

Non-Discrimination Notice

St. Charles Care Center, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex including sexual orientation or gender identity. St. Charles does not deny individuals access to healthcare or health coverage on the basis of race, color, national origin, age, disability, or sex including sexual orientation or gender identity.

St. Charles Care Center, Inc.:

- Provides access to free aids and services to people with disabilities to communicate effectively, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides access to 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 Lisa Fulmer, Compliance Coordinator.

If you believe that St. Charles 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:

Lisa Fulmer, Compliance Coordinator
600 Farrell Dr.
Covington, Kentucky 41011
Telephone: 859-292-1659
Fax: 859-292-1670
e-mail: lfulmer@stcharlescommunity.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Lisa Fulmer, Compliance 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 of 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 509, 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>.

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English

If you need or speak a non-english language, call 1-800-368-1019 (TTY: 1-800-537-7697), and you will be connected to an interpreter who will assist you at no cost.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-368-1019 (TTY: 1800-537-7697).

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 1-800-368-1019 (TTY: 1-800-537-7697)。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-368-1019 (TTY: 1-800-537-7697).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-368-1019 (телетайп: 1-800-537-7697).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-368-1019 (TTY: 1-800-537-7697) 번으로 전화해 주십시오.

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-368-1019 (TTY: 1-800-537-7697).

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-368-1019 (ATS : 1-800-537-7697).

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-368-1019 (TTY: 1-800-537-7697).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-368-1019 (TTY: 1-800-537-7697).

Japanese

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。1-800-368-1019 (TTY:1-800-537-7697) まで、お電話にてご連絡ください。

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-368-1019 (TTY: 1-xxx-xxx-xxxx).

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-368-1019 (TTY: 1-800-537-7697).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-368-1019 (رقم هاتف الصم والبكم: 1-800-537-7697).

Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-368-1019 (TTY: 1-800-537-7697).