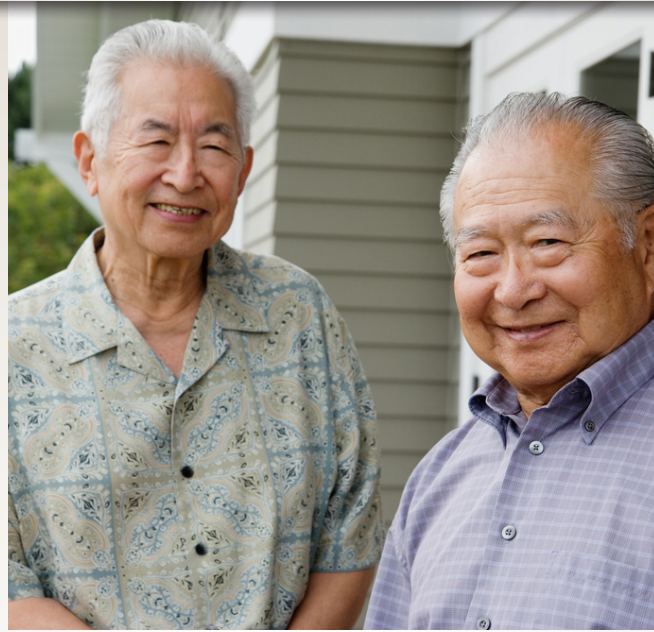


Non-discrimination Statement



Heart & Soul HOSPICE.®

2414 N. Woodlawn Blvd | Wichita, KS 67220
316.652.6212 Phone | 316.652.6206 Fax

412 Cayce St. | Farmington, MO 63640
573.756.7066 Phone | 573.756.7991 Fax

Heart & Soul Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

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Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Heart & Soul Hospice does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Heart & Soul Hospice

- 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 Heart & Soul Hospice Social Services.

If you believe that Heart & Soul Hospice 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: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440, Wichita KS 67208, 316-685-1100, 316-685-2900, JFluker@pmma.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jarene Fluker, Director of Quality and Risk Analysis, 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>.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice የፌዴራል ሲቪል መብቶችን መብት የሚያከብር ሲሆን በዘር፣ በቆዳ በቀለም ፣ በዘር ሃረግ፣ በአካል ብቃት፣ ወይም በጾታ መድልዎ አይፈጽምም። Heart & Soul Hospice ሰዎችን በዘር፣ በቆዳ ቀለም፣ በዘር ሃረግ፣ በእድሜ፣ በአካል ጉዳት ወይም በጾታ ማንንም ሰው አያገልጽም፤ ወይም በተለየ ሁኔታ አይመለከትም

Heart & Soul Hospice:

* የአካል ጉዳት ያለባቸውን ሰዎች ከእኛ ጋር እንዲግባቡ ለማስቻል የነጻ እርዳታ እና አገልግሎት ይሰጣል። ይህም ማለት :

- ብቃት ያላቸው የምልከት ቋንቋ ተርጓሚዎች
- በተለያዩ መልኮች የተዘጋጁ የጽሁፍ መረጃዎች (ተልቅ ያሉ የህትመት ጽሁፎች፣ ኡዲዮ፣ በቀላሉ መገኘት የሚችሉ የኤሌክትሮኒክ ፎርማቶች፣ ሌሎች ፎርማቶች)

* የመጀመሪያ ቋንቋቸው እንግሊዘኛ ላልሆነ ነጻ የትርጉም አገልግሎቶች ይሰጣል፤ ይህም ማለት:

- ብቃት ያላቸው ተርጓሚዎች
- በሌሎች ቋንቋዎች የተዘጋጁ መረጃዎች

ይህንን አገልግሎት የሚፈልጉ ከሆነ ወደ ሚከተለ አድራሻ ይጠይቁ Heart & Soul Hospice Social Services እነዚህን አገልግሎቶችን ማግኘት ተከልክያለው ወይም በተለያዩ ምክኒያት ማለትም በዘሬ፣ በቆዳ ቀለም፣ በዘር ሃረግ፣ በእድሜ፣ አካል ጉዳተኛ ስለሆንኩ፣ ወይም በጾታዬ ምክኒያት መድልዎ ደርሶብኛል የሚል አመለካከት ካልዎት ያልዎትን ቅሬታ ወደሚከተለው አድራሻ ይላኩ Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900, JFluker@pmma.org. ያልዎትን ቅሬታ በአካል ወይም በደብዳቤ፣ በፋክስ ወይም በኢ-ሜይል ማቅረብ ይችላሉ። ቅሬታዎን በጽሁፍ ማቅረብን በሚመለከት እርዳታ ቢያስፈልግዎት Jarene Fluker, Director of Quality and Risk Analysis, እገዛ ማግኘት ይችላሉ።

የሲቪል መብቶችን ጥሰት ተፈጽሞብኛል ብለው በጽሁፍ ወደ U.S. Department of Health and Human Services, Office for Civil Rights (ዩ ኤስ ዲፓርትመንት ኦፍ ሄልዝ ኤንድ ሂዩማን ሰርቪስስ)፣ Office for Civil Rights (አፊስ ፎር ሲቪል ራይትስ)፣ በኤሌክትሮኒካዊ መንገድ ወደ Office for Civil Rights Complaint Portal በሚከተለው አድራሻ አቤቱታ ማቅረብ ወይም ማመልከት ይችላሉ፡<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> ወይም በደብዳቤ ወይም በስልክ ወደሚከተለው አድራሻ አቤቱታዎን ማቅረብ ይችላሉ፡

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-868-1019, 800-537-7697 (መስማት ለተሳናቸው)

ክስ ማቅረቢያ ፎርምችን በሚከተለው ድህረ-ገጽ ላይ ማግኘት ይችላሉ <http://www.hhs.gov/ocr/office/file/index.html>.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

يلتزم Heart & Soul Hospice بقوانين الحقوق المدنية الفدرالية المعمول بها ولا يميز على أساس العرق أو اللون أو الأصل الوطني أو السن أو الإعاقة أو نوع الجنس. لا يستبعد Soul Hospice & Heart الأشخاص أو يعاملهم على نحو مختلف بسبب النوع أو اللون أو الأصل الوطني أو السن أو الإعاقة أو نوع الجنس.

