

Nondiscrimination and Accessibility Requirements

January 2019

Lehigh Valley Health Network (LVHN), its wholly owned subsidiaries and health care providers comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, or gender identity. LVHN does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, or gender identity.

LVHN:

- ▶ Provides free aids and services to people with disabilities to communicate effectively, 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 Diversity and Cultural Awareness Liaison.

If you believe LVHN has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, or gender identity, you can file a complaint with:

Diversity and Cultural Awareness Liaison

Address: 17th and Chew Streets, P.O. Box 7017, Allentown, PA 18105

Phone: 610-969-4290

Fax: 610-969-2891

You can file a complaint in person or by mail, fax, or phone. If you need help filing a complaint, our Diversity and Cultural Awareness Liaison or his/her designee 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, **1-800-868-1019, 800-537-7697 (TDD)**

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

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-610-969-4002.

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 1-610-969-4002。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-610-969-4002.

LVHN.org 888-402-LVHN

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-610-969-4002.

Wann du Deitsch (Pennsylvania German / Dutch) schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprouch. Ruf selli Nummer uff: Call 1-610-969-4002.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-610-969-4002 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-610-969-4002.

ملحوظة: إذا كنت تتحدث العربية ، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان . اتصل برقم 1-610-969-4002

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-610-969-4002.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-610-969-4002.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-610-969-4002.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-610-969-4002.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-610-969-4002.

ប្រយ័ត្ន បើសិនជាអ្នក និយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អ្លល ចូ ឥ រស 1-610-969-4002.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-610-969-4002.

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