

**FACILITY CULTURAL DIVERSITY AND COMPETENCY CONTACTS**

<b>Facility</b>	<b>Language Access Coordinator</b>	<b>Patient Relations</b>	<b>Pastoral Care</b>
<b>Central Office</b>	CLAS Office Phone: 212-442-3895 <u>Location</u> : 55 Water Street, 26 <sup>th</sup> Floor	Matilde Roman, Senior Director Aleksandra Sas, Associate Director, Language Access Camellia Mortezaadeh, Associate Director, Cultural Competency Evelyn Plaza, Administrative Assistant	
<b>Health and Home Care</b>	<i>Language Access Coordinator</i> Stephanie D. Ramsey, Chief Customer Office <u>Telephone</u> : 646-458-6175 <u>Located at</u> : 160 Water Street, 9th Floor <u>Hours</u> : 9 am – 5 pm	<i>Patient Relations</i> Stephanie D. Ramsey, Chief Customer Office <u>Telephone</u> : 646-458-6175 <u>Located at</u> : 160 Water Street, 9th Floor <u>Hours</u> : 9 am – 5 pm	
<b>East New York D&amp;TC</b>	<i>Language Access Coordinator</i> Evgenia Lipkina <u>Telephone</u> : 718-245-4501 <u>Located at</u> : C-Building, Room C-1203 <u>Hours</u> : Monday – Friday, 9 am – 5 pm	Karen James-Wade <u>Telephone</u> : 718-240-0423 <u>Located at</u> : 1 <sup>st</sup> Floor, Room 107 <u>Hours</u> : 8 am – 8 pm	N/A
<b>Kings County</b>		<i>Patient Relations</i> Inel Phillip Contact number: 718-245-7418 <u>Located at</u> : D-Building, Room D1S-58 <u>Hours</u> : Monday – Friday, 9 am – 5 pm	<i>Pastoral Care</i> Corinna Grant <u>Located at</u> : T-Building, Room 144 <u>Hours</u> : Monday – Friday, 9 am – 5 pm
<b>Dr. Susan Smith McKinney Nursing and Rehabilitation</b>		<i>Patient Relations</i> Eslyn Simpson <u>Telephone</u> : 718-245-7100 <u>Hours</u> : Monday – Friday, 9 am – 5 pm	<i>Pastoral Care</i> Reverend Jean Montas <u>Telephone</u> : 718-245-7101 <u>Located at</u> : Room Number 1C08
<b>Harlem Hospital</b>	<i>Language Access Coordinator</i> Oma Sunkara <u>Telephone</u> : 212-939-1038/1037 <u>Located at</u> : Harlem MLKP 6 <sup>th</sup> Floor 6-185 <u>Hours</u> : 9 am – 5 pm	<i>Patient Relations</i> Oma Sunkara <u>Telephone</u> : 212-939-1790 <u>Located at</u> : Harlem MLKP 2-103 <u>Hours</u> : 8 am – 6 pm The Administrator on Duty (AOD) will address issues normally handled by Patients Relations after service hours.	<i>Pastoral Care</i> Rev. Edward Nyarko, Ext. 2716 <u>Telephone</u> : 212-939-2716 <u>Located at</u> : Harlem MLKP 3 <sup>rd</sup> Floor 3-203 <u>Hours</u> : 8 am – 6 pm
<b>Lincoln</b>	Giselle Torres Senior Associate Director <u>Telephone</u> : 718-579-6469 <u>Located at</u> : 5th floor 5C-183  Also : Maida Larriuz Language Assistance Department <u>Telephone</u> : (718) 579-6038	Gina Tull Associate Director <u>Telephone</u> : 718-579-5537 <u>Located at</u> : Room 1C1	<i>Pastoral Care</i> Nicole Robinson Associate Director, Social Work <u>Telephone</u> : 718-579-4777 <u>Location</u> : 2C2, Room 455.  Izora Sheard Coordinating Manager <u>Telephone</u> : 718-579-5288

