

# Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement

## DISCRIMINATION IS AGAINST THE LAW:

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

Gaston Family Health Services:

- 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 front desk staff or call 704-874-3316.

If you believe that Gaston Family Health Services 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: GFHS' Corporate Compliance Officer, 200 E. 2nd Ave, Gastonia, NC 28052; 704 874-1986; Email: [compliance@gfhs.info](mailto:compliance@gfhs.info). You can file a grievance in person, by mail, fax, or email.

If you need help filing a grievance, GFHS' 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>.

### Spanish:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 704-874-3316.

### Vietnamese:

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 704-874-3316.

### French:

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 704-874-3316.

### German:

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 704-874-3316.

### Swahili:

KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 704-874-3316.

### 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 704-874-3316。

### Korean:

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.  
704-874-3316 번으로 전화해 주십시오.

### Polish:

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 704-874-3316.

### Japanese:

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。  
704-874-3316 まで、お電話にてご連絡ください。

### Hindi:

यान दः य द्आप ंदु बोलते ह तो आपके लिए मु त म भाषा सहायता सेवाएं उपल ध ह।  
704-874-3316 पर कॉल कर।

