



Notice Informing Individuals about Nondiscrimination and Accessibility Requirements

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

Avera Holy Family Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters; and
 - 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; and
 - Information written in other languages

If you need these services, contact Cathi Scharnberg, Vice President of Patient Care Services.

If you believe that Avera Holy Family Hospital 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:

Cathi Scharnberg
826 N 8th Street
Estherville, IA 51334
Phone: 712-362-6448
Fax: 712-362-6428
Email: cathi.scharnberg@avera.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Section 1557 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>.



INTERPRETER SERVICES AVAILABLE

You have access to interpretation services 24/7 at no cost to you. This chart includes languages commonly spoken in our community, additional languages are available. Please point to your language. We will provide a medical interpreter. Please wait.

Language	Translation
ENGLISH	ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-481-3293.
SPANISH	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-481-3293.
GERMAN	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-481-3293.
FRENCH	ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-481-3293.
VIETNAMESE	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-481-3293.
SERBOCROATIAN	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-481-3293.
CHINESE	注意：如果您使用繁體中文，您可以免費獲得語言援。請致電1-800-481-3293。
KOREAN	□□: □□□□□□□□□□, □□□□□□□□ □□□□□□□□□□□□. 1-800-481-3293.
RUSSIAN	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-481-3293.
ARABIC	1-مقرب لصتا. ان اجمل اب كل رفاوتت ةىو غلل ا ةدع اس مل ا تامدخ ن ف، ة غلل ا ركذا ت دحت تنك اذا: ةظوح لم مقدر (1-800-481-3293)
TAGALOG	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-481-3293.
PENNSYLVANIA DUTCH	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-481-3293.
THAI	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-481-3293.
LAOTIAN	ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-481-3293.
HINDI	ध्यान दः यद आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-800-481-3293
Karen	ဟိန္ဒူဟိန္ဒူ:- နမူကတိ ကညိ ကျိအယိ, နမူနူ ကျိအတဖါစါစါလါ တလါဘူဂါလါစါ နိတမံဘူဂါနူဂါလါ. ကိ:

	1-800-481-3293.
ASL	

Avera Holy Family Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.