



NOTICE OF NON-DISCRIMINATION

The skilled nursing facilities affiliated with The Loomis Communities comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. The skilled nursing facilities do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The skilled nursing facilities provide 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 the Compliance Officer at The Loomis Communities: complianceofficer@loomiscommunities.org or (413) 588-5103.

If you believe that the skilled nursing facilities affiliated with The Loomis Communities have 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:

Compliance Officer
The Loomis Communities
246 North Main Street
South Hadley, MA 01075
Email: complianceofficer@loomiscommunities.org
Telephone: (413) 588-5103.

You can file a grievance in person or by mail, telephone, or email. If you need help filing a grievance, the Compliance Officer 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 SERVICES

Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (413) 588-5103.

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (413) 588-5103.

繁體中文 (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(413) 588-5103。

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (413) 588-5103.

Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (413) 588-5103.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (413) 588-5103.

(Arabic) ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **الهاتف العمومي 588-5103 (413) -1**.

(Mon-Khmer, Cambodian) ខ្មែរក្រម: សម្រាប់អ្នកនិយាយភាសាខ្មែរ ឬខ្មែរយើងមានជំនួយសេរីសេរីក្នុងការប្រើប្រាស់ភាសាខ្មែរ។ សូមទូរស័ព្ទ: (413) 588-5103.

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (413) 588-5103.

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (413) 588-5103.

(Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (413) 588-5103. 번으로 전화해 주십시오.

λληνικά (Greek): ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε (413) 588-5103.

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (413) 588-5103.

िहदी ं (Hindi): ुयान दः यद आप हदी बोलतेह तो आपके िंलए मयुतु म भाषा सहायता सेवाएंउपलबध ह। (413) 588-5103. पर कॉल कर।

(Gujarati) જાન આપો: જો તમેગજરાતી ુ ભાષાિ બોલતા હોય, તો તમારા માટેમફત ભાષા સેવાઓ ઉપલબ્ધ છે. કોલ કરો: (413) 588-5103.