



## Nondiscrimination and Accessibility Requirements

Transitions LifeCare complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, religion, national origin, age, disability, gender, sexual orientation, gender identity, or gender expression.

### Transitions LifeCare:

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 Civil Rights Coordinator, VP of Quality & Compliance.

### Contact Person

If you believe that Transitions LifeCare 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:

Civil Rights Coordinator

VP of Quality & Compliance, Chief Compliance Officer

Transitions LifeCare

250 Hospice Circle, Raleigh, NC 27607

Phone: 919.828.0890 | Fax: 919.719.0395

[quality&compliance@transitionslifecare.org](mailto:quality&compliance@transitionslifecare.org)

You can file a grievance in person, or by mail, fax or email. If you need help filing a grievance, Civil Rights Coordinator, VP of Quality & Compliance 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, 800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

## Transitions LifeCare:

Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como:

- intérpretes capacitados de lenguaje de señas;
- información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).

Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como:

- intérpretes capacitados;
- información escrita en otros idiomas.

Si necesita estos servicios, comuníquese con el coordinador de Derechos Civiles, vicepresidente de Calidad y Cumplimiento.

## Persona de contacto

Si considera que Transitions LifeCare no ha prestado estos servicios o lo ha discriminado de otra manera por raza, color, país de origen, edad, discapacidad o sexo, puede presentar una querrela ante el coordinador de Derechos Civiles, vicepresidente de Calidad y Cumplimiento:

Civil Rights Coordinator  
VP of Quality & Compliance, Chief Compliance Officer  
Transitions LifeCare  
250 Hospice Circle, Raleigh, NC 27607  
Teléfono: 919.828.0890 | Fax: 919.719.0395  
quality&compliance@transitionslifecare.org

Puede presentar una querrela en persona o por correo, fax o correo electrónico. Si necesita ayuda para presentar una querrela, el coordinador de Derechos Civiles, vicepresidente de Calidad y Cumplimiento, puede ayudarlo.

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los Estados Unidos electrónicamente mediante el portal de quejas de la Oficina de Derechos Civiles, en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> o por correo o telefónicamente a: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 800.368.1019, 800.537.7697 (TDD)

Los formularios de queja están disponibles en <http://www.hhs.gov/ocr/office/file/index.html>

Transitions Life Care 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。Transitions LifeCare 不因種族、膚色、民族血統、年齡、殘障或性別而排斥任何人或以不同的方式對待他們。

Transitions LifeCare

向殘障人士免費提供各種援助和服務，以幫助他們與我們進行有效溝通，如：

- 合格的手語翻譯員
- 以其他格式提供的書面資訊（大號字體、音訊、無障礙電子格式、其他格式）

向母語非英語的人員免費提供各種語言服務，如：

- 合格的翻譯員
- 以其他語言書寫的資訊

如果您需要此類服務，請聯絡 Civil Rights Coordinator, VP of Quality & Compliance

## 联系人

如果您認為 Transitions LifeCare 未能提供此類服務或者因種族、膚色、民族血統、年齡、殘障或性別而透過其他方式歧視您，

您可以向 Civil Rights Coordinator, VP of Quality & Compliance 提

交投訴，郵寄地址為 Transitions LifeCare,

250 Hospice Circle, Raleigh, NC 27607, 電話號碼為 919-828-0890、TTY（聽障專線）號碼

為，傳真為 919-719-0395，電子信箱為 [quality&compliance@transitionslifecare.org](mailto:quality&compliance@transitionslifecare.org)。您可以親自提交

投訴，或者以郵寄、傳真或電郵的方式提交投訴。如果您在提交投訴方面需要幫助，Civil Rights Coordinator, VP of Quality & Compliance 可以幫助您。

