

## Discrimination is Against the Law

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

University Hospitals:

- 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 interpreter services at 1-844-643-4233 or 1-844-562-3981.**

If you believe that University Hospitals 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:

Language Access Ombudsman, University Hospitals Management Services Center  
3605 Warrensville Center Road, Shaker Heights, OH 44122  
Phone: 216-767-8972. Fax: 216-201-5200, Email: LanguagePolicy@UHhospitals.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Language Access Ombudsman 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>.

## Language Assistance Services Available

ATTENTION: If you speak American Sign Language, language assistance services, free of charge, are available to you. Call TTY: 216-844-1544.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-643-4233 (رقم هاتف الصم والبكم: 1-216-844-1544).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-643-4233 (TTY: 216-844-1544).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-844-643-4233 (टिस्टिवाइ: 216-844-1544)।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-643-4233 (телетайп: 216-844-1544).

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1-844-643-4233 (TTY: 216-844-1544)。

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-643-4233 (ATS: 216-844-1544).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။

ဖုန်းနံပါတ် 1-844-643-4233 (TTY: 216-844-1544) သို့ ခေါ်ဆိုပါ။

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-562-3981 (TTY: 216-844-1544).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-562-3981 (TTY: 216-844-1544)번으로 전화해 주십시오.

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。1-844-562-3981 (TTY: 216-844-1544) まで、お電話にてご連絡ください。

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-844-562-3981 (TTY: 216-844-1544).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-562-3981 (TTY: 216-844-1544).

Wann du Deitsch (Pennsylvania German / Dutch) schwetscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-844-562-3981 (TTY: 216-844-1544).

FEEJIGNAAN: Haddii aad ku hadasho Af Soomaaliga, adeegyada caawimada luqadda, oo bilaash ah, ayaa adiga lagu heli karaa. Wac 1-844-643-4233 (TTY: 1-216-844-1544).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-562-3981 (TTY: 216-844-1544).

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-844-562-3981 (TTY: 216-844-1544).

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-844-562-3981 (телетайп: 216-844-1544).