

## NOTICE OF NONDISCRIMINATION

UNC Health Southeastern will comply with applicable Federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, ethnicity, color, culture, religion, language, national origin, age, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

### A. Free Aids and Services

UNC Health Southeastern:

- 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 UNC Health Southeastern Customer Relations (see Section C).

### B. Grievances

If you believe that UNC Health Southeastern has failed to provide these services or discriminated in another way on the basis of race, ethnicity, color, culture, religion, language, national origin, age, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression, you can file a grievance with UNC Health Southeastern Customer Relations (see Section C). You can file a grievance in person or by mail, fax, or e-mail. If you need help filing a grievance, Customer Relations is available to help you.

### C. Contacts

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
UNC Health Southeastern	<b>Customer Relations</b> <b>UNC Health Southeastern</b> <b>300 W. 27<sup>th</sup>. St.</b> <b>Lumberton, NC 28358</b> <b>910-671-5022</b> <a href="mailto:PatientRepresentatives@srmc.org">PatientRepresentatives@srmc.org</a>	<b>Customer Relations</b> <b>UNC Health Southeastern</b> <b>300 W. 27<sup>th</sup>. St.</b> <b>Lumberton, NC 28358</b> <b>910-671-5022</b> <a href="mailto:PatientRepresentatives@srmc.org">PatientRepresentatives@srmc.org</a>

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>.

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#### **D. Attention**

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- **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-910-671-5022
- **ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-910-671-5022
- **CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-910-671-5022
- **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 1-910-671-5022
- **ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-910-671-5022
- **주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-910-671-5022 번으로 전화해 주십시오
- **ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-910-671-5022 पर कॉल करें।
- **PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-910-671-5022
- **LUS CEEV:** Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-910-671-5022
- **સુચના:** જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-910-671-5022
- **ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-910-671-5022
- **Dè dè nìà kè dyédé gbo:** Ǿ jǔ kè m̄ [Bàsɔ̀̀-wùdù̀̀-po-nyò̀̀] jǔ ní, n̄í, à wuǔ̀̀ kà kò d̄ò po-pò̀ b̄èìn m̄ gbo kpáa. Ǿá 1-910-671-5022
- **శ్రద్ధ పెట్టండి:** ఒకవేళ మీరు తెలుగు భాష మాట్లాడుతున్నట్లయితే, మీ కొరకు తెలుగు భాషా సహాయక సేవలు ఉచితంగా లభిస్తాయి. 1-910-671-5022 కు కాల్ చేయండి.
- **ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-910-671-5022
- **ملحوظة:** إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-910-671-5022