

## **Notice of Nondiscrimination**

### **Discrimination is Against the Law**

CarePro Health Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes. CarePro Health Services does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

#### **CarePro Health Services:**

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:

- Qualified sign language interpreters

- Provides free language assistance services to people whose primary language is not English, which may include:

- Qualified interpreters

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Michelle Jensen, Civil Rights Coordinator.

If you believe that CarePro Health Services 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: Michelle Jensen, President & CEO CarePro Health Services, 1014 5<sup>th</sup> Avenue SE Cedar Rapids, IA 52403 , phone 319-363-4554, fax 319-896-4347, [mjensen@careprohs.com](mailto:mjensen@careprohs.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Michelle Jensen 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>.

This notice is available at CarePro Health Services' website: [www.careprohs.com](http://www.careprohs.com).

**English:** If you speak English, language assistance services, free of charge, are available to you. Call 877-787-6790.

**Spanish:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 877-787-6790.

**Chinese:** 如果您讲中文，我们可以为您提供免费的语言协助服务。请致电 877-787-6790。

**Vietnamese:** Nếu bạn nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi 877-787-6790.

**Serbo-Croatian:** Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 877-787-6790.

**German:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Rufen Sie 877-787-6790 an.

**Arabic:** إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل بـ 877-787-6790.

**Laotian:** ຖ້າທ່ານເວົ້າພາສາລາວ, ພະບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາມີໃຫ້ທ່ານໂດຍບໍ່ເສຍຄ່າ. ໂທ 877-787-6790.

**Korean:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 877-787-6790로 전화하십시오.

**Hindi:** यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। 877-787-6790 पर कॉल करें।

**French:** Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Appelez le 877-787-6790.

**Pennsylvanian Dutch:** Wann du Deitsch schwetzscht, sinn gratis Schproochhilfsdienscht fer dich do. Ruf 877-787-6790 aa.

**Thai:** หากคุณพูดภาษาไทย บริการช่วยเหลือด้านภาษาให้คุณโดยไม่มีค่าใช้จ่าย โทร 877-787-6790.

**Tagalog:** Kung nagsasalita ka ng Tagalog, may makukuha kang mga libreng serbisyo ng tulong sa wika. Tumawag sa 877-787-6790.

**Russian:** Если вы говорите по-русски, для вас доступны бесплатные услуги языковой поддержки. Позвоните по номеру 877-787-6790.

**Karen:** တၢ်ကတၢ်မုၢ်သးတဲၢ်ကညီၣ်, မုၢ်လၢအိၣ်ဖိတၢ်အိၣ်ဖိတၢ်သးအံၤ, န့ၣ်လဲၣ်တဖၣ်လၢအဖိခဲလဲၤ. အဲၣ် 877-787-6790 ဟ့ၣ်ဖျါ