:Heart & Soul Hospice

• يوفر مساعدات وخدمات مجانية للأشخاص من ذوي الإعاقات للتواصل بصورة فعالة معنا، مثل:

○ مترجمي لغة إشارة مؤهلين

○ معلومات كتابية بتنسيقات أخرى (مطبوعة بأحرف كبيرة، مواد صوتية، تنسيقات إلكترونية متيسرة،

وغير ذلك من التنسيقات)

• يوفر خدمات لغوية مجانية للأشخاص الذين لغتهم الأساسية ليست الإنجليزية، مثل:

○ مترجمين مؤهلين

○ معلومات مكتوبة بلغات أخرى

إذا كنت بحاجة لهذه الخدمات، اتصل بـ

إذا كنت تعتقد أن Heart & Soul Hospice Social Services قد أخفق في توفير تلك الخدمات أو ميز بطريقة

أخرى على أساس العرق أو اللون أو الأصل الوطني أو السن أو الإعاقة أو الجنس، يمكن أن تتقدم بشكوى إلى:

316-685-،PO Box 20440, Wichita KS 67208،Director of Quality and Risk Analysis

JFlucker@pmma.org،Fax 316-685-2900 1100. يمكن أن تتقدم بشكوى شخصيًا أو بالبريد أو بالفاكس أو البريد

الإلكتروني. إذا كنت بحاجة للمساعدة في التقدم بشكوى، فإن Jarene Flucker متاح لمساعدتك.

يمكن أيضاً أن تتقدم بشكوى إلكترونيًا لوزارة (وزارة Department of Health and Human Services) من خلال مكتب (مكتب الحقوق المدنية)، من خلال مكتب (مكتب الخدمات الصحية والبشرية) ، مكتب Office for Civil Rights (مكتب الحقوق المدنية)، من خلال مكتب Office for Civil Rights Complaint Portal، المتوفر على الرابط <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> أو بالبريد أو الهاتف على:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1019-863-800-1 , 7697-537-800 (رقم هاتف الصم والبكم)

تتوافر نماذج الشكاوى على الرابط <http://www.hhs.gov/ocr/office/file/index.html>

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Heart & Soul Hospice မှာ ဗဟိုအစိုးရ ဝန်ထုပ်ထွေးသည့် သတ္တဝါတို့အား အခွင့်အလမ်း ဝေးကွာစေခြင်းဖြင့် ဥပဒေ ဝန်ထုပ်ထွေး လက်ကောက်ကြား
အကိစ္စဝင်္ဂညီ သာမက လူမျိုး၊ အသားရောင်၊ မြေးဖြားသည့် ဝန်ထုပ်ထွေး၊ အသက်၊ မသန္တရမှု၊ သုခိ၊ မဟုတ် လိင် ဝန်ထုပ်ထွေး
ပတ္တကုန်လည်း ခြံချားဆက်စပ်၊ အလုပ်မရိပ်ပါ။ လူမျိုး၊ အသားရောင်၊ မြေးဖြားသည့် ဝန်ထုပ်ထွေး၊ အသက်၊ မသန္တရမှု၊ သုခိ၊ မဟုတ်
လိင် စသည့် ဝန်ထုပ်ထွေး Heart & Soul Hospice မှာ မညီမျှစွာ ခံစားရခြင်း မျှော် သုခိ၊ မဟုတ် သီးခြား ခြံချားဆက်စပ်၊ လိင်
မရိပ်ပါ။

Heart & Soul Hospice:

- မသန္တရမှု၊ မိတ်ဆက် အေးချမ်းစေခြင်း ကြံ့ခိုင်မှု၊ ဝန်ထုပ်ထွေး ထိထိရောက်ရောက် ဆက်လက် ဆောင်ရွက်ခြင်း စရန် အခမဲ့

အကူအညီများ ဝန်ထုပ်ထွေး ဝန်ထုပ်ထွေးများအား စီစဉ်ဆောင်ရွက်ပေးပါသည်။ ဥပမာ အားချမ်းစေခြင်း -

- လက်ကောက်ချမ်းစေခြင်း အမှုအရာ ဘာသာစကား အဆင့်မြှင့်တင်မှု၊ စကားပြောခြင်း
- အခွင့်အလမ်းအား အချမ်းပုံစံချမ်းစေခြင်း ဝေးချမ်းစေခြင်း (ကားခရီးစဉ်များ၊ ဝန်ထုပ်ထွေး၊ အသံပိုင်း၊ ကိုယ်ပိုင်
လုပ်ဆောင် ဝန်ထုပ်ထွေး အိတ်ကပ်ရန် စနစ်များ အချမ်း အချမ်း ပုံစံ အခွင့်အလမ်း စီစဉ်ပါသည်)

- မိခင် ဘာသာစကား မှာ အင်္ဂလိပ် မဟုတ်သော သူများအကြား ဘာသာစကား ဝန်ထုပ်ထွေး အခမဲ့ အစီအစဉ် ကိုလည်း

ဆောင်ရွက် ပေးပါသည်။ ဥပမာ အားချမ်းစေခြင်း -

- အဆင့်မြှင့်တင်မှု၊ စကားပြောခြင်း
- အခွင့်အလမ်းအား အချမ်း ဘာသာစကားချမ်းစေခြင်း ဝေးချမ်းစေခြင်း

အကူအညီ ယင်း ဝန်ထုပ်ထွေးများ သို့မဟုတ် Heart & Soul Social Services ထံသို့ ဆက်လက် ဝန်ထုပ်ထွေးပါ။ လူမျိုး

အသားရောင်၊ မြေးဖြားသည့် ဝန်ထုပ်ထွေး၊ အသက်၊ မသန္တရမှု၊ သုခိ၊ မဟုတ် လိင် ဝန်ထုပ်ထွေး ပတ္တကုန် Heart & Soul Hospice မှာ ယင်း

ဝန်ထုပ်ထွေး ဝန်ထုပ်ထွေးများအား မစီစဉ်ပေးပဲ အချမ်းစေခြင်း နည်းလမ်း တစ်စုံတစ်ခုချမ်းစေခြင်း ခြံချားဆက် စီစဉ် ဟု သင့်

ယုံမှန်ကပ်ပါက၊ နှစ်စဉ် ကို သင့် ဖြစ်ခြင်း ဝန်ထုပ်ထွေးပါ။ -

Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440, Wichita KS 67208, 316-685-1100, 316-685-2900,

JFluker@pmma.org. စသည့် ဖေ့ဘွတ်ခ်ပေးရမည့်။ သင့် နှစ်ကို အား စာတိုက် ဖုန်း လျှောက်လွှာများ၊ ဖက်

