

## **NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS: DISCRIMINATION IS AGAINST THE LAW**

First Call Home Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

First Call Home Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

First Call Home Health:

- Provides 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)
  
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact your visiting First Call Home Health staff or our office.

If you believe that First Call Home Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

First Call Home Health  
Attn: Joanne Olson, Civil Rights Coordinator  
2608 Cascadia Industrial St SE Salem, OR 97302  
503-371-4567 (phone) or 503-371-4569 (FAX)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Joanne Olson, Civil Rights Coordinator is available to help you.

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, 800-537-7697 (TDD)

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

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 503-371-4567 (Spanish)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 503-371-4567 (Vietnamese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 503-371-4567 (Chinese)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 503-371-4567 (Russian)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 503-371-4567 (Korean)

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 503-371-4567 (Ukrainian)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。503-371-4567 (Japanese)

رقم 503-371-4567 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (Arabic)

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 503-371-4567 (Romanian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អិត គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 503-371-4567 (Cambodian)

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 503-371-4567 (Cushite)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 503-371-4567 (German)

ناگیار تروصب ینابز تالی هست، دینک یم وگتفگ یراف نابز هب رگا: ت وجه  
ب رای شما  
گب سامت .

503-371-4567 ف راهم می باشد. (Farsi)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 503-371-4567(French)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 503-371-4567 (Thai)