



Discrimination is Against the Law

Elderwood at Burlington complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. Elderwood at Burlington does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Elderwood at Burlington:

- Provides free aids and service 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 facility Administrator.

If you believe that Elderwood at Burlington 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: Facility Management, via Compliance@elderwood.com or you may call the Confidential Compliance Hotline at **1-855-663-0144**. For TDD/TYY service, please use Vermont Relay - call 711 the International Institute (716) 883-1900. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the facility 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 of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at; <http://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 509 F, HHH Building
Washington, D.C. 22021
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Language Assistance Services Available for Individuals with Limited English Proficiency

French, Spanish, Vietnamese, Chinese/Mandarin, Nepali, Serbocroatian (Serbian language), German, Cushite (oromo language-African), Arabic, Russian, Tagalog, Italian, Thai, Japanese, and Portuguese.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-(716) 883-1900 (ATS: 711).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-(716) 883-1900 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-(716) 883-1900 (TTY: 711).

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-(716) 883-1900 (TTY: 711)。

ध्यान दनुहोसः तपाइले नेपाल बोल्नहन्छ भन तपाइको निम्त भाषा सहायता सवाहरु नःशल्क रुपमा उपलब्ध छ । फोन गनुहोसर् 1-(716) 883-1900 (टटवाइः 711) ।



OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-(716) 883-1900 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-(716) 883-1900 (TTY: 711).

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-(716) 883-1900 (TTY: 711).

رقم (716) 883-1900-1

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

هاتف الصم والبكم: (711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-(716) 883-1900 (телетайп: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-(716) 883-1900 (TTY: 711)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-(716) 883-1900 (TTY: 711).

เรียน: หากคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-(716) 883-1900 (TTY: 711)

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-(716) 883-1900 (TTY:711) まで、お電話にてご連絡ください。



ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-(716) 883-1900 (TTY: 711)
