

**Riverview Terrace**  
**Nondiscrimination Notice and Language Assistance Services**

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

Riverview Terrace:

- 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 Civil Rights Coordinator Katie Chindlund at 712-262-5931.

If you believe that Riverview Terrace 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:

Katie Chindlund, Civil Rights Coordinator  
1301 St. Luke Drive  
Spencer, Iowa 51301  
Telephone: (712) 262-5931  
TDD: (800) 735-2942  
Fax: (712) 262-4743  
Email: [katie.chindlund@stlukelh.com](mailto:katie.chindlund@stlukelh.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Katie Wischmeyer 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  
(800) 368-1019, (800) 537-7697 (TDD)

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

**English:** Attention: If you speak English, you have at your disposal free language assistance services. Call 1-712-262-5931. (TDD: 1-800-735-2942)

**Español:** Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-712-262-5931. (TDD: 1-800-735-2942)

**中文:** 注意：如果你會說中文，你有在你處置免費語言援助服務。調用 1-712-262-5931。(TDD: 1-800-735-2942)

**Chú ý:** Nếu bạn nói tiếng Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi 1-712-262-5931. (TDD: 1-800-735-2942)

**Srpsko hrvatski:** OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-712-262-5931. (TDD: 1-800-735-2942)

**Deutsch:** Achtung: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-712-262-5931. (TDD: 1-800-735-2942)

العربية: تنبيه: إذا كنت تتحدث اللغة العربية، فسيُتاح لديك خدمات مساعد لغوية مجانية. اتصل بالرقم 1-712-262-5931. (هاتف مخصص لأصحاب الإعاقات السمعية: 1-800-735-2942)

ພາສາລາວ: ເຊິ່ງ ນຳບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານມີບໍລິການຊ່ວຍເຫຼືອແບບພາສາໃຫ້ຮູ້. ໂທຫາບໍ 1-712-262-5931. (TDD: 1-800-735-2942)

**한국어:** 주목: 한국어를 하시는 경우, 무료 언어 서비스를 이용하실 수 있습니다. 1-712-262-5931 번으로 전화하십시오. 청각장애인은 1-800-735-2942(TDD)번으로 전화하십시오.

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**Français:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-712-262-5931. (ATS: 1-800-735-2942)

**Pennsylvanian Dutch:** Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzsch, kansch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-712-262-5931. (TDD: 1-800-735-2942)

**ไทย:** โปรดทราบ: หากท่านใช้ภาษาไทย ท่านสามารถใช้บริการความช่วยเหลือด้านภาษาได้ตลอดเวลา โทร 1-712-262-5931 (TDD: 1-800-735-2942)

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-712-262-5931. (TDD: 1-800-735-2942)

u nD usdm= 'du e.= e rh> u wdRu nD usdm<Ae 'd; M> tDRo h zJ e w> [h. vDR usdm w> wd pXR rR pXR w> zH; w> rR vX w vXm bl; vJ t vD> oh M. vDRI ud; vD wJ pd zJA1=712=262=5931 (TDD =A1=800=735=2942)

**Русский:** Внимание: Если вы говорите по-русски, вы можете бесплатно воспользоваться услугами переводчика. Звоните: 1-712-262-5931. (Линия TDD: 1-800-735-2942)