



Notice of Non-Discrimination

Lutheran Sunset Ministries (LSM) complies with applicable civil rights laws and does not discriminate, exclude, or otherwise treat individuals differently on the basis of race, ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other protected characteristic under applicable law.

Notice of Program Accessibility

LSM and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. LSM provides free auxiliary aids and services to people with disabilities to access LSM and to communicate effectively with LSM, such as:

- Accessible parking designated specifically for disabled persons.
- Accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including but not limited to:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).

LSM provides free language assistance to people with limited English proficiency or whose primary language is not English to access LSM and to communicate effectively with LSM.

Questions or Grievance Procedure

If you need these services, contact Lance Allen, Sunset Home Administrator, at (254) 675-8637 ex. 2222

If you believe that Lutheran Sunset Ministries 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: Lance Allen, Sunset Home Administrator; P.O. Box 71, Clifton, Texas 76634; phone (254) 675-8637, [TTY number—if covered entity has one]; fax (254) 675-3248; or lallen@luthेरansunset.org.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Lance Allen, LSM's Civil Rights Coordinator, 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>



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Spanish

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de **Certified Languages International**, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al **1-800-225-5254**, code #208160.

Vietnamese

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về **Certified Languages International**, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi **1-800-225-5254**, code #208160

Chinese

如果您，或您正在幫助的人，有關於 **Certified Languages International** 方面的問題，您有權利免費以您的母語得到幫助和訊息想要跟一位翻譯員通話，請致電 **1-800-225-5254**, code #208160.

Korean

만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 **Certified Languages International** 에

관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는

권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 **1-800-225-5254**, code #208160로 전화하십시오.

Arabic

ناك كيدل وأد دلص خشد هعاستة تلتسأ صوصخب)
قحلا **Certified Languages International** نإ)
(، لكيدلف

بلغتك من دون اية تكلفة. للتحدث مع مترجم اتصل بـ)
1-800-225-5254, code #208160.(

Urdu

ددم ےد ےہر نیپروا پانڈونود وکلاوس ےد ےرگا پاک
Certified Languages International ےسوک

ےرابمیں، وڈپانڈونود وکلاوس ےنابز نیمتفم
ےنرکاک قد ےہن امجرت ےستاب ےنرک ےک ےک
ددم روا تامولاعمل صاد
ےسیرک **1-800-225-5254**, code #208160 لیے،
ذوف

Tagalog

Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa **Certified Languages International**, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa **1-800-225-5254**, code #208160.

French

Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de **Certified Languages International**, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez **1-800-225-5254**, code #208160.

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Hindi

यदि आपको, या आप जिस व्यक्ति को सहायता कर रहे हैं, उन्हें इस वर्षय Certified Languages International के बार में सवाल है, तो आपको मुफ्त में अपनी भाषा में सहायता हेतु 1-800-225-5254, code #208160 पर फोन करें।

आ

Agency, QHP

Issuer, or Web-Broker नाम यथा तथा

जानकार लेने का अधिकार

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Persian

رد لاوس، دینکیم کمک و ایمانده کی سکی ای شما، رگا Certified Languages International [درم]

بهرت اعلاط و کمک هک دیراد ار نیا قد دیشاب هتشار
1-800-225-5254، code #208160
دییامنت فایرد ناگیار روط بهار دوخن ابزر

. دییامنت لصاد سامت

German

Falls Sie oder jemand, dem Sie helfen, Fragen zum Certified Languages International

haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-800-225-5254, code #208160

Gujarati

જો તમે અથવા તમે કોઈને મદદ કરવામાં તે માંથી કોઈને Certified Languages International વિશે પ્રશ્નો હોય તો તમને મદદ અને માનવતા મેળવવાનો અધિકાર છે. તે અચર વિના તમારા ભાષામાં પ્રાપ્ત કરવા શકાય છે.

સુભષિયો વાત કરવા માટે, આ 1-800-225-5254, code #208160

પર કોલ કરો.

Russian

Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Certified Languages International, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1-800-225-5254, code #208160.

Japanese

ご本人様、またはお客様の身の回りの方でも、Certified Languages Internationalについてご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入力したりすることができます。料金はかかりません。通訳とお話される場合、1-800-225-5254, code #208160 までお電話ください。



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Laotian

ຖ້າທ່ານ, ຫຼື ຄົນທີ່ທ່ານກໍາລັງຊ່ວຍເຫຼືອ, ມີຄໍາຖາມກ່ຽວກັບ **Certified Languages International**, ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ.

ການໂອ້ນລິມັກ ບນາຍພາສາ, ໃຫ້ໂທຫາ 1-800-225-5254, code #208160.