necessary for quality care.

Through these efforts, Tri-City Medical Center demonstrates its commitment to Title VI compliance and to fostering an inclusive, patient-centered environment.

Factor 4: The resources available for LEP engagement and the costs of that engagement

Tri-City Medical Center adheres to its [Interpretation and Translation Policies](#), providing language services to individuals who are:

- Sensory impaired (blind or deaf),
- Communicatively impaired (expressive or receptive language deficits),
- Patients with Limited English proficiency (LEP).

During the patient registration process, staff inform patients about the Language Assistance Plan. Tri-City staff offer translation in all languages, including Spanish, Chinese (Mandarin and Cantonese), Tagalog, Vietnamese, Arabic, Farsi, European languages, and others. This information is also displayed in multiple languages throughout all units. All staff receive initial and annual training on assessing patient language and interpretation needs, and on delivering timely and appropriate language assistance. Services include telephone translation, and computer-based translation for individuals who are hearing or visually impaired. (Refer to the second Appendix for posted materials.)

All Tri-City Medical Center staff also complete annual training in cultural competence and cultural humility. These computer-based trainings cover:

- Implicit bias,
- Health equity,
- Age-appropriate care,
- Communication across the lifespan,
- Needs of transgender, gender-diverse, and intersex individuals.

Tri-City Medical Center staff screen all patients for LEP and offers various translation services, including audio and video interpretation. The organization is committed to workforce diversity and actively recruits and retains a diverse staff. To enhance workforce availability, Tri-City Medical Center partnered with an agency that supplies foreign-educated registered nurses. To improve cultural responsiveness, staff use multiple platforms to deliver evidence-based educational materials in patients' native languages, ensuring accessibility and cultural relevance.

All language assistance services are provided at no cost to patients. Each year, Tri-City Medical Center allocates a dedicated budget to support these services, which includes:

- **Interpretation and Translation Services:** Ensuring patients with Limited English Proficiency (LEP) have meaningful access to care.
- **Staff Training:** Annual training for all staff on language access protocols and cultural competency.
- **Technology Resources:** Investment in interpretation platforms and translation tools to enhance service delivery.

- **Multilingual Communications:** Posting notices and vital information in multiple languages to inform patients of available LEP services.

This commitment reflects our responsibility under Title VI to eliminate language barriers and promote equitable access to healthcare.

Language Access Plan Application

Tri-City Medical Center applies its Language Access Plan (LAP) by ensuring that all patients with Limited English Proficiency (LEP) receive meaningful access to healthcare services. Based on our analysis of community demographics and patient encounters, we identified Spanish as the primary LEP language in our service area. This determination follows the Safe Harbor guidance under Title VI, which requires translation of vital documents when a language group constitutes 5% or 1,000 individuals of the eligible population.

Safe Harbor Languages

- **Spanish:** Tri-City meets the Safe Harbor threshold for Spanish-speaking individuals.
- **Other languages:** While Spanish is the only language meeting the threshold, interpretation services are available for all other languages for LEP patients.

Threshold Compliance for Vital Documents

To comply with Title VI and Safe Harbor requirements:

- **Translated Vital Documents:** All essential consent forms, educational handouts, and patient rights documents are translated into Spanish.
- **Multilingual Notices:** Notices informing patients of their right to free language assistance are posted in English and Spanish throughout the facility and on our website.
- **On-Demand Interpretation:** Professional interpreters (in-person, telephonic, and video) are available for any language, ensuring immediate access for patients who do not speak English or Spanish.
- **Transportation Materials:** Flyers and schedules related to transportation services are provided in Spanish.

How the LAP Is Applied

The LAP guides staff training, resource allocation, and patient communication protocols. Staff are trained to:

- Identify LEP patients during registration.
- Offer language assistance proactively.
- Document language needs in the patient record to ensure continuity of care.

Our goal is to eliminate language barriers and guarantee that every patient receives clear, understandable information about their care, regardless of language.

Evaluating, Monitoring, and Updating the LAP

Tri-City Medical Center is committed to maintaining an effective Language Access Plan (LAP) that ensures meaningful access for individuals with Limited English Proficiency (LEP). To achieve this, we implement the following measures:

- **Regular Updates:** Interpretation and translation services are reviewed and updated every three years to ensure accuracy, relevance, and compliance with federal and state requirements.
- **Complaint Resolution:** Any complaints regarding language access or barriers to communication are addressed promptly and documented in accordance with Title VI guidelines.
- **Public Information:** Title VI program details and complaint procedures are posted in every vehicle and facility to ensure visibility and accessibility for all community members.
- **Continuous Monitoring:** We track usage of interpretation and translation services at least annually, evaluate community language needs, and adjust resources accordingly.
- **Community Feedback:** Input from patients, families, and community stakeholders is actively sought to identify gaps and improve language access services. The patient experience evaluation at **Tri-city Medical Center** is based on the HCAHPS Patient Survey which is administered to a random sample of adult inpatients after they have been discharged. The survey is based on a national, standardized survey of 32 questions and includes patient perspectives on care and patient rating items in several key topics, including communication with staff and physicians. Additionally, we round on patients daily, to check on their experience, and address any patient issues or complaints.
- **Staff Training:** Employees receive ongoing training on language assistance protocols, cultural competency, and Title VI compliance to ensure consistent and equitable service delivery.