လျှောက်လွှာများ၊ အီးမေးလ် ဖုန်း လျှောက်လွှာများ သင့် ကိုယ်တိုင် ဖြစ် ပေးပို့ပေးပါ။ နှစ်ကို တင်ပြရန် ဝန်ထုပ်

ပစ္စည်းများ သင့် အကူအညီ လိုအပ်ပါက Jarene Fluker, Director of Quality and Risk Analysis, အေရှယ်လင်း သင့်အား ကူညီရန် အဆင့်

ရိပ်ပါသည်။

အမ်းချပည့် ရပိုင်ခြင်း အကြံ တိုင်းကမ်းကို ဖြစ်ပျက် U.S. Department of Health and Human Services (အေမရိကန်

ချပည့်ထောင့် ကမ်းမေး ဝန်ထုပ် လူသားအင်္ဂါ ဝန်ထုပ် ဌာန)၊ Office for Civil Rights (အမ်းချပည့် ရပိုင်ခြင်း ဆိုရာ

ရုံး) ဆိုသို့ အီလက်ထရွန်စစ် စနစ် မွတဆင့် Office for Civil Rights Complaint Portal မွတဆင့် သင့် တင်ပြ တိုင်းကမ်းပိုင်ပါသည်။

တိုင်းကမ်းပိုင်ခြင်း ဝန်ထုပ်ကို <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> ကြောင့် ဝန်ထုပ်ကမ်းပိုင်ခြင်း သို့မဟုတ်

အီးမေးလ် ဖုန်းလျှောက်လွှာများ၊ ဖုန်း ဖုန်းလျှောက်လွှာများ တိုင်းကမ်းပိုင်ခြင်း လိမ္မာ မှာ -

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တိုင်းကမ်းကို ဝန်ထုပ်ကမ်းကို <http://www.hhs.gov/ocr/office/file/index.html> ကြောင့် ဝန်ထုပ်ကမ်း ယူပိုင်ပါသည်။

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。Heart & Soul Hospice 不因種族、膚色、民族血統、年齡、殘障或性別而排斥任何人或以不同的方式對待他們。

Heart & Soul Hospice :

- 向殘障人士免費提供各種援助和服務，以幫助他們與我們進行有效溝通，如：
 - 合格的手語翻譯員
 - 以其他格式提供的書面資訊（大號字體、音訊、無障礙電子格式、其他格式）
- 向母語非英語的人員免費提供各種語言服務，如：
 - 合格的翻譯員
 - 以其他語言書寫的資訊

如果您需要此類服務，請聯絡 Heart & Soul Hospice Social Services.

如果您認為 Heart & Soul Hospice 未能提供此類服務或者因種族、膚色、民族血統、年齡、殘障或性別而透過其他方式歧視您，您可以向 Jarene Fluker, Director of Quality and Risk Analysis, 提交投訴，郵寄地址為 PO Box 20440 Wichita KS 67208，電話號碼為 316-685-1100、，傳真為 316-685-2900，電子信箱為 jfluker@pmma.org。您可以親自提交投訴，或者以郵寄、傳真或電郵的方式提交投訴。如果您在提交投訴方面需要幫助，Jarene Fluker, Director of Quality and Risk Analysis, 可以幫助您。

您還可以向 U.S. Department of Health and Human Services（美國衛生及公共服務部）的 Office for Civil Rights（民權辦公室）提交民權投訴，透過 Office for Civil Rights Complaint Portal 以電子方式投訴：<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>，或者透過郵寄或電話的方式投訴：

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登入 <http://www.hhs.gov/ocr/office/file/index.html> 可獲得投訴表格。

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Discrimination is Against the Law

Heart & Soul Hospice از قوانین حقوق مدنی فدرال مربوطه تبعیت می کند و هیچگونه تبعیضی بر اساس نژاد، رنگ پوست، اصلیت ملیتی، سن، ناتوانی یا جنسیت افراد قایل نمی شود.

Heart & Soul Hospice بر اساس نژاد، رنگ پوست، اصلیت ملیتی، سن، ناتوانی یا جنسیت افراد ایشان را از خدمات محروم نمی کند و با آنها برخورد متفاوتی ندارد.

:Heart & Soul Hospice

- برای افرادی که ناتوانی دارند، برای برقرار کردن ارتباط موثر، کمک هایی بطور رایگان فراهم می کند، مانند:
 - مترجمین واجد شرایط زبان اشاره
 - اطلاعات نوشتاری به فرمت های دیگر (چاپ با حروف درشت، صوتی، فرمت های الکترونیک قابل دسترسی ساده، و فرمت های دیگر)
- برای افرادی که زبان اولیه شان انگلیسی نیست خدمات زبانی رایگان ارائه می کند، مانند:
 - مترجمین شفاهی واجد شرایط
 - اطلاعات نوشتاری به زبانهای دیگر

اگر به چنین خدماتی نیاز دارید، با Heart & Soul Hospice Social Services تماس بگیرید

اگر معتقدید که Heart & Soul Hospice چنین خدماتی را به شما ارائه نداده و یا اینکه به شکلی دیگر به دلیل نژاد، رنگ پوست، اصلیت ملیتی، سن، ناتوانی یا جنسیت در مورد شما تبعیض قایل شده می توانید شکواییه ای به این آدرس ثبت کنید:

Jarene Fluker, Director of Quality and Risk Analysis, 316-685-1100, 316-685-2900 (fax),
Jfluker@pmma.org.

می توانید با مراجعه شخصی، نامه پستی، فکس یا ایمیل شکواییه خود را ثبت نمایید. اگر برای ثبت شکواییه خود به کمک نیاز دارید،

Jarene Fluker, Director of Quality and Risk Analysis می تواند به شما کمک کند.

می توانید از طریق U.S. Department of Health and Human Services (وزارت بهداشت و خدمات انسانی آمریکا)، Office for Civil Rights (اداره حمایت از حقوق مدنی)، شکواییه خود را ثبت نمایید. دسترسی الکترونیکی به این اداره از طریق Office for Civil Rights Complaint Portal به آدرس <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> یا تماس از طریق ایمیل یا تلفن با آدرس زیر میسر است:

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فرم های مربوطه برای شکواییه در آدرس اینترنتی <http://www.hhs.gov/ocr/office/file/index.html> موجود است.

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Heart & Soul Hospice respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap. Heart & Soul Hospice n'exclut et ne traite aucune personne différemment en raison de sa race, sa couleur de peau, son origine nationale, son âge, son sexe ou son handicap.

