



NOTICE OF NONDISCRIMINATION

VNA Alliance complies with applicable Federal civil rights laws and does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

VNA Alliance

- ◆ 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 and 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 our Compliance Officer

If you believe that VNA Alliance 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:

Karen Karn, RN, BSN
Compliance Officer
VNA Alliance

Address: 704 North Main Street, Meadville, PA 16023
Phone: 814-333-7000 Ext: 734 - Email: kkarn@vnaalliance.org
Fax: 814-333-7001

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 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 TDD 800-537-7697

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

Translated Tagline for Language Assistance Services

Top 15 Non-English Languages Spoken in Pennsylvania

(Source: U.S. Census Data 2009-2013)

Sample Tagline: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-746-4674 (TTY: 711).

1. **Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-746-4674 (TTY: 711).
2. **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 1-877-746-4674 (TTY: 711)
3. **Pennsylvania Dutch:** Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-877-746-4674 (TTY: 711).
4. **German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-746-4674 (TTY: 711).
5. **Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-746-4674 (TTY: 711).
6. **French:** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-746-4674 (ATS : 711).
7. **Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-746-4674 (TTY: 711).
8. **Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-746-4674 (телетайп: 711).
9. **Arabic:** اعدت لك ت فوتر ،م مانا ل ل يوغ ة، لام ددعاس تامدخ ،[ل ل ة غ جاردا] ت ثدحت ك تن اذا 1-877-746-4674 (TTY: 711).
10. **Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-746-4674 (TTY: 711)번으로 전화해 주십시오.
11. **Polish:** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-746-4674 (TTY: 711).
12. **Hindi:** यदि आप [सदमिदित करेंभाषा] बोिते, भाषा सहायता सेवाओ, ंदि: शल्कु, आप केदिए उपिब्ध हैं।कॉि करें 1-877-746-4674 (TTY: 711)
13. **Gujarati:** તમે ગુજરાતી બોલે છે, ભાષા સહાય સેવાઓ વિના મૂલ્યે તમારા માટે ઉપલબ્ધ છે. કોલ 1-877-746-4674 (TTY: 711)
14. **Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-746-4674 (TTY: 711).
15. **French Creole:** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-746-4674 (TTY: 711).