

DISCRIMINATION IS AGAINST THE LAW

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

Heuser Hearing Institute 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 Brett Bachmann.

If you believe that Heuser Hearing Institute 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:

Brett Bachmann
117 East Kentucky Street
Louisville, KY 40203
502-515-3320
TTY 502-515-3323
bbachmann@thehearinginstitute.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Brett Bachmann is available to help you.

You can 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>
- By mail at
*U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F HHH Building
Washington, DC 20201*
- By phone at 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 1-866-425-0217 Access Code 8442374.

1. Español (Spanish): ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-425-0217 Access Code 8442374.

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 1-866-425-0217 Access Code 8442374.

3. Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer 1-866-425-0217 Access Code 8442374.

4. 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 1-866-425-0217 Access Code 8442374.

5. العربية (Arabic): 0217-425-668-1 (مقر Access Code

8442374. لصتا . ناجمالاب كل رفاوتت ةيوغلا ةدعاسملا

تامدخ نإف ،ةغللا ركذا ثدحتت تنك اذا : ةظوحلم 0217-425-668-1

Access Code 8442374.: مكبلاو مصلا فتاه

6. Srpsko-hrvatski (Serbo-Croatian): OBAVJEŠTENJE:

Ako govorite srpsko-hrvatski, usluge jezičke pomoći

dostupne su vam besplatno. Nazovite 1-866-425-0217

Access Code 8442374.

7. 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。1-866-425-0217

Access Code 8442374.まで、お電話にてご連絡くださ

い。

8. Français (French): ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-425-0217 Access Code 8442374.

9. 한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-425-0217 Access Code 8442374 번으로 전화해 주십시오.

10. Deutsch (Pennsylvania Dutch): Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-866-425-0217 Access Code 8442374.

11. नेपाली (Nepali): ध्यान दिनुहोस्: तपार्इंले नेपाली बोल्नुहुन्छ भने तपार्इंको िनमि भाषा सहायता सेवाहरु िदनि:शुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-866-425-0217 Access Code 8442374.

12. Oroomiffa (Oromo/Cushite): XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-866-425-0217 Access Code 8442374.

13. Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-425-0217 Access Code 8442374.

14. Tagalog (Tagalog – Filipino): PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-425-0217 Access Code 8442374.

15. Ikirundi (Bantu – Kirundi): ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-866-425-0217 Access Code 8442374.