Heart & Soul Hospice :

- Fournit gratuitement des aides et services aux personnes handicapées afin de permettre une communication efficace avec nous, par exemple :
 - Interprètes qualifiés en langue des signes
 - Informations écrites dans d'autres formats (gros caractères, audio, formats électroniques accessibles, autres formats)
- Fournit gratuitement des services linguistiques aux personnes dont la langue principale n'est pas l'anglais, par exemple :
 - Interprètes qualifiés
 - Informations écrites dans d'autres langues

Si vous avez besoin de ces services, contactez Heart & Soul Hospice Social Services.

Si vous pensez que Heart & Soul Hospice n'a pas fourni ces services ou a fait preuve d'une autre forme de discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou le handicap, vous pouvez déposer une réclamation auprès de : Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 (fax), Jfluker@pmma.org. Vous pouvez déposer une réclamation en personne ou par courrier, télécopie ou e-mail. Si vous avez besoin d'aide pour déposer une réclamation, Jarene Fluker, Director of Quality and Risk Analysis, se tient à votre disposition pour vous y aider.

Vous pouvez également déposer une réclamation concernant vos droits civiques auprès de l'U.S. Department of Health and Human Services (Département de la Santé et des Services Sociaux des États-Unis), Office for Civil Rights (Bureau des Droits Civiques), par voie électronique via l'Office for Civil Rights Complaint Portal, disponible à l'adresse <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, par courrier ou par téléphone à :

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Des formulaires de réclamation sont disponibles à l'adresse <http://www.hhs.gov/ocr/office/file/index.html>.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab. Heart & Soul Hospice lehnt den Ausschluss oder die unterschiedliche Behandlung von Menschen aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab.

Heart & Soul Hospice:

- Bietet kostenlose Hilfe und Dienstleistungen für Menschen mit Behinderung zur effektiven Kommunikation, wie z. B.:
 - Qualifizierte Gebärdensprachen-Dolmetscher
 - Schriftliche Informationen in anderen Formaten (große Ausdrücke, Audio, zugängliche elektronische Formate, sonstige Formate)
- Bietet kostenlose Sprachdienste für Menschen, deren Hauptsprache nicht Englisch ist, wie z. B.:
 - Qualifizierte Dolmetscher
 - Schriftliche Informationen in anderen Sprachen

Sollten Sie diese Dienstleistungen benötigen, so wenden Sie sich an Heart & Soul Hospice Social Services.

Sollten Sie der Ansicht sein, dass Heart & Soul Hospice es versäumte, diese Dienstleistungen anzubieten, oder auf sonstige Weise aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht diskriminierte, so können Sie eine Beschwerde einreichen bei: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 (Fax), Jfluker@pmma.org. Sie können eine Beschwerde persönlich oder per Post, Fax oder E-Mail einreichen. Sollten Sie Hilfe beim Einreichen einer Beschwerde benötigen, so steht Ihnen Jarene Fluker, Director of Quality and Risk Analysis, gerne zur Verfügung.

Sie können ebenfalls eine Menschenrechtsbeschwerde einreichen bei: Department of Health and Human Services (U.S.-Gesundheitsministerium), Office for Civil Rights (Amt für Bürgerrechte), elektronisch über das Office for Civil Rights Complaint Portal, zugänglich über <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, oder per Post oder telefonisch an:

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Beschwerdeformulare sind verfügbar unter <http://www.hhs.gov/ocr/office/file/index.html>.

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Heart & Soul Hospice ua raws cov kev cailij choj yuam siv ntawm Tsom Fwv Nrub Nrab Teb Chaw hais txog pej xeem cov cai (Federal civil rights laws) thiab tsis ciav-cais leejtwg vim nws hom neeg, nqaij tawv, lub tebchaws tuaj, hnuv nyoog, kev tsis taus, los yog poj niam txiv. Heart & Soul Hospice tsis cais cov neeg los yog coj ntxawv rau lawv vim haiv neeg, xim tawv nqaij, tuaj teb chaws twg, hnuv nyoog, kev tsis taus, los yog poj niam txiv.

Heart & Soul Hospice:

- Pab nyiaj thiab muab kev pab rau cov neeg txuas lus tsis taus zoo nrog peb, xws li:
 - Cov neeg txhais lus piav uas tsim nyog
 - Tej ntaub ntawv ua lwm hom (tu ntawv loj, suab lus, tej hom siv tau hauv electronic, lwm lwm hom)
- Muab kev pab dawb txog lus hais rau cov neeg uas tsis hais lus Akiv, xws li:
 - Cov neeg txhais lus tsim nyog
 - Tej ntaub ntawv ua lwm hom lus

Yog koj xavtau cov kev pab no, thov hu rau Heart & Soul Hospice Social Services.

Yog koj ntseeg hais tias Heart & Soul Hospice tsis muab tau cov kev pab no los yog tau coj lwm hom kev ciav-cais saib raws haiv neeg, xim tawv nqaij, teb chaw tuaj, hnuv nyoog, xiam oob qhab, los poj niam lossis txiv neej, koj tuaj yeem xa ib daim ntawv tsis txaus siab nrog: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 Fax, JFluker@pmma.org. Koj xa daim ntawv tsis txaus siab kiag tus kheej, raws kev xa ntawv, fev los yog email tuaj tau. Yog koj xav tau kev pab sau daim ntawv tsis txaus siab, Jarene Fluker, Director of Quality and Risk Analysis, pab tau koj.

Koj kuj muaj peev xwm ua tau ib daim ntawv tsis txaus siab rau cov cai pej xeem mus rau Mekas Department of Health and Human Services (Thawj Fab Pab Kev Noj Qab Haus Huv thiab Pab Tib Neeg), Office for Civil Rights (Chaw Ua Hauj Lwm txog Pej Xeem Cov Cai), tshuab hluav taws xob los ntawm Office for Civil Rights Complaint Portal, nyob rau hauv <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, los yog xa ntawv lossis hu xovtooj ntawm:

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Cov qauv ntawv tsis txaus siab muaj rau ntawm <http://www.hhs.gov/ocr/office/file/index.html>.