These steps help us maintain a responsive and inclusive LAP that meets the evolving needs of our diverse community.

Public Participation Plan

Tri-City Medical Center is committed to transparency and community engagement as part of its obligations under Title VI. We provide multiple avenues for public participation to ensure inclusion and equitable access:

Board Meetings

- Board meetings are announced in advance on the Tri-City Medical Center website.
- Meetings are open to all community members, and participation is encouraged.
- Any member of the public may request accommodations, including disability access or language assistance, to ensure meaningful participation.

Community Outreach

- Tri-City actively engages with communities of color and individuals with Limited English Proficiency (LEP) through targeted outreach efforts.
- Outreach activities include in-person outreach events to inform the public about available services and opportunities for input. Flyers are provided in English and Spanish.

Equity Plan

- Tri-City Medical Center maintains a publicly posted [Equity Plan](#), which outlines strategies for:
 - Improving health equity.
 - Addressing racial disparities.
 - Meeting the needs of LEP patients.
 - Expanding access to healthcare services.

Transportation Services Outreach

- The Patient Transportation Department participates in monthly department leadership meetings and provides reminders to various departments about transportation services.
- Information about transportation services is shared with community members and provided in English and Spanish.

Representation of People of Color on Planning and Advisory Bodies

Tri-City Medical Center serves a richly diverse community in North San Diego County. Our commitment to representation is reflected in the composition of our Board of Directors, which mirrors the demographics of the community we serve. Additionally, our Equity Committee includes a diverse group of individuals from various departments and cultural backgrounds.

Minority Representation on the Board of Directors

Tri-City Medical Center Board of Directors Racial Breakdown

Race	Percentage
Middle Eastern	14%
Hispanic	29%
Black	14%
White	42%

To enhance cultural responsiveness, Tri-City staff utilize multiple platforms to provide evidence-based printed education for patients in their native languages, ensuring materials are accessible and culturally relevant. TCHD partners with various community organizations that serve underserved communities. This includes Vista Community Clinic, North County Health Services, and other community-based programs. Within the past year, TCHD leadership developed a diverse, multiracial, and interdisciplinary committee to address health equity and improve health outcomes for the community TCHD serves. This committee includes physicians, nurses, social workers, and data analysts.

In 2026, TCHD plans to include community members in our health equity committee. This expanded committee will enhance community engagement and ensure lived experiences inform our strategies. The committee members analyze health data by social determinants of health and identify goals to address disparities. For example, this past year, committee members have been working on improving diabetic care for Hispanic/Latinx patients by enhancing bilingual education and strengthening partnerships with community organizations.

Past Transit-Related Title VI Investigations or Complaints

Tri-City Medical Center has not had any Transit-Related Title VI Investigations or Complaints as of November 2025.



Notice of Non-Discrimination

If information is needed in another language, contact the compliance department at ComplianceDept@tcmc.com, (760) 940-3117.

Tri-City Medical Center operates its programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Tri-City Medical Center also prohibits discrimination against individuals with disabilities in accordance with the Americans with Disabilities Act of 1990. Persons who believe they have been subjected to discrimination or have been denied access to services or accommodations required by law, have the right to file a complaint. For more information on the Tri-City Medical Center's civil rights program, and the obligations and procedures to file a complaint, contact (760) 940-3117; email ComplianceDept@tcmc.com; or visit its administrative office at 4002 Vista Way, Oceanside, CA 92056. For more information, visit TriCitymed.org.



Aviso de No Discriminación

Si se necesita información en otro idioma, comuníquese con oficina de cumplimiento, (760) 940-3117 o ComplianceDept@tcmc.com.

Tri-City Medical Center opera sus programas independientemente de la raza, color y nacionalidad en virtud del Título VI de la Ley de Derechos Civiles de 1964. Tri-City Medical Center también prohíbe la discriminación contra personas con discapacidades en virtud de la Ley para Estadounidenses con Discapacidades de 1990. Las personas que crean haber estado sujetas a discriminación o a las que se les ha denegado acceso a servicios o facilidades exigidas por ley, tienen el derecho de presentar una queja. Para obtener más información sobre el programa de derechos civiles de Tri-City Medical Center, así como sobre las obligaciones y procedimientos para presentar una queja, comuníquese al (760) 940-3117; correo electrónico ComplianceDept@tcmc.com; o visite la oficina administrativa en 4002 Vista Way, Oceanside, CA 92056. Para obtener más información, visite Tricitymed.org.

