

NOTICE OF NONDISCRIMINATION
and
NOTICE OF AVAILABILITY OF LANGUAGE
ASSISTANCE SERVICES AND ALTERNATE FORMATS

Hot Springs Health Program complies with applicable civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call 828-689-3507. (TTY 711). [Monday through Saturday, 8:30 a.m. to 5 p.m. and Sunday, 1 p.m. to 5 p.m.].

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Compliance Coordinator:

Compliance Department
Hot Springs Health Program
P.O. Box 69
Marshall, N.C. 28753

If you need help filing a complaint, call 828-649-9566. (TTY 711). [Monday through Friday, 8 a.m. to 4:30 p.m.].

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Phone: 1-800-368-1019, 800-537-7697 (TDD)

Mail: U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building Washington, D.C. 20201

This notice is available at: www.hotspringshealth-nc.org/our-services.

If you have difficulty understanding English or have a disability, free language assistance or other aids and services are available upon request. Please call: [828-689-3507].

• **(Spanish/Español):** Si tiene dificultades para entender la lengua inglesa o presenta una discapacidad, puede solicitar asistencia lingüística y otros tipos de ayuda y servicios sin coste alguno. Llame al siguiente número de teléfono: [828-689-3507].

- **(Chinese S/简体中文):** 如果您理解英语有困难或有残疾，可应要求提供免费语言援助或其他帮助和服务。请致电：[828-689-3507].
- **(Vietnamese/tiếng Việt):** Nếu quý vị gặp khó khăn trong việc hiểu tiếng Anh hoặc bị khuyết tật, hỗ trợ ngôn ngữ miễn phí hoặc các hỗ trợ và dịch vụ khác được cung cấp theo yêu cầu. Xin gọi: [828-689-3507].
- **(Korean/한국어):** 영어를 이해하시는 데 어려움이 있거나 장애가 있는 경우, 요청하시면 무료 언어 지원 또는 기타 지원 및 서비스를 이용하실 수 있습니다. 전화해 주십시오: [828-689-3507].
- **(French/Français):** Si vous avez des difficultés à comprendre l’anglais ou si vous souffrez d’un handicap, une assistance linguistique gratuite ou d’autres aides et services sont disponibles sur demande. Veuillez appeler: [828-689-3507].
- **(Arabic/العربية):** إذا كنت تواجه صعوبة في فهم اللغة الإنجليزية أو كنت تعاني من إعاقة ما، تتوفر المساعدات اللغوية أو غيرها من المساعدات والخدمات مجاناً عند الطلب. يرجى الاتصال على الرقم: 828-689-3507
- **(Hmong/Hmoob):** Yog tias koj tsis nkag siab Lus Askiv los sis muaj kev xiam oob qhab, muaj kev pab txhais lus dawb los sis lwm yam kev pab thiab cov kev pab cuam thaum thov txog. Thov hu rau: [828-689-3507].
- **(Russian/Русский):** Если у вас есть трудности с пониманием английского языка или у вас инвалидность, по запросу предоставляется бесплатная языковая помощь или другие вспомогательные средства и услуги. Пожалуйста позвоните по телефону: [828-689-3507].
- **(Tagalog):** Kung nahihirapan kang maunawaan ang Ingles o may kapansanan, magagamit kapag hilingin ang libreng tulong sa wika o iba pang mga tulong at serbisyo. Mangyaring tumawag sa: [828-689-3507].
- **(Gujarathi/ગુજરાતી):** જો તમને અંગ્રેજી સમજવામાં મુશ્કેલી પડતી હોય અથવા તમે અક્ષમ હોય, તો વિનંતી કરવામાં આવતાં મફત ભાષા સહાય અથવા અન્ય મદદ અને સેવાઓ ઉપલબ્ધ છે. કૃપા કરીને ફોન કરો: [828-689-3507].
- **(Khmer (Cambodian)):** ប្រសិនបើអ្នកមានការលំបាកក្នុងការយល់ភាសាអង់គ្លេស ឬមានពិការភាព ជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃ ឬជំនួយនិងសេវាកម្មផ្សេងទៀតអាចរកបានពេលមានការស្នើសុំ។ សូមទូរសព្ទទៅលេខ៖ [828-689-3507].
- **(German/Deutsch):** Wenn Sie Probleme beim Verstehen der englischen Sprache oder eine Behinderung haben, stehen Ihnen auf Wunsch kostenlose Unterstützung in Ihrer

Sprache oder andere Hilfsmittel oder Dienstleistungen zur Verfügung. Bitte rufen Sie an unter: [828-689-3507].

• **(Hindi/हंदी):** यदि आपको अंग्रेजी समझने में कठिनाई होती है या आप अक्षम हैं, तो अनुरोध करने पर मुफ्त भाषा सहायता या अन्य मदद और सेवाएं उपलब्ध हैं। कृपया कॉल करें: [828-689-3507].

• **(Laotian/ພາສາລາວ):** ຖ້າທ່ານມີຄວາມຫຍຸ້ງຍາກໃນການເຂົ້າໃຈພາສາອັງກິດ ຫຼື ມີຄວາມພິການ, ພວກເຮົາມີການຊ່ວຍເຫຼືອດ້ານພາສາ ຫຼື ການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການອື່ນໆ ໃຫ້ໂດຍບໍ່ເສຍຄ່າ. ກະລຸນາໂທໄປທີ່: [828-689-3507].

• **(Japanese/日本語):** 英語が難しかったり、傷害をお持ちの場合には、ご要望により無料の言語支援またはその他の援助、サービスをご利用いただけます。次の番号にお電話ください： [828-689-3507].