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Heart & Soul Hospice は適用される連邦公民権法を遵守し、人種、肌の色、出身国、年齢、障害、または性別に基づく差別をいたしません。Heart & Soul Hospice は人種、肌の色、出身国、年齢、障害、または性別を理由として人を排除したり、異なる扱いをいたしません。

Heart & Soul Hospice:

- 効果的にコミュニケーションを図るため、障害のある人に以下の支援やサポートを無料で提供いたします。

- 資格ある手話通訳者

- その他形式の文字情報（大きな活字、音声信号、手軽な電子形式、その他）

- 英語を母語としない人へ以下の言語サービスを無料で提供いたします。

- 資格ある通訳者

- 英語以外の言語で書かれた情報

これらのサービスを必要とされる場合は、Heart & Soul Hospice Social Services までご連絡ください。

Heart & Soul Hospice がこれらのサービスの提供を怠ったり、人種、肌の色、出身国、年齢、障害、または性別に基づいた何らかの方法で差別したと思われる場合、こちらまで苦情を申し立てることができます：Jarene Fluker, Director of Quality and Risk Analysis、PO Box 20440 Wichita KS 67208、316-685-1100、316-685-2900 Fax、JFluker@pmma.org。苦情の申し立ては、直接、または郵便、ファックス、メールで行うことができます。苦情を申し立てるにあたり援助が必要な場合は、Jarene Fluker, Director of Quality and Risk Analysis, がお手伝いいたします。

また、公民権に関する苦情は、U.S. Department of Health and Human Services（保健社会福祉省）の Office for Civil Rights（公民権局）へ、Office for Civil Rights Complaint Portal <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> から電子申請するか、以下へ郵便または電話で申し立てることもできます：

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苦情申立書は<http://www.hhs.gov/ocr/office/file/index.html>よりダウンロードいただけます。

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Heart & Soul Hospice은(는) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다. Heart & Soul Hospice은(는) 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 누군가를 배제하거나 다른 방식으로 대우하지 않습니다.

Heart & Soul Hospice:

- 장애인들이 저희와 효과적으로 의사소통할 수 있도록 다음과 같은 무료 지원과 서비스를 제공합니다.

- 자격있는 수화 통역자

- 다른 형식의 서면 정보(큰 활자, 음성, 사용 가능한 전자 형식, 기타 형식)

- 주로 사용하는 언어가 영어가 아닌 이들에게는 다음과 같은 무료 언어 서비스를 제공합니다.

- 자격있는 통역자

- 다른 언어로 작성된 서면 정보

이러한 서비스가 필요하시면 Heart & Soul Hospice Social Services 에 연락하십시오.

Heart & Soul Hospice이(가) 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 이러한 서비스를 제공하지 않거나 다른 방식으로 차별했다고 생각하시는 경우 Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 Fax, Jfluker@pmma.org. (으)로 연락하여 불만을 제기하실 수 있습니다. 직접 방문하거나 우편, 팩스 또는 이메일로 불만을 제기하실 수 있습니다. 불만 제기와 관련하여 도움이 필요하시면, Jarene Fluker, Director of Quality and Risk Analysis, (으)로부터 지원을 받으실 수 있습니다.

또한 공민권 민원을 미국 Department of Health and Human Services(보건복지부), Office for Civil Rights(시민권 사무국)에 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>에 있는 시민권 사무국 민원 포털을 통해 전자 방식으로 제출하거나 우편이나 전화로 제출할 수 있습니다. 주소 및 연락처는 다음과 같습니다.

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민원 양식은 <http://www.hhs.gov/ocr/office/file/index.html>에 있습니다.

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Heart & Soul Hospice ປະຕິບັດຕາມກົດໝາຍວ່າດ້ວຍສິດທິພົນລະເມືອງຂອງຮູບບ່າຍກາງທິບັດ ບັງຄັບໃຊ້ ແລະ ບໍ່ຈຳແນກ ບຸກຄົນໂດຍອີງໃສ່ພື້ນຖານດ້ານເຊື້ອຊາດ, ສີ່ຜິວ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼື ເພດ. Heart & Soul Hospice ບໍ່ຈຳແນກ ບຸກຄົນ ຫຼື ປະຕິບັດຕໍ່ພວກເຂົາໂດຍແຕກຕ່າງດ້ວຍເຫດຜົນດ້ານເຊື້ອຊາດ, ສີ່ຜິວ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼື ເພດ.

Heart & Soul Hospice:

- ໃຫ້ການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການ ໂດຍບໍ່ເສຍຄ່າ ກ່ຽວກັບ ບຸກຄົນທິພິການ ເພື່ອ

ໃຫ້ສາມາດສື່ສານກັບພວກເຮົາໄດ້ຢ່າງມີປະສິດທິພາບ, ເຊັ່ນ:

- ນາຍພາສາໃບ້ທິມິດ, ນສົມບັດເໝາະສົມ
- ຂໍ້ມູນທິເປັນລາຍລັກອັກສອນໃນຮູບແບບອື່ນໆ (ເຊັ່ນ ຕົວພິມໃຫຍ່, ເທັບ

ບັນທຶກ, ຮູບແບບອິເລັກໂຕຣນິກທິເຂົ້າເຖິງໄດ້, ຮູບແບບອື່ນໆ)

- ໃຫ້ບໍລິການດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ ກ່ຽວກັບ ພາສາຫຼັກຂອງເຂົາເຈົ້າບໍ່

ແມ່ນພາສາອັງກິດ, ເຊັ່ນ:

- ນາຍພາສາທິມິດ, ນສົມບັດເໝາະສົມ
- ຂໍ້ມູນທິຂຽນໃນພາສາອື່ນ

ຖ້າວ່າທ່ານຕ້ອງການບໍລິການເຫຼົ່ານີ້, ຈົ່ງຕິດຕໍ່ Heart & Soul Hospice Social Services.

ຖ້າວ່າທ່ານເຊື່ອວ່າ Heart & Soul Hospice ບໍ່ໃຫ້ການບໍລິການເຫຼົ່ານີ້ ຫຼື ຈຳແນກໃນທາງອື່ນໂດຍອີງໃສ່ພື້ນຖານດ້ານເຊື້ອຊາດ, ສີ່ຜິວ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼື ເພດ,

ທ່ານສາມາດຍື່ນເລື້ອງຮ້ອງທຸກກັບ: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 (fax), jfluker@pmma.org. ທ່ານສາມາດຍື່ນເລື້ອງຮ້ອງ

ທຸກດ້ວຍຕົນເອງ ຫຼື ໂດຍທາງຈົດໝາຍ, ແຟກຊ໌, ຫຼື ອີເມວ. ຖ້າວ່າ ທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການປະກອບຄຳຮ້ອງທຸກ, Jarene Fluker, Director of Quality and Risk Analysis, ແມ່ນພ້ອມຊ່ວຍເຫຼືອທ່ານ.

