

# Notice of Non-Discrimination and Accessibility

## Discrimination is Against the Law

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

## MercyOne Elkader Medical Center

- 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 the nursing department, 563-245-7013.

If you believe that MercyOne Elkader Medical Center 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:

Rebecca Johnson, Compliance Officer, 901 Davidson Street, Elkader, Iowa 52043  
563-245-7058 (phone) 563-245-7064 (fax) Johnsrel@cchelkader.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Rebecca Johnson, Compliance Officer 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>.

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## English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-563-245-7013 (TTY: 1-800-735-2942).

## Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-563-245-7013 (TTY: 1-800-735-2942).

## 繁體中文 (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 1-563-245-7013 (TTY: 1-800-735-2942)

## Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-563-245-7013 (TTY: 1-800-735-2942).

## Srpsko-hrvatski (Serbo-Croatian)

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-563-245-7013 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-735-2942).

## Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-563-245-7013 (TTY: 1-800-735-2942).

## العربية (Arabic)

رقم 1 563.245.7013 اتصل برقم لك بالمجان. اللغوية تتوافر خدمات المساعدة اللغة، فإن تحدثت انكر إذا كنت ملحوظة: 1.800.735.2942 هاتف الصم والبكم

## ພາສາລາວ (Lao, Laotian)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-563-245-7013 (TTY: 1-800-735-2942).

## 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-563-245-7013 (TTY: 1-800-735-2942)번으로 전화해 주십시오.

## हिंदी (Hindi)

ध्यान दें: यदि आप हिंदी बोलते, भाषा सहायता सेवाओं, नि: शुल्क, आप के लिए उपलब्ध हैं। 1-563-245-7013 कॉल (TTY: 1-800-735-2942).

## Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-563-245-7013 (ATS : 1-800-735-2942).

## Deutsch (Pennsylvania Dutch)

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-563-245-7013 (TTY: 1-800-735-2942).

## ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-563-245-7013 (TTY: 1-800-735-2942).

## Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-563-245-7013 (TTY: 1-800-735-2942).

## Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-563-245-7013 (телетайп: 1-800-735-2942).