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<p><b>Renaissance D&amp;TC</b></p>	<p><i>Language Access Coordinator</i> Oma Sunkara <u>Telephone:</u> 212-939-1038/1037 <u>Located at:</u> Harlem MLKP 6<sup>th</sup> Floor 6-185 <u>Hours:</u> 9 am – 5 pm</p>		
<p><b>Segundo Ruiz Belvis D&amp;TC</b></p>	<p><i>Language Access Coordinator</i> Giselle Torres Senior Associate Director <u>Telephone:</u> 718-579-6469 <u>Located at:</u> Lincoln Hospital, 5th floor 5C-183</p>		
<p><b>Morissania D&amp;TC</b></p>	<p><i>Language Access Coordinator</i> Giselle Torres Senior Associate Director <u>Telephone:</u> 718-579-6469 <u>Located at:</u> Lincoln Hospital, 5th floor 5C-183</p>		
<p><b>Jacobi Medical Center</b></p>	<p><i>Language Access Coordinator</i> Joanne Grimes 718-918-5245 <i>Language Access Coordinator</i> <u>Telephone:</u> Patient Relations-718-918-5245 <u>Located at:</u> Building 1, Room 153 <u>Hours:</u> 9 am – 5pm</p> <ul style="list-style-type: none"> <li>For after-hours questions or for an ASL interpreter, call the ADN 718-918-4668 for assistance</li> </ul>	<p><i>Patient Relations</i> <u>Telephone:</u> 718-918-5245 <u>Located at:</u> Building 1, Room 153 <u>Hours:</u> 8:30 am – 4:30 pm</p>	<p><u>Telephone:</u> Catholic Chaplain 718-918-5254 Muslim Chaplain 718-918-5252 Jewish Chaplain- for a request contact Patient Relations 718-918-5245 <u>Located at:</u> Building 1, 2<sup>nd</sup> floor Chapel (Catholic, Jewish and Protestant Chapel) <u>Located at:</u> Building 1, 3West-7 Muslim Mosque <u>Hours:</u> Hours vary depending on Chaplain. For requests Monday-Friday 9 am-5pm call 718-918-5245. After-hours, weekends and holidays call the operator for assistance in paging</p>
<p><b>North Central Bronx Medical Center</b></p>	<p><i>Language Access Coordinator</i> <u>Telephone:</u> 718-519-4747 <u>Located at:</u> Room 14A01 <u>Hours:</u> Monday – Friday, 8:30 am – 6 pm (Closed on weekends and holidays)</p> <ul style="list-style-type: none"> <li>For after-hours questions or for an ASL interpreter, call the ADN (through operator)</li> </ul>	<p><i>Patient Relations</i> <u>Telephone:</u> 718-519-4747 <u>Located at:</u> Room 14A01 <u>Hours:</u> Monday – Friday, 8:30 am – 6 pm (Closed on weekends and holidays). After-hours, weekends and holidays call the ADN for assistance.</p>	<p><i>Pastoral care</i> <u>Telephone:</u> 718-519-4747 <u>Hours:</u> Monday – Friday, 8:30 am – 6 pm (Closed on weekends and holidays) After-hours, weekends and holidays call the operator for assistance in paging the chaplain.</p>

<p><b>Woodhull</b></p>	<p><i>Language Access Coordinator</i> Anthony DeJesus Assistant Director, Patient Relations <u>Telephone:</u> 718-963-8465 <u>Location:</u> Woodhull Hospital, 2B-161</p>	<p><i>Patient Relations</i> Anthony DeJesus Assistant Director, Patient Relations <u>Telephone:</u> 718-963-8465 <u>Location:</u> Woodhull Hospital, 2B-161</p>	<p><i>Pastoral Care</i> <u>Telephone:</u> (718) 963-7838 <u>Location:</u> Woodhull Hospital, Room 3C-350</p>
<p><b>Cumberland D&amp;TC</b></p>			
<p><b>Elmhurst</b></p>	<p><i>Language Access Coordinator</i> Glenn Zuraw <u>Telephone:</u> 1500 or 718-334-5171 <u>Located at:</u> A1-26, Volunteer Office <u>Volunteer Office Hours:</u> Monday - Friday, 8 am – 7 pm; Saturdays, 10 am - 3pm <u>Language Access Coordinator Hours:</u> Monday – Friday, 8:30 am – 4:30 pm</p>	<p><i>Patient Relations</i> <u>Telephone:</u> 718-334-3690 <u>Located at:</u> E1-40C <u>Hours:</u> Monday - Friday, 8 am – 5:30 pm</p>	<p><i>Pastoral Care</i> <u>Telephone:</u> 718-334-5004 <u>Located at:</u> A1-17 <u>Hours:</u> Monday - Friday, 9 am – 5 pm or by appointment/as needed</p>
<p><b>Queens</b></p>	<p><i>Language Access Coordinator</i> David Weisman <u>Telephone:</u> 718-883-2058/2369 <u>Located at:</u> Main Building, 1<sup>st</sup> Floor, OPD Atrium <u>Hours:</u> 9 am – 4 pm</p>	<p><i>Patient Relations</i> David Weisman <u>Telephone:</u> 718-883-2058 <u>Located at:</u> Main Building, 1<sup>st</sup> Floor, OPD Atrium <u>Hours:</u> 9 am – 5 pm</p>	<p><i>Pastoral Care</i> <u>Telephone:</u> Rabbi: 718-883-2054 Sister Julie: 718-883-2009 <u>Located at:</u> T-Building, 6<sup>th</sup> Floor</p>
<p><b>Bellevue</b></p>	<p><i>Language Access Coordinator</i> Melanie Colón <u>Telephone:</u> 212-562-4277 <u>Located at:</u> H Building 5 E 37 <u>Hours:</u> Monday – Friday, 9 – 5</p>	<p><i>Patient Relations/ Patient Advocacy</i> Gladys Lowe Director <u>Telephone:</u> 212-562-6071 <u>Located at:</u> F- Link 11 <u>Hours:</u> Monday – Friday, 9 – 5</p>	<p><i>Pastoral Care</i> Paul Steinke (Interconfessional 917-974-1020) Father Francis Okoli (Roman Catholic 646-256-7852) Palliative Care chaplain Rabbi Yael Shmilovitz (917-674-9626) <u>Telephone:</u> 212-562-7203, 212-562-7944 <u>Located at:</u> Chapel Hall A Building, 1<sup>st</sup> Floor, Rooms 142, 144, and 145 <u>Hours:</u> Monday- Friday, 9 – 5</p>