ນອກຈາກນີ້ ທ່ານຍັງສາມາດຮ້ອງທຸກດ້ານສິດທິພົນລະເມືອງໄດ້ກັບທາງ U.S. Department of Health and Human Services (ກະຊວງປະຊາສົ່ງເຄາະແລະສຸຂະພາບຂອງສະຫະຣັດ), Office for Civil Rights (ຫ້ອງການສິດທິພົນລະເມືອງ), ໂດຍທາງອິເລັກໂຕຣນິກ ຜ່ານ Office for Civil Rights Complaint Portal, ຊື່ ງມິ ໃຫ້ທີ້ ເວັບໄຊ <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ຫຼື ໂດຍທາງໄປສະນີ ຫຼື ທາງໂທຣະສັບ ທີ່:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-868-1019, 800-537-7697 (TDD)
ພອມຄຳຮ້ອງທຸກ ກມິ ໃຫ້ທີ້ ເວັບໄຊ <http://www.hhs.gov/ocr/office/file/index.html>.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice seera hawwaasummaa Federaalaan kan wal simu ta'ee sanyii, bifa, dhiigaan, uumriidhaan, yookiin koorniyaadhaan kan wal hin loognee dha.

Heart & Soul Hospice namoota yookiin sanyii sanyiidhaan, bifaan, dhiigaan, umriidhaan, hir'ina qaamaan yookiin koorniyaadhaan adda hin baasu.

Heart & Soul Hospice:

- Namootni hir'ina garaagaraa qaban bifa gaarii ta'een nu waliin haasa'uu akka danda'aniif deeggarsa fi tajaajila tolaa kennaafii, kanneen akka:

- Namoota afaan mallattoo haalaan hiikkuu danda'an
- Odeeffannoo barreeffamaa foormaatii adda ta'een (barreeffama guddaadhaan, sagaleedhaan, foormaatii eleektirooniksii argamuu danda'uun, foormaatii biroo)

- Namoota afaan dhalootaa isaanii afaan Ingiliffaa hin taaneef tajaajila afaanii tolaa dhiheessuufi, kanneen akkaL:

- Warra dandeettii afaan hiikkuu gahaa ta'e qaban
- Odeeffannoo afaanota birootiin barraahe

Tajaajila kana yoo barbaadde, Heart & Soul Hospice Social Services qunnamaa

Kana yoo itti amante Heart & Soul Hospice tajaajila kana kennuudhaaf hin dandeenye yookiin tajaajila kana kennuu hin dandeenye yookiin sanyiidhaan ,bifaan, dhiigaan, umriidhaan, hiri'ina qaamaan, ykn koorniyaadhaanii fi kanneen birootiin looguu, komii keessan kanneen armaan gadiitiin dhiheessuu ni dandeessu: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 (Fax), jfluker@pmma.org. Komii namaan, yookiin poostaadhaan, faaksiidhaan, yookiin e-mail dhaan dhiheessuu ni dandeessa. Komii guutuudhaaf gargaarsa yoo barbaadde, Jarene Fluker, Director of Quality and Risk Analysis, si gargarudhaaf qophii dha.

Komiiwwan mirga namoomaa U.S. Department of Health and Human Services (Kutaa Fayyaa fi Tajaajila Namoomaa U.S), Office for Civil Rights (Waajjira Mirga Hawwaasummaa) eleektirooniksiidhaan the Office for Civil Rights Complaint Portal, kunis kan argamu <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ykn poostaadhaan yookiin bilbilaan :

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-868-1019, 800-537-7697 (TDD)

Foormiin komiidhaa kan argamu <http://www.hhs.gov/ocr/office/file/index.html> irratti dha.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice iss willich, die Gsetze (federal civil rights) vun die Owwerichkeit zu folliche un duht alle Leit behandle in der seem Weg. Es macht nix aus, vun wellem Schtamm ebber beikummt, aus wellem Land die Voreldre kumme sinn, was fer en Elt ebber hot, eb ebber en Mann iss odder en Fraa, verkrippelt iss odder net.

Heart & Soul Hospice

- Gebt Hilf mitaus Koschte zu Leit, ass net guud schwetze kenne:
 - Gebt Hilf fer hattheerliche Leit mit Zeecheschprooch Iwwersetzer
 - Gebt en Information, ass nunnergshriwwe iss in annere Wege fer Leit, ass net guud

sehne kenne (grooss gedruckt, audio etc.)

- Gebt Hilf mitaus Koschte zu Leit, wu net English schwetze ass ihr Mudderschprooch
 - Gebt Hilf mit hochgelante Iwwersetzer
 - Gebt en Information in annere Schprooche, net yuscht English.

Wann ebber Hilf braucht in der eent odder der anner Weg, schreib zum Heart & Soul Hospice Social Services. Wann ebber denkt, ass Heart & Soul Hospice net genunk geduh hot fer all selli Hilf gewwe odder ebber net behandelt hot in en Weg, wie es geduh sei sett, kammer sich beklage bei: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 (fax), JFluker@pmma.org. Mer kann sich beklage, wammer selwert datt anne geht, odder mit ePoscht, Fax odder en Briefli. Wann ebber Hilf braucht fer sich zu beklage, Jarene Fluker, Director of Quality and Risk Analysis, iss do fer zu helpe.

Wammer will, kammer sich aa datt beklaage: U.S. Department of Health and Human Services, Office for Civil Rights, Office for Civil Rights Complaint Portal, mer geht zu <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> Mer kann aa en Briefli schreiwe zu:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

Odder mer ruft selli Nummer uff: 1-800-868-1019, 800-537-7697 (TDD) Abbadiche Bledder fer sich zu beklaage, kammer datt gricke: <http://www.hhs.gov/ocr/office/file/index.html>.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo. Heart & Soul Hospice não exclui ou trata de forma diferente devido à raça, cor, nacionalidade, idade, deficiência ou sexo.

Heart & Soul Hospice:

- Faculta ajuda e serviços gratuitos a pessoas com dificuldades de comunicar de forma eficaz conosco, tais como:

- Intérpretes de língua gestual qualificados
- Informação escrita noutros formatos (impressão maior, áudio, formatos electrónicos acessíveis, outros formatos)

- Faculta serviços linguísticas grátis a pessoas cuja língua principal não é inglês, tais como:

- Intérpretes qualificados
- Informação escrita noutros idiomas

Se necessita destes serviços, contacte Heart & Soul Hospice Social Services.

Se considera que a Heart & Soul Hospice não cumpriu estes serviços ou exerceu discriminação de outra forma com base na raça, cor, nacionalidade, idade, deficiência ou sexo, pode apresentar uma reclamação junto de: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 (fax), Jfluker@pmma.org. Pode apresentar uma reclamação pessoalmente ou por correio, fax ou e-mail. Se precisar de ajuda para efectuar a reclamação, o/a Jarene Fluker, Director of Quality and Risk Analysis, estará disponível para o/a auxiliar.

