

Notice of Nondiscrimination and Accessibility: Discrimination is Against the Law

ProMedica complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex/gender (including pregnancy), sexual orientation, gender identity or gender expression, age, physical or mental disability, military or protected veteran status, citizenship, familial or marital status, genetics, or any other legally protected category.

ProMedica provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
 - ○ Qualified sign language interpreters (utilizing VRI and On-Site resources)
 - ○ Written information in other formats (large print, audio, accessible electronic formats)
- Free language services to people whose primary language is not English, such as:
 - ○ Qualified interpreters (utilizing VRI, OPI, and On-Site resources)
 - ○ Information written in other languages

If you need these services, contact ProMedica Customer Service at 844-810-1634
or, go to the nearest registration area or information desk.

If you believe that ProMedica has failed to provide these services or discriminated in another way on the basis of race, color, national origin, ancestry, religion, sex/gender (including pregnancy), sexual orientation, gender identity or gender expression, age, physical or mental disability, military or protected veteran status, citizenship, familial or marital status, genetics or any other legally protected category, you can file a grievance. You may file a grievance in person or by mail, fax, or email.

ProMedica
100 Madison Ave., MSC-S38805, Toledo, Ohio 43604
Phone: 419-291-7700
Toll Free: 844-810-1634
TTY: 7-1-1, or 800-750-0750 (Ohio Relay Service)
Fax: 567-585-9494
Email: inclusion@promedica.org

If you need assistance in filing a grievance, please reach us using the contact information listed above.

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>.

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English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-810-1634 (TTY: 1-855-262-9446).

Albanian: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-844-810-1634 (TTY: 1-855-262-9446).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة
اللغوية تتوافر لك بالمجان. اتصل برقم 1-448-018 (رقم هاتف) 4361
الصم والبكم: (6449-262-1558).

Bengali: লকষ্য বক্সঃ যদি আপনি বাং লা, কথা
বলতে
পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা
উপলব্ধ আছে। ফোন বক্স ১-৪৪৪-৮১০-১৬৩৪
(TTY: ১-৮৫৫-২৬২-৯৪৪৬)।

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 1-844-810-1634 (TTY: 1-855-262-9446)。

Cushite: XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-844-810-1634 (TTY: 1-855-262-9446).

Dutch: AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-844-810-1634 (TTY: 1-855-262-9446).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-810-1634 (ATS : 1-855-262-9446).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-810-1634 (TTY: 1-855-262-9446).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-810-1634 (TTY: 1-855-262-9446).

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。1-844-810-1634 (TTY:1-855-262-9446) まで、お電話にてご連絡ください。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-810-1634 (TTY: 1-855-262-9446) 번으로 전화해 주십시오.

Wann du [Deutsch (Pennsylvania German / Dutch)]
schwetzsch, kannsch du mitaus Koschte ebber gricke, ass
dihr helfs mit die englisch Schprooch. Ruf selli Nummer uff:
Call 1-844-810-1634 (TTY: 1-855-262-9446).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-810-1634 (TTY: 1-855-262-9446).

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-844-810-1634 (TTY: 1-855-262-9446).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-810-1634 (телетайп: 1-855-262-9446).

Serbo-Croatian: OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-844-810-1634 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-855-262-9446).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-810-1634 (TTY: 1-855-262-9446).

[illegible]

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-810-1634 (TTY: 1-855-262-9446).

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-844-810-1634 (телетайп: 1-855-262-9446).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-810-1634 (TTY: 1-855-262-9446)