

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 Compliance Officer at 440-243-5668

1. **Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame Compliance Officer at 440-243-5668
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 Compliance Officer at 440-243-5668
3. **Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer Compliance Officer at 440-243-5668
4. **العربية (Arabic):** مقر Compliance Officer at 440-243-5668
5. **مقرب لصتنا .ناجملاب كل رفاوتت ةبوغللا ةدعاسملا تامدخ نإف ،ةغللا ركذا ثدحتت تنك اذا** : Compliance Officer at 440-243-5668:مكبلاو مصلا فتاه:
6. **Deitsch (Pennsylvania Dutch):** Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call Compliance Officer at 440-243-5668
7. **Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните Compliance Officer at 440-243-5668
8. **Français (French):** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le Compliance Officer at 440-243-5668
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 Compliance Officer at 440-243-5668
10. **Oroomiffa (Oromo/Cushite):** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa Compliance Officer at 440-243-5668
11. **한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. Compliance Officer at 440-243-5668.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 Compliance Officer at 440-243-5668
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。 Compliance Officer at 440-243-5668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 Compliance Officer at 440-243-5668
15. **Українська (Ukrainian):** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером Compliance Officer at 440-243-5668
16. **Română (Romanian):** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la Compliance Officer at 440-243-5668