

# NOTICE OF NONDISCRIMINATION

## Discrimination is Against the Law

Orlando Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, disability, gender identity or sexual orientation. Orlando Health does not exclude people or treat them differently because of race, color, national origin, sex, age, disability, gender identity or sexual orientation.

Orlando Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters and 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 and information written in other languages.

If you need these services, contact any team member or care provider of the Orlando Health facility or physician's office where you will be receiving services, or call the Orlando Health Language Access Service at (321) 841-2522. Patients who use sign language please call TTY 1 (800) 955-8771 (English), TTY 1 (877) 955-8773 (Spanish), or TTY 1 (877) 955-8707 (French) to connect with the nurse or physician's office representative to inform them that you will be using our interpreter services during your visit/ appointment.

If you have any difficulties obtaining these services, you can call the hospital operator at (321) 841-5111 and request to speak with the assigned Civil Rights Coordinator in the Nursing Administration office for that facility.

If you believe that Orlando Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, sex, age, disability, gender identity or sexual orientation, you can file a grievance with the Orlando Health Compliance & Ethics department by mail at 1414 Kuhl Ave., Mail Point 29, Orlando, FL 32806; by telephone at (321) 841-2335; by fax at (407) 246-7083; or by email at [R-Compliance&EthicsDepartment@OrlandoHealth.com](mailto:R-Compliance&EthicsDepartment@OrlandoHealth.com). 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, 1 (800) 537-7697 (TDD)  
Complaint forms are available at:  
<http://www.hhs.gov/ocr/office/file/index.html>

- English:** ATTENTION: Language assistance services, free of charge, are available to you. Call 1 (321) 841-2522 (TTY: 1 (800) 955-8771).
- Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (321) 841-2522 (TTY: 1 (877) 955-8773).
- French Creole (Haitian Creole):** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1 (321) 841-2522.
- Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 (321) 841-2522.
- Portuguese:** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1 (321) 841-2522.
- 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 (321) 841-2522。
- French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1 (321) 841-2522 (ATS : 1 (877) 955-8707).
- Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1 (321) 841 2522.
- Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1 (321) 841-2522.
- Arabic:** ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1 (321) 841-2522
- Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1 (321) 841-2522.
- German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1 (321) 841-2522.
- Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1 (321) 841-2522 번으로 전화해 주십시오.
- Polish:** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1 (321) 841-2522.
- Gujarati:** ધ્યાન: જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1 (321) 841-2522.
- Thai:** เรียบ: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1 (321) 841-2522.

ORLANDO HEALTH®