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<p><b>Carter (hospital)</b></p>	<p><i>Language Access Coordinator</i> Telephone: 646-686-0963 <u>Located at:</u> 1-205 LTACH Building <u>Hours:</u> 8:30 am – 5 pm</p>	<p><i>Patient Relations</i> <u>Telephone:</u> 646-686-0963 <u>Located at:</u> 1-205 LTACH Building <u>Hours:</u> 8:30 am – 5 pm</p>	<p><i>Pastoral Care</i> <u>Telephone:</u> 646-686-1140 <u>Located at:</u> Jewish Synagogue Room#1-101 (LTACH Bldg)</p> <p>Muslim Masjid- Room #1-103 (LTACH Bldg.) Catholic &amp; Protestant- Room #101 (LTACH Bldg.)</p>
<p><b>Coler</b></p>	<p><i>Language Access Coordinator</i> Jeannette Rosario <u>Telephone:</u> 718-319-3073</p>	<p><i>Patient Relations</i> <u>Telephone:</u> 646-686-0963 <u>Located at:</u> 1-205 LTACH Building <u>Hours:</u> 8:30 am – 5 pm</p>	<p><i>Pastoral Care</i> Catholic Chaplain <u>Telephone:</u> 646-650-4132</p> <p><i>Pastoral Care</i> Jewish Services <u>Telephone:</u> 212-848-6084</p> <p>Mosque <u>Telephone:</u> 212-848-6767</p>
<p><b>Gouverneur</b></p>	<p><i>Language Access Coordinator</i> Carmen Melendez <u>Telephone:</u> 212-238-7448 <u>Located at:</u> Eye Clinic, 4140</p>	<p><i>Patient Relations</i> Federica Rojas <u>Telephone:</u> 212-238-7661 <u>Located at:</u> Room 1-176 <u>Hours:</u> 9 am – 5 pm</p>	<p>N/A</p>
<p><b>Metropolitan</b></p>	<p><i>Language Access Coordinator</i> Irene Quinones <u>Telephone:</u> 646-672-3004 <u>Located at:</u> Main Bldg - Room 1309 <u>Hours:</u> 9 am – 5 pm</p>	<p><i>Patient Relations</i> <u>Telephone:</u> 212-423-7232 <u>Located at:</u> Main Bldg. - Room 1b19 <u>Hours:</u> 9 am – 5 pm</p>	<p><i>Pastoral Care</i> <u>Telephone:</u> 212-423-6712 <u>Located at:</u> Room 215 - 2nd Floor <u>Hours:</u> 8am-5pm or upon request. The Operators will contact the chaplains.</p>

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<p><b>Coney Island</b></p>	<p><i>Language Access Coordinator</i> Patricia Banks <u>Telephone:</u> 718-616-5771 <u>Located at:</u> Hammett Building, Room #218 <u>Hours:</u> Monday – Friday, 9 am – 4:30 pm</p>	<p><i>Patient Relations</i> <u>Telephone:</u> 718-616-4164 <u>Located at:</u> Tower Building, Room #1N21 <u>Hours:</u> Every day, 9 am – 7 pm</p>	<p><i>Pastoral Care</i> <u>Telephone:</u> 718-616-4164 <u>Located at:</u> Tower Building, Room #101 <u>Hours:</u> Monday – Friday, 9 am – 5 pm</p>
<p><b>Sea View</b></p>	<p><i>Language Access Coordinator</i> Patricia Banks <u>Telephone:</u> 718 616-5771.or Cyacom 800-418-3289 <u>Located at:</u> Main Building, Room 125 <u>Hours:</u> 8 am – 5 pm</p>	<p><i>Patient Relations</i> <u>Telephone:</u> 718-317-3621 <u>Located at:</u> Main Building, Room 125 <u>Hours:</u> 8 am – 5 pm</p>	<p><i>Pastoral Care</i> Catholic Priest, Rabbi, Protestant Reverend <u>Telephone:</u> 718-317-3000 (available upon request)</p>

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