Pode também apresentar uma reclamação de direitos civis junto do U.S. Department of Health and Human Services (Departamento de Saúde e dos Serviços Humanos dos Estados Unidos da América),

Office for Civil Rights (Gabinete de Direitos Civis), por via electrónica através do Office for Civil Rights Complaint Portal, disponível em <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ou por correio ou telefone:

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)

Os formulários de reclamações encontram-se disponíveis em

<http://www.hhs.gov/ocr/office/file/index.html>.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice соблюдает применимое федеральное законодательство в области гражданских прав и не допускает дискриминации по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола. Heart & Soul Hospice не исключает людей и не относится к ним по-разному из-за расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола.

Heart & Soul Hospice:

- Для эффективного взаимодействия предоставляет безвозмездную помощь и оказывает услуги людям с ограниченными возможностями, а именно:
 - услуги квалифицированных сурдопереводчиков;
 - письменную информацию в других форматах (крупный шрифт, аудио формат, доступные электронные форматы, прочие форматы).
- Предоставляет бесплатные услуги перевода людям, для которых английский не является основным языком, а именно:
 - услуги квалифицированных переводчиков;
 - письменную информацию на других языках.

Если вы нуждаетесь в таких услугах, обратитесь к Heart & Soul Hospice Social Services.

Если вы считаете, что в Heart & Soul Hospice вам не предоставили указанных услуг или иным образом дискриминировали вас по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола, вы можете подать жалобу: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 (fax), Jfluker@pmma.org. Вы можете подать жалобу лично или отправить по почте, факсу или электронной почте. Если вам нужна помощь в подаче жалобы, вам поможет Jarene Fluker, Director of Quality and Risk Analysis.

Вы также можете подать жалобу о нарушении гражданских прав в U.S. Department of Health and Human Services (Министерство здравоохранения и социальных служб США), Office for Civil Rights (Управление по гражданским правам), в электронном виде через Office for Civil Rights Complaint Portal, доступный по ссылке: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, по почте или по телефону:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, ННН Building

Washington, D.C. 20201 (США)

1-800-368-1019, 800-537-7697 (TDD)

Бланки жалобы доступны по адресу: <http://www.hhs.gov/ocr/office/file/index.html>.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice pridržava se važećih saveznih zakona o građanskim pravima i ne pravi diskriminaciju po osnovu rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola. Heart & Soul Hospice ne isključuje ljudi niti ih tretira drugačije zbog njihove rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola.

Heart & Soul Hospice:

- Pruža besplatnu pomoć i usluge osobama sa invaliditetom kako bi komunicirali efikasno s nama, poput:
 - kvalifikovanih tumača za znakovni jezik
 - pisanih informacija u drugim formatima (veća slova štampanih materijala, audio format, dostupni elektronski i drugi formati)
- Pruža besplatne jezičke usluge osobama čiji maternji jezik nije engleski, poput:
 - kvalifikovanih jezičkih tumača
 - informacija napisanih na drugim jezicima

Ako su vam potrebne ove usluge, kontaktirajte Heart & Soul Hospice Social Services.

Ako mislite da vam Heart & Soul Hospice nije pružio ove usluge ili ste bili izloženi diskriminaciji na neki drugi način po osnovu rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola, možete podnijeti prigovor sljedećoj ustanovi: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 Fax, Jfluker@pmma.org. Prigovor možete podnijeti lično, poštom, faksom ili elektronskom poštom. Ako vam je potrebna pomoć za podnošenje prigovora, Jarene Fluker, Director of Quality and Risk Analysis, je dostupan da vam pomogne.

Takođe možete podnijeti žalbu u vezi građanskih prava ministarstvu U.S. Department of Health and Human Services (Ministarstvo zdravlja i socijalnih usluga), Office for Civil Rights (Služba za građanska prava) elektronski preko Office for Civil Rights Complaint Portal, dostupnog na <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ili poštom ili telefonom na:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-868-1019, 800-537-7697 (TDD - Telefon za osobe sa oštećenim govorom ili sluhom)

Obrasci žalbe dostupni su na <http://www.hhs.gov/ocr/office/file/index.html>.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice pridržava se važećih saveznih zakona o građanskim pravima i ne pravi diskriminaciju po osnovu rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola. Heart & Soul Hospice ne isključuje ljudi niti ih tretira drugačije zbog njihove rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola.

Heart & Soul Hospice:

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 - kvalifikovanih tumača za znakovni jezik
 - pisanih informacija u drugim formatima (veća slova štampanih materijala, audio format, dostupni elektronski i drugi formati)
- Pruža besplatne jezičke usluge osobama čiji maternji jezik nije engleski, poput:
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 - informacija napisanih na drugim jezicima

Ako su vam potrebne ove usluge, kontaktirajte Heart & Soul Hospice Social Services.

Ako mislite da vam Heart & Soul Hospice nije pružio ove usluge ili ste bili izloženi diskriminaciji na neki drugi način po osnovu rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola, možete podnijeti prigovor sljedećoj ustanovi: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 Fax, Jfluker@pmma.org. Prigovor možete podnijeti lično, poštom, faksom ili elektronskom poštom. Ako vam je potrebna pomoć za podnošenje prigovora, Jarene Fluker, Director of Quality and Risk Analysis, je dostupan da vam pomogne.

Takođe možete podnijeti žalbu u vezi građanskih prava ministarstvu U.S. Department of Health and Human Services (Ministarstvo zdravlja i socijalnih usluga), Office for Civil Rights (Služba za građanska prava) elektronski preko Office for Civil Rights Complaint Portal, dostupnog na <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ili poštom ili telefonom na:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-868-1019, 800-537-7697 (TDD - Telefon za osobe sa oštećenim govorom ili sluhom)

Obrasci žalbe dostupni su na <http://www.hhs.gov/ocr/office/file/index.html>.

Appendix A to Part 92— Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Heart & Soul Hospice no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

Heart & Soul Hospice

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:

- Intérpretes de lenguaje de señas capacitados.
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).

- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:

- Intérpretes capacitados.
- Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con Heart & Soul Hospice Social Services.