Language Translation Service Posting

Throughout the Tri-City Medical Center departments (including off site clinics), the Tri-City Medical Center translation services are posted in multiple languages.

Availability of Language Assistance Services and Auxiliary Aids and Services (§ 92.11)

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-855-725-8382 (TTY: 1-800-855-3000) or speak to your provider.”

Spanish Español	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-855.725.8382 (TTY: 1-800-855-3000) o hable con su proveedor.
Việt (Vietnamese)	LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-855-222-8262 (Người khuyết tật: 1-800-735-2929) hoặc trao đổi với người cung cấp dịch vụ của bạn.”
中文 (Chinese)	注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-855-222-8262 文本电话：1-800-735.2929) 或咨询您的服务提供商。”
Tagalog / Filipino	PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-855-222-8262 (TTY: 1-800-735.2929) o makipag-usap sa iyong provider.

<p>فارسي (Farsi)</p>	<p>توجه: اگر [وارد کردن زبان] صحبت میکنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمکها و خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالبهای قابل دسترس، بهطور رایگان موجود میباشند. با شماره 1-855-725-8382 (تلهتایپ: 1-800-855-3000-) تماس بگیرید یا با 855-725-8382 ارائهدهنده خود صحبت کنید.</p>
<p>العربية (Arabic)</p>	<p>تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-855-725-8382 (1-800-855-3000) أو تحدث إلى مقدم الخدمة.</p>
<p>한국어 (Korean)</p>	<p>주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-855-222-8262 (TTY: 1-800-725-2929) 번으로 전화하거나 서비스 제공업체에 문의하십시오."</p>
<p>РУССКИЙ (Russian)</p>	<p>ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-855-725-8382 (TTY: 1-800-855-3000) или обратитесь к своему поставщику услуг.</p>
<p>Français (French)</p>	<p>Modèle d'avis de disponibilité des services d'assistance linguistique et des aides et services auxiliaires (§ 92.11) ATTENTION: Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-855-725-8382 (TTY : 1-800-855-3000) ou parlez à votre fournisseur. »</p>
<p>हिंदी (Hindi)</p>	<p>ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1-855-725-8382 (TTY: 1-800-855-3000) पर कॉल करें या अपने प्रदाता से बात करें।”</p>

<p>Italiano (Italian)</p>	<p>Esempio di avviso di disponibilità di servizi di assistenza linguistica e di ausili e servizi ausiliari (§ 92.11) ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l'1-855-725-8382 (tty: 1-800-855-3000) o parla con il tuo fornitore.</p>
<p>ՀԱՅԵՐԵՆ (Armenian)</p>	<p>ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, Դուք կարող եք օգտվել լեզվական աջակցության անվճար ծառայություններից: Մատչելի ձևաչափերով տեղեկատվություն տրամադրելու համապատասխան օժանդակ միջոցներն ու ծառայությունները նույնպես տրամադրվում են անվճար: Չանգահարեք 1-855-725-8382 հեռախոսահամարով (TTY՝ 1-800-855-3000) կամ խոսեք Ձեր մատակարարի հետ:</p>
<p>日本語 (Japanese)</p>	<p>注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-855-725-8382（TTY：1-800-855-3000）までお電話ください。または、ご利用の事業者にご相談ください。</p>
<p>POLSKI (Polish)</p>	<p>UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-855-725-8382 (TTY: 1-800-855-3000) lub porozmawiaj ze swoim dostawcą”</p>

Content created by Office of Civil Rights (OCR). Last reviewed 9/6/2024



Complaint Form in English

Instructions: If you believe Tr-City Medical Center has engaged in discrimination against one or more persons relating to its transportation services or programs, please fill out this form completely, in black ink or typewritten form. Sign and return to the "Return To" address below. Alternative means of filing complaints will be made available for persons with disabilities upon request

Name _____

Date _____

Address _____

City _____ State _____ Zip Code _____

Telephone (include area code) _____

Best Time to Reach You _____

Were you discriminated against because of: ☐ Race ☐ National Origin ☐ Color ☐ Other

Date of alleged incident _____

Is this an ADA complaint? ☐ Yes ☐ No

Describe as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include names and contact information of any witnesses. If you marked "Other" above, include the category upon which you believe the discrimination was based (medical condition, sex, veteran status, etc.):

(Please use the back of the form if more space is needed or attach additional pages.)

