



CASCADE MEDICAL

PARTNERS IN YOUR HEALTH

NOTICE OF NONDISCRIMINATION, ACCESSIBILITY AND AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

Cascade Medical (CM) complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, ethnic background, gender, religion, age, disability, pregnancy, marital status, sexual orientation, transgender, veteran or military status, the presence of any sensory, mental or physical disabilities or any other basis prohibited by local, state or federal law.

CM provides free aids and services to people with disabilities to communicate effectively with us, such as: (a) qualified sign language interpreters and (b) 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: (a) qualified interpreters and (b) information written in other languages.

If you need any of the above services, please ask for the Clinic Director when you are at the clinic, or the Clinical Resource Nurse (CRN) when you are in our emergency room or our hospital. Additionally, you may contact our Compliance Office, Marianne Vincent at 509-548-5815 (phone) compliance@cascademedical.org (email).

If you are deaf or hard of hearing dial 7-1-1 for Telecommunications Relay Services.

If you believe that Cascade Medical has failed to provide these services or discriminated in another way based on race, color,

ethnic background, gender, religion, age, disability, pregnancy, marital status, sexual orientation, transgender, veteran or military status, the presence of any sensory, mental or physical disabilities or any other basis prohibited by local, state or federal law.

You can file a grievance with our Compliance Officer by:

Mail	In Person	Phone	Fax	Email
817 Commercial St. Leavenworth, WA 98826	817 Commercial St. Leavenworth, WA 98826	509-548-5815	509-548-5815	compliance@cascademedical.org

If you need help filing a grievance, the Compliance Office 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: [tps://ocrportal.hhs.gov/ocr/portal/lobby.jsf](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>

Getting Help in Other Languages

Note: For deaf or hard of hearing dial 7-1-1 for Telecommunications Relay Services.

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 509-548-5815.

普通话(Mandarin): 注意：如果您说普通话，可为您提供免费语言协助服务。请致电 509-548-5815。

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu quý vị nói tiếng Việt, quý vị sẽ được cung cấp các dịch vụ hỗ trợ ngôn ngữ miễn phí. Hãy gọi 509-548-5815.

한국어 (Korean): 주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 509-548-5815번으로 전화하십시오.

Русский(Russian): ВНИМАНИЕ.Если вы говорите на русском языке, вам доступны бесплатные услуги языковой поддержки. Позвоните по номеру 509-548-5815.

Tagalog (Tagalog): PAUNAWA: Kung nagsasalita ka ng Tagalog, mayroon kang libreng serbisyo sa tulong sa wika. Tumawag sa 509-548-5815.

Українська (Ukranian): УВАГА. Якщо ви розмовляєте українською мовою, для вас доступні безкоштовні послуги мовної підтримки. Зателефонуйте за номером 509-548-5815.

ភាសាខ្មែរ កម្ពុជា (Mon-Khmer, Cambodian): ចូរចាប់អារម្មណ៍៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយភាសាដោយឥតគិតថ្លៃអាចរកបានសម្រាប់អ្នក។ ទូរសព្ទទៅលេខ 509-548-5815។

日本語 (Japanese): 注意：日本語を話される方は、無料の言語アシスタンスサービスをご利用いただけます。電話：509-548-5815。

አማርኛ (Amharic): ትኩረት፡- የአማርኛ ቋንቋ ተናጋሪ ከሆንክ፣ ነፃ የቋንቋ ድጋፍ አገልግሎቶች ለእርስዎ ይገኛሉ። 509-548-5815 ላይ ይደውሉ።

XIYYEEFFANNAA (Cushite): Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa

509-548-5815

509-548-5815.تنبيه: إذا كنت تتحدث العربية، فستتوفر لك خدمات مساعدة لغوية مجانية. اتصل على الرقم (Arabic) العربية

ਪੰਜਾਬੀ (Punjabi): ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਕੁਸ਼ੀਟ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। 509-548-5815 'ਤੇ ਫੋਨ ਕਰੋ।

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen ein kostenloser Sprachassistentendienst zur Verfügung. Rufen Sie an unter: 509-548-5815.

ພາສາລາວ (Laotian): ຂໍຄວນໃສ່ໃຈ: ຖ້າທ່ານເວົ້າ Laotian (ພາສາລາວ), ພວກເຮົາຈະມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໂທຫາເບີ 509-548-5815.