



NOTICE OF NONDISCRIMINATION

Concordia Visiting Nurses complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex.

Concordia Visiting Nurses:

- ◆ 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 and other formats]
- ◆ Provide 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 our Compliance and Ethics Manager (see below).

If you believe that Concordia Visiting Nurses 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:

Misty Ingram, RN, BSN, COS-C
Compliance and Ethics Manager
Concordia Community Support Services
Address: 613 North Pike Road, Cabot, PA 16023
Phone: 724-352-1571 Ext: 8528 Email: mingram@concordialm.org
Fax: 724-352-6226

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, our Compliance and Ethics Manager 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 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
1-800-868-1019 TDD 800-537-7697

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

Translated Tagline for Language Assistance Services

Top 15 Non-English Languages Spoken in Pennsylvania

Sample Tagline English: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-746-4674 (TTY: 711).

1. **Spanish**: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-746-4674 (TTY: 711).
2. **Chinese**: 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 1-877-746-4674 (TTY:711)
3. **Vietnamese**: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-746-4674 (TTY: 711).
4. **Russian**: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-746-4674 (телетайп: 711).
5. **Pennsylvania Dutch**: Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kantscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-877-746-4674 (TTY: 711).
6. **Korean**: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-746-4674 (TTY: 711)번으로 전화해 주십시오.
7. **Italian**: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-746-4674 (TTY: 711).
8. **Arabic**: 1-877-746-4674 (TTY: 711) اس ااعدت ل ك ت ف و ت ر م، ماذا لا ي و غ ة، لا م دعاس ت امدخ، [ل ل ة غ جاردي] ت ت دحت ك ن اذا.
9. **French**: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-746-4674 (ATS : 711).
10. **German**: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-746-4674 (TTY: 711).
11. **Gujarati**: તમે ગુજરાતી બોલે છે, ભાષા સહાય સેવાઓ વિના મૂલ્યે તમારા માટે ઉપલબ્ધ છે. કોલ 1-877-746-4674 (TTY: 711)
12. **Polish**: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-746-4674 (TTY: 711).
13. **French Creole**: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-746-4674 (TTY: 711).

14. **Mon-Khmer, Cambodian**: ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់ចម្លើយអ្នក។ ចូរ ទូរស័ព្ទ 1-877-746-4674 (TTY: 711)។

15. **Portuguese**: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-746-4674 (TTY: 711).

Visit the [Office of Civil Rights website](#) for more resources.