

## Non-Discrimination Notice

Franklin Ridge Healthcare Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The facility does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The 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 the Administrator

If you believe that the 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:

Compliance Officer  
2 Berea Commons Suite #1  
Berea, OH 44017  
440-243-5668 x 236  
privacyofficer@generationshcm.com

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

ATTENTION: If you speak the following foreign languages, language assistance services, free of charge, are available to you. Call the Administrator at 937-746-3943

1. **Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame Administrator at 937-746-3943
2. **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Administrator at 937-746-3943
3. **Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer Administrator at 937-746-3943
4. **العربية (Arabic):** مقر Administrator at 937-746-3943
5. **مقرب لصتنا .ناجملاب كل رفاوتت ةتيوغلا ةدعاسملا تامدخ ناف ،ةغلا ركذا ثدحتت تنك اذا مكبلاو مصلا فتاه:** Administrator at 937-746-3943
6. **Deitsch (Pennsylvania Dutch):** Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprouch. Ruf selli Nummer uff: Call Administrator at 937-746-3943
7. **Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните Administrator at 937-746-3943
8. **Français (French):** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le Administrator at 937-746-3943
9. **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 Administrator at 937-746-3943
10. **Oroomiffa (Oromo/Cushite):** XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa Administrator at 937-746-3943
11. **한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. Administrator at 937-746-3943.번으로 전화해 주십시오.
12. **Italiano (Italian):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero Administrator at 937-746-3943
13. **日本語 (Japanese):** 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。Administrator at 937-746-3943まで、お電話にてご連絡ください。
14. **Nederlands (Dutch):** AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel Administrator at 937-746-3943
15. **Українська (Ukrainian):** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером Administrator at 937-746-3943
16. **Română (Romanian):** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la Administrator at 937-746-3943