Have you filed this complaint with any other federal, State, or local agencies? ☐ Yes ☐ No

If yes, please list agency/agencies and contact information below:



Agency _____ Contact Name _____
Address _____
City _____ State _____ Zip Code _____
Phone _____

Agency _____ Contact Name _____
Address _____
City _____ State _____ Zip Code _____
Phone _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature Signature Date

Please complete and return this form to:

The Office of Compliance and Privacy
Tri-City Medical Center
4002 Vista Way
Oceanside, CA 92056
ComplianceDept@tcmc.com

Alternatively, the Title VI Complaint Form may be filed in writing with SANDAG at the following address:

Title VI Coordinator
SANDAG
1011 Union Street, Suite 400,
San Diego, CA 92101
Telephone: 619-699-1900; Fax: 619-699-1995; TTY 619-699-1904

Formulario de queja in Español

Instrucciones: Si considera que Tri-City Medical Center ha discriminado a una o más personas en relación con sus servicios o programas de transporte, complete este formulario con tinta negra o escrito a máquina. Firme y envíelo a la dirección de devolución que se indica abajo. Se pondrán a disposición medios alternativos para presentar denuncias a las personas con discapacidad que lo soliciten.

Nombre _____

Fecha _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono (incluya código de área) _____

Mejor horario para comunicarnos con usted _____

Fue discriminado por motivos de: ☐ Raza ☐ Nacionalidad ☐ Color ☐ Otros

Fecha del presunto incidente _____

¿Se trata de una denuncia en virtud de la ADA (Ley para Estadounidenses con Discapacidades)?

☐ Sí ☐ No

Describa lo más claro posible lo que sucedió y cómo fue discriminado. Indique quiénes estuvieron involucrados. Asegúrese de incluir los nombres e información de contacto de cualquier testigo. Si marcó la opción "Otros" arriba, incluya la categoría en la que cree que se basó la discriminación (condición médica, sexo, condición de veterano, etc.):

(Use el reverso del formulario si necesita más espacio o adjunte páginas adicionales).

¿Ha presentado este reclamo ante alguna otra agencia federal, estatal o local? ☐ Sí ☐ No

En caso afirmativo, enumere las agencias y la información de contacto a continuación:

Agencia _____ Nombre de contacto _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono _____

Agencia _____ Nombre de contacto _____

Dirección: _____

Ciudad: _____ Estado: _____ Código postal: _____

Teléfono: _____

Firme a continuación. Puede adjuntar cualquier material escrito u otra información que considere relevante para su reclamo.

Firma

Fecha



Complete y envíe este formulario a:

The Office of Compliance and Privacy
Tri-City Medical Center
4002 Vista Way
Oceanside, CA 92056
ComplianceDept@tcmc.com

De manera alternativa, el Formulario de reclamo del Título VI se puede presentar por escrito ante SANDAG en la siguiente dirección:

Title VI Coordinator
SANDAG
1011 Union Street, Suite 400,
San Diego, CA 92101
Teléfono: 619-699-1900; Fax: (619) 699-1995; TTY 619-699-1904

RESOLUTION NO. 830

**RESOLUTION OF THE BOARD OF DIRECTORS OF
THE TRI-CITY HEALTHCARE DISTRICT TO
APPROVE THE TITLE VI PROGRAM AND
POLICIES INCLUDING A LANGUAGE AND
ASSISTANCE PLAN AND PUBLIC
PARTICIPATION PLAN**

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000d et seq. (the Act) and 49 CFR Part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and

WHEREAS, as a subrecipient of federal funds, Tri-City Medical Center is required to comply with the requirements of the Act and applicable implementing regulations; and

WHEREAS, pursuant to FTA Circular 4702.1B, Tri-City Medical Center is required to submit its Title VI Program to its governing entity for approval; and

WHEREAS, the Tri-City Medical Center Board of Directors have considered and determined to approve the organization's Title VI Program," including a Language Assistance Plan and Public Participation Plan;

NOW, THEREFORE, THE BOARD OF DIRECTORS OF THE TRI-CITY HEALTHCARE DISTRICT HEREBY FINDS, DETERMINES, RESOLVES, AND ORDERS AS FOLLOWS:

Section I. The foregoing recitals are true and correct.

ADOPTED, PASSED AND APPROVED this 11th day of December, 2025, at a regular meeting of the Board of Directors, at which a quorum was present and acting throughout, at Oceanside, California, by the following vote:

AYES: DIRECTORS: BROWN, CHAVEZ, CHAYA, COULTER,
GLEASON, SANCHEZ & YOUNGER

NOES: NONE

ABSTAIN/ABSENT: NONE

Tracy Younger,
Chairperson, Board of Directors

By: 

ATTEST:

Adela I. Sanchez, Secretary

By: 