您還可以向 U.S. Department of Health and Human Services（美國衛生及公共服務部）的

Office for Civil Rights（民權辦公室）提交民權投訴，透過 Office for Civil Rights Complaint Portal

以電子方式投訴：<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>，或者透過郵寄或電話的方式投訴：

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)（聾人用電信設備）

登入 <http://www.hhs.gov/ocr/office/file/index.html> 可獲得投訴表格。

**English:** Transitions LifeCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-919-828-0890.

**Spanish:** Transitions LifeCare cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-919-828-0890.

**Chinese:** Transitions LifeCare 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障 或性別而歧視任何人。

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 1-919-828-0890。

**Vietnamese:** Transitions LifeCare tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-919-828-0890.

**Korean (한국어):** Transitions LifeCare 은(는) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다. 주의: 한국어어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-919-828-0890.

**French:** Transitions LifeCare respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-919-828-0890.

**Arabic:** يلتزم Transitions LifeCare بقوانين الحقوق المدنية الفدرالية المعمول بها ولا يميز على أساس العرق أو اللون أو الأصل الوطني أو السن أو الإعاقة أو الجنس.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-919-828-0890

**Hmong:** Transitions LifeCare ua raws cov kev cailij choj yuam siv ntawm Tsom Fwv Nrub Nrab Teb Chaw hais txog pej xeem cov cai (Federal civil rights laws) thiab tsis ciav-cais leejtwg vim nws hom neeg, nqaij tawv, lub tebchaws tuaj, hnuv nyoog, kev tsis taus, los yog poj niam txiv.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-919-828-0890.

**Russian:** Transitions LifeCare соблюдает применимое федеральное законодательство в области гражданских прав и не допускает дискриминации по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-919-828-0890.

**Tagalog:** Sumusunod ang Transitions LifeCare sa mga naaangkop na Pederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-919-828-0890.

**Gujarati:** Transitions LifeCare લાગુ પડતા સમવાયી નાગરિક અધિકાર કાયદા સાથે સુસંગત છે અને જાતિ, રંગ, રાષ્ટ્રીય મૂળ, ઉંમર, અશક્તિ અથવા લિંગના આધારે ભેદભાવ રાખવામાં આવતી નથી.

**સુચના:** જો તમે ગુજરાતી બોલતા હો, તો નિઃશુક્ર ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-919-828-0890.

**Mon-Khmer, Cambodian:** Transitions LifeCare អនុវត្តតាមច្បាប់សិទ្ធិពលរដ្ឋនៃសហព័ន្ធដែលសមរម្យនិងមិនមានការរើសអើងលើមូលដ្ឋាននៃពូជសាសន៍ ពណ៌សម្បុរ សញ្ជាតិដើម អាយុ ពិការភាព ឬភេទ។

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អៗ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-919-828-0890

**German:** Transitions LifeCare erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-919-828-0890.

**Hindi:** Transitions LifeCare लागू होने योग्य संघीय नागरिक अधिकार क़ानून का पालन करता है और जाति, रंग, राष्ट्रीय मूल, आयु, विकलांगता, या लिंग के आधार पर भेदभाव नहीं करता है।

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-919-828-0890 पर कॉल करें।

**Laotian:** Transitions LifeCare ປະຕິບັດຕາມກົດໝາຍວ່າດ້ວຍສິດທິພົນລະເມືອງຂອງສະຫະລັດອາເມລິກາທີ່  
ງອບໃຊ້ ແລະບໍ່ຈຳແນກໂດຍອົງໃສ່ພື້ນຖານດ້ານເຊື້ອຊາດ, ສີ່ວິ, ຊາດກຳເນີດ, ອາຍ, ຄວາມພິການ, ຫຼືເພດ.

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ສັອກ, ແມ່ນມີຮັບໃຫ້ທ່ານ. ໂທ 1-919-828-0890.

**Japanese (日本語):** Transitions LifeCare は適用される連邦公民権法を遵守し、人種、肌の色、出身国、年齢、障害または性別に基づく差別をいたしません。

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。1-919-828-0890まで、お電話にてご連絡ください。