

DISCRIMINATION IS AGAINST THE LAW

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

Veterans Memorial Hospital 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 Quality Assurance / Improvement Coordinator

If you believe that Veterans Memorial Hospital 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:

Quality Assurance / Improvement Coordinator

40 1st Street SE

Waukon

IA

52172

563-568-3411

ext 287

563-568-5550

qa@vmhospital.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Quality Assurance / Improvement Coordinator is available to help you.

You can 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>

- By mail at

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F HHH Building
Washington, DC 20201

- By phone at 1-800-368-1019; 800-537-7697 (TDD)

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

Iowa

We will take reasonable steps to provide free-of-charge language assistance services to people who speak languages we are likely to hear in our practice and who don't speak English well enough to talk to us about the dental care we are providing.

Spanish:

Tomaremos acciones razonables para proporcionar servicios de asistencia lingüística gratuitos a aquellas personas cuyo lenguaje escuchamos frecuentemente en nuestro consultorio y que no hablen un inglés lo suficientemente bueno como para hablar con nosotros sobre el servicio odontológico que suministramos.

Chinese:

我们将有序地做到提供免费的语言服务使我们能听懂英语不好的人向我们咨询有关牙齿护理

Vietnamese:

Chúng tôi sẽ thực hiện các bước cần thiết để cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho những người giao tiếp bằng những ngôn ngữ mà chúng tôi có thể nghe thấy tại phòng khám của mình và cho những người không có đủ trình độ tiếng Anh để thảo luận về dịch vụ chăm sóc nha khoa mà chúng tôi đang cung cấp.

Serbo-Croatian:

Preduzećemo razumne korake da obezbедимо бесплатну преводилачку помоћ за особе које говоре језике са којима се током рада чешће сусрећемо, а који не говоре енглески довољно добро да би могли да разговарају са нама о стоматолошкој услузи коју пружамо.

German:

Wir werden angemessene Schritte unternehmen, um denen eine gebührenfreie Sprachunterstützung zu bieten, die Sprachen sprechen, die wir möglicherweise in unserer Praxis hören, die aber kein Englisch sprechen, das gut genug ist, um mit uns über die Zahnpflege zu sprechen, die wir anbieten.

Arabic:

سوف نقوم باتخاذ خطوات معقولة من أجل توفير خدمات المساعدة اللغوية بدون تكلفة للأشخاص الذين يتحدثون لغات أخرى من المرجح أن نستمتع إليها خلال ممارستنا والذين لا يتقنون تحدث الإنجليزية بشكل جيد يمكنهم من التحدث إلينا فيما يتعلق برعاية الأسنان التي نقدمها.

Laotian:

ພວກເຮົາຈະໃຊ້ຂັ້ນຕອນທີ່ເໝາະສົມ ເພື່ອໃຫ້ບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າແກ່ຄົນທີ່ເວົ້າພາສາທີ່ພວກເຮົາອາດຈະໄດ້ຍິນຢູ່ໃນການຝຶກຊ້ອມຂອງພວກເຮົາ ແລະ ຜູ້ທີ່ບໍ່ເວົ້າພາສາອັງກິດໄດ້ດີພໍ ເພື່ອສົມກັບພວກເຮົາກ່ຽວກັບການເບິ່ງແຍງດູແລຂັ້ນທີ່ພວກເຮົາກຳລັງຈັດໃຫ້.

Korean:

저희는 적절한 조치를 통하여 언어 지원 서비스를 무료로 제공할 것입니다. 다만, 실제로 저희에게 관심이 있는 언어를 쓰지만 저희 치아 관리 서비스에 대해 의견을 줄 수 있을 만큼 영어로 의사소통이 원활하지 않는 경우로 한정합니다

Hindi:

हम उन व्यक्तियों को, जो कि ऐसी भाषाएं बोलते हैं जो हम अपने अभ्यास में संभावित रूप में सुनना चाहते हैं और जो हमारे द्वारा प्रदान की जाने वाली डेंटल देखभाल के बारे में हमारे साथ उचित ढंग से अंग्रेज़ी नहीं बोलते, मुफ्त सेवाएं प्रदान करने के लिये उचित कदम उठाएंगे।

French:

Nous prendrons les mesures raisonnables pour fournir des services d'assistance linguistique gratuits pour les individus qui parlent des langues que nous sommes susceptibles d'entendre durant nos séances et qui ne parlent pas suffisamment bien l'anglais pour discuter avec nous concernant les soins dentaires que nous fournissons.

Pennsylvanian Dutch:

Mir zelle unser Beschtes browiere fer Hilf griege fer ennich ebber as Druwwel hett fer verschtehe was mer an schwetze is in Englisch weech Zaahdokteres do. Die Hilf, as mer aabiede kennt, deet nix koschte.

Thai:

เราได้ก้าวไปอีกระดับด้วยการให้บริการผู้ช่วยด้านภาษาโดยไม่มีค่าบริการ ให้กับผู้ที่ไม่สามารถสื่อสารด้วยภาษาอังกฤษเกี่ยวกับการดูแลทันตกรรมที่เราให้บริการได้ดีพอและใช้ภาษาที่เรามักจะได้ยินบ่อยในศูนย์ทันตกรรมของเรา

Tagalog:

Gagawin namin ang mga makatwirang hakbang para maibigay namin ng walang bayad ang mga tulong na serbisyo sa wika para sa mga taong nagsasalita ng mga wikang karaniwan naming naririnig sa aming pagsasagawa at sa mga hindi bihasa sa pagsasalita ng Ingles na sasangguni sa amin tungkol sa pangangalaga ng ngipin na ibinibigay namin.

Karen:

ပကဟံးန့ၢ်တၢ်အပတီၢ်လၢအကြးဝဲဘၣ်ဝဲတဖၣ် လၢကဟ့ၣ်လီၤ ကျိၣ်တၢ် တိၣ်စၢၤမၤစၢၤတၢ်မၤစၢၤလၢအကလီၤ ဆူပုၤလၢအကတီၢ်ကျိၣ်လၢပအဲၣ်ဒီးန့ၢ် ဟူလၢပတီၢ်ဖိးတၢ်မၤအပူၤ ဒီးပုၤလၢကတီၢ်အဲၣ်ကလံးကျိၣ်တဘၣ်ဂ့ၤဂ့ၤလၢ ကတဲသကိးတၢ်ဘၣ်ပးဒီးဝဲတၢ်ကွၢ်ထွဲလၢပဟ့ၣ်လီၤအီၤတဖၣ်န့ၢ်လီၤ.

Russian:

Мы принимаем необходимые меры, чтобы предоставить бесплатные услуги переводчика для общения на языках, с которыми мы сталкиваемся в нашей практике с клиентами, которые не владеют английским языком достаточно, чтобы обсудить с нами стоматологическое обслуживание, которое мы предоставляем.