Si considera que Heart & Soul Hospice no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440, Wichita KS 67208, 316-685-1100, 316-685-2900 or jfluker@pmma.org. Puede presentar el reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Jarene Fluker, Director of Quality and Risk Analysis, está a su disposición para brindársela.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación:

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)

Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Heart & Soul Hospice ametimiza mahitaji ya sheria za serikali kuu na hana ubaguzi wa kikabila, rangi, asili, umri, ilemavu ama jinsia. Heart & Soul Hospice habagui watu au kuwatumikia kwa njia tofauti kwa misingi ya kabila, rangi, asili, umri, ulemavu, ama jinsia.

Heart & Soul Hospice:

- Anatoa huduma za bure kwa walemavu kuwawezesha kuwasiliana nasi vizuri, kama vile:
 - Wafasiri wa lugha
 - Taarifa zilizoandikwa katika mitindo mbalimbali (maandishi makubwa, sauti, mitindo ya kielektroniki, mitindo mingineyo)

• Anatoa huduma za bure za lugha kwa watu ambao lugha yao ya asili si Kiingereza, kama vile:

- Wafasiri lugha waliohitimu
- Taarifa zilizowasilishwa kwa lugha nyingine

Ikiwa unahitaji huduma za aina hii, wasiliana na Heart & Soul Hospice Social Services.

Ikiwa unaamini kwamba Heart & Soul Hospice amekosa kutoa huduma hizi ama amebagua kwa njia nyingine katika misingi ya kabila, rangi, asili, umri, ulemavu, ama jinsia, unaweza kutuma malalamishi kwa: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 Fax, JFluker@pmma.org. Unaweza kuweka malalamishi binafsi au kupitia barua, faksi, ama barua pepe. Iwapo unahitaji usaidizi kuweka malalamishi, Jarene Fluker, Director of Quality and Risk Analysis, anaweza kukusaidia.

Pia, unaweza kuweka malalamishi ya haki za kibinadamu katika U.S. Department of Health and Human Services (Idara ya Huduma za Afya na Jamii ya U.S.), Office for Civil Rights, (Ofisi ya Haki za Umma), kwa njia ya kielektroniki kupitia kwa Office for Civil Rights Complaint Portal, ipatikanayo katika <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ama kupitia barua ama simu katika:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-868-1019, 800-537-7697 (TDD)

Fomu za malalamishi zinapatikana katika: <http://www.hhs.gov/ocr/office/file/index.html>.

Appendix A to Part 92—Nondiscrimination Statement:

Discrimination is Against the Law

Sumusunod ang Heart & Soul Hospice sa mga naaangkop na Pampederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian. Ang Heart & Soul Hospice ay hindi nagtatangi ng mga tao o hindi nagpapakita ng ibang pakikitungo dahil sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian.

Ang Heart & Soul Hospice ay:

- Nagbibigay ng mga libreng tulong at serbisyo sa mga taong may kapansanan upang mahusay silang makipag-ugnayan sa amin, gaya ng:

- Mga kwalipikadong interpreter ng sign language
- Nakasulat na impormasyon sa iba pang mga format (malaking print, audio, mga naa-access na electronic na format, iba pang mga format)

- Nagbibigay ng mga libreng serbisyo sa wika sa mga taong hindi Ingles ang pangunahing wika, gaya ng:

- Mga kwalipikadong interpreter
- Impormasyong nakasulat sa iba pang mga wika

Kung kailangan mo ang mga serbisyonang ito, makipag-ugnayan kay Heart & Soul Hospice Social Services.

Kung naniniwala kang hindi naibigay ng Heart & Soul Hospice ang mga serbisyonang ito o nandiskrimina ito sa ibang paraan batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian, maaari kang maghain ng karaingan sa: Jarene Fluker, Director of Quality and Risk Analysis, PO Box 20440 Wichita KS 67208, 316-685-1100, 316-685-2900 Fax, JFluker@pmma.org. Maaari kang maghain ng karaingan nang personal o sa pamamagitan ng koreo, fax o email. Kung kailangan mo ng tulong sa paghahain ng karaingan, narito si Jarene Fluker, Director of Quality and Risk Analysis, upang tulungan ka.

Maaari ka ring maghain ng reklamo sa mga karapatang sibil sa U.S. Department of Health and Human Services (Kagawaran ng Mga Serbisyong Pangkalusugan at Pantao ng U.S.), Office for Civil Rights (Tanggapan para sa Mga Karapatang Sibil), sa electronic na paraan sa Office for Civil Rights Complaint Portal, na makikita sa <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o sa pamamagitan ng koreo o telepono sa:

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)

Ang mga form ng reklamo ay makukuha sa <http://www.hhs.gov/ocr/office/file/index.html>.

Non-discrimination Statement

Heart & Soul Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Heart & Soul Hospice does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Heart & Soul
HOSPICE®

You can make
a difference.
Be a hospice
VOLUNTEER.



Hospice provides specialized care that is person- and family centered and supports and comforts those facing a life-limiting illness. Hospice volunteers share their skills and interests to enrich the quality of life for those they serve.

As a Medicare-approved hospice, Heart & Soul Hospice is required to utilize volunteers in our community to assist with providing services to our patients.

HOW CAN YOU HELP?

Hospice volunteers work with patients and their families in a variety of ways:

- Provide additional socialization and comfort to the patients
- Provide camaraderie with patients (example: veterans)
- Designing One More Time scrapbooks for patients & families
- Prayer shawl or lap blanket ministry
- Spiritual support
- Participate in ceremonies honoring veterans
- Help staff at health fairs and vendor events
- Create memory boards for patients and families
- Help market hospice within the community
- Bereavement support

ARE YOU A VETERAN?

Veteran volunteers are especially important; 1 in 4 hospice patients are veterans.

Heart & Soul HOSPICE®

Heart & Soul Hospice is a not-for-profit hospice with a mission to provide quality end-of-life services guided by Christian values.



The One More Time program brings moments of joy and meaning to those nearing the end of life by making life-enhancing wishes come true.



WE HONOR VETERANS
Community Partner

MISSOURI:
FOR INFORMATION, CALL
573-756-7066

KANSAS:
FOR INFORMATION, CALL
316-652-6212

HeartAndSoulHospice.org • Kansas and Missouri

Heart & Soul HOSPICE.®

2414 N. Woodlawn Blvd | Wichita, KS 67220
316.652.6212 Phone | 316.652.6206 Fax

412 Cayce St. | Farmington, MO 63640
573.756.7066 Phone | 573.756.7991 Fax

Heart & Soul Hospice complies with applicable
Federal civil rights laws and does not discriminate on the
basis of race, color, national origin, age, disability or sex.