



# MedStar Visiting Nurse Association

## Notice of Nondiscrimination

MedStar Visiting Nurse Association complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. MedStar VNA does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

MedStar VNA provides free:

- Aids and services to people with disabilities to communicate effectively with us, such as:
  - State TTY Relay Services: 866-246-9300
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages
 To access these services, call Language Line Solutions at 800-752-6096.

If you believe that MedStar VNA 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:

Cynthia M. Anderson  
Vice President of Quality  
9601 Pulaski Park Dr., Suite 417  
443-725-2938 **PHONE**  
410-933-2904 **FAX**  
cynthia.m.anderson@medstar.net **EMAIL**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Cynthia Anderson, vice president of Quality, 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 [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Ave., SW  
Room 509F, HHH Building  
Washington, DC 20201  
800-368-1019 **PHONE**  
800-537-7697 **TDD**

Complaint forms are available at [HHS.gov/OCR/Office/File/Index.html](http://HHS.gov/OCR/Office/File/Index.html).

### Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 866-246-9300 (መስማት ለተሳናቸው፡ 711)።

### Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. (رقم 866-246-9300 اتصل برقم هاتف الصم والبكم: 711).

### Bassa

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̄ [Bàsòò-wùdù-po-nyò] jũ ní, níí, à wuɖu kà kò dò po-poò béìn m̄ gbo kpáa. ɗá 866-246-9300 (TTY: 711)

### Bengali

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 866-246-9300 (TTY: 711)।

### 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 866-246-9300 (TTY : 711)。

### Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (TTY: 866-246-9300) تماس بگیرید.

### French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 866-246-9300 (ATS : 711).

### French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 866-246-9300 (TTY: 711).

### German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 866-246-9300 (TTY: 711).

### Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 866-246-9300 (TTY: 711).

### Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 866-246-9300 (TTY: 711) पर कॉल करें।

### Ibo

Ige nti: O buru na asu Ibo asusu, enyemaka diri gi site na call 866-246-9300 (TTY: 711).

### Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 866-246-9300 (TTY: 711).

### 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。866-246-9300 (TTY:711) まで、お電話にてご連絡ください。

### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 866-246-9300 (TTY: 711)번으로 전화해 주십시오.

### Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 866-246-9300 (TTY: 711).

### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 866-246-9300 (телетайп: 711).

### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 866-246-9300 (TTY: 711).

### Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 866-246-9300 (TTY: 711).

### Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 866-246-9300 (TTY: 711).

### Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 866-246-9300 (TTY: 711)۔

### Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 866-246-9300 (TTY: 711).

### Yoruba

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 866-246-9300 (TTY: 711).