



ATTENTION: If you speak another language, language assistance services are available to you free of charge. Call 1-815-732-2499.	
العربية Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل 1-815-732-2499 (رقم هاتف الصم والبكم)
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 1-815-732-2499.
Français French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-815-732-2499.
Deutsch German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-815-732-2499.
Ελληνικά Greek	ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-815-732-2499.
ગુજરાતી Gugarti	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-815-732-2499.
हिंदी Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-815-732-2499 पर कॉल करें।
Italiano Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-815-732-2499.
한국어 Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-815-732-2499 번으로 전화해 주십시오.
Polski Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-815-732-2499.
Русский Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-815-732-2499.
Español Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-815-732-2499.
Tagalog Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-815-732-2499
اردو Urdu	خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-815-732-2499
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 1-815-732-2499.

Nondiscrimination and Accessibility Statement

Serenity Hospice & Home complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, ancestry, national origin, religion, sex/gender, physical or mental disability, age, genetic information, marital status, sexual orientation, sexual characteristics, pregnancy or related conditions, sexual stereotypes, gender identity, citizenship status, military status, arrest record, victims of domestic violence, or other legally protected status. Serenity Hospice & Home does not exclude people or treat them differently because of race, color, ancestry, national origin, religion, sex/gender, sexual characteristics, pregnancy or related conditions, sexual orientation, gender identity, sexual stereotypes, physical or mental disability (unrelated to the ability to perform), age, genetic information, marital status, citizenship status, military status, arrest record, victims of domestic violence, or other legally protected status.

Serenity Hospice & Home

- Provides free aids and services to individuals 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).
 - Serenity will provide communications with individuals with disabilities (including companions) in a manner as effective as communications with non-disabled individuals and free of charge.
 - Serenity is to ensure that video and audio remote interpreter services meet standards.
- Provides free language services to people whose primary language is not English, such as:
 - Accurate and timely access to language assistance services free of charge to individuals with Limited English Proficiency (“LEP”) (including companions of patients) in a manner that protects the privacy and independent decision-making of the individual.
 - Qualified interpreters.
 - Information written in other languages.
 - If necessary, in emergency situations, there may be reliance on non-qualified adult/minor interpreters as a temporary measure only and once qualified interpreter arrives, he/she must confirm or supplement initial communications with the initial non-qualified interpreter.
 - If an individual with LEP requests the use of an accompanying adult to interpret, the request must be made to the qualified interpreter in private to ensure it is voluntary.
 - When using machine translation, translation must be reviewed by a qualified human translator when text is critical to the individual’s rights/benefits/meaningful access; when accuracy is “essential”; or when source documents contain complex, non-literal or technical information. If human review is not required, the document must warn the reader it was not reviewed by a human and may contain errors.
 - Serenity is to ensure that video and audio remote interpreter services meet standards.
- If you need these services, contact the Compliance Officer/Section 1557 Coordinator.

If you believe that Serenity Hospice & Home 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:

Jennifer Seeley, Education Manager/Compliance Officer/Section 1557
Coordinator
1658 S IL Route 2
Oregon, IL 61061
Phone: 1-815-732-2499
Fax: 815-732-6077
JenniferS@serenityhospiceandhome.org

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