

Affordable Care Act Section 1557

Notice & Taglines

Notice of Nondiscrimination

Our White Oak Facility complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Our White Oak Facility:

- 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 our Social Services Department at 704-482-7326.

If you believe that our White Oak Facility 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:

Social Services Director
401 N. Morgan St. (28150-4434)
P.O. Box 790
Shelby, NC 28151-0790

1-704-482-7326

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Social Services Department 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>.

Language Assistance

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-704-482-7326.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-704-482-7326

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 1-704-482-7326

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-704-482-7326

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-704-482-7326 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-704-482-7326

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-704-482-7326

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-704-482-7326

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-704-482-7326

• યુના: જો તમે • જરાતી બોલતા હો, તો િન: • લુ ભાષા સહાય સેવાઓ તમારા માટે • ઉપલબ્ધ છે. ફોન કરો 1-704-482-7326

برقم اتصل. بالمجان لك تتوافر ةى اللغو المساعدة خدمات فان، اللغة اذكر تتحدث كنت إذا: ملحوظة
والبيكم الصم هاتف 1-704-482-7326

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。1-704-482-7326まで、お電話にてご連絡ください。

ध्यान द •: य •द आप •हदी बोलते ह •तो आपके िलए मुफ्त म • भाषा सहायता सेवाएं उपलब्ध ह। •
1-704-482-7326 पर कॉल कर •।

ໂປດຊາບ ເຮົາ ຈຳນວນ ທ່ານ ພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຮັບໃຫ້ທ່ານ. ໂທ 1-704-482-7326

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-704-482-7326.

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຮັບໃຫ້ທ່ານ. ໂທ 1-704-482-7326