

## Non-Discrimination and Accessibility Statement

As a recipient of Federal financial assistance, West Hills Convalescent Center Limited Partnership d/b/a West Hills Health & Rehabilitation complies with applicable Federal civil rights laws and does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, sex, age, disability, or any other protected status in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, and in staff and employee assignments to individuals, whether carried out by West Hills Health & Rehabilitation directly or through a contractor or any other entity with which West Hills Health & Rehabilitation arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Patient Protection and Affordable Care Act of 2010, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91 and 92.

### **West Hills Health & Rehabilitation:**

- 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 West Hills Health & Rehabilitation Center's Executive Director whose contact information is provided below.

If you believe that West Hills Health & Rehabilitation has failed to provide these services or discriminated in another way on the basis of race, color, national origin, sex, age, disability, or any other protected status, you can file a grievance West Hills Health & Rehabilitation Center's Executive Director, 5701 SW Multnomah Boulevard, Portland, OR 97219, (503) 244-1107 (telephone), TTY 711, (503) 244-8881 (Fax). If you need help filing a grievance, the Executive Director 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>.

## Notice of Language Assistance Services

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|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| English              | ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-674-8457 (TTY: 711).                               |
| Spanish              | ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-674-8457 (TTY: 711).                              |
| 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 1-844-674-8457 (TTY: 711).                                                                                                          |
| Vietnamese           | CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-674-8457 (TTY: 711).                                             |
| Russian              | ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-674-8457 (телетайп: 711).                                   |
| Tagalog              | PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-674-8457 (TTY: 711).            |
| Arabic               | 1-844-674-8457 برقم اتصل. بالمجان لك تتوافر اللغوية المساعدة خدمات فإن اللغة، اذكر تتحدث كنت إذا ملحوظة: (711: واليكم الصم هاتف رقم).                              |
| Korean               | 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-674-8457 (TTY: 711)번으로 전화해 주십시오.                                                                              |
| German               | ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-674-8457 (TTY: 711).                  |
| 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。1-844-674-8457（TTY: 711）まで、お電話にてご連絡ください。                                                                                         |
| French               | ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-674-8457 (TTY : 711).                      |
| Amharic              | ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-844-674-8457 (ማስማት ለተሳናቸው: 711)፡                                              |
| Mon-Khmer, Cambodian | ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-844-674-8457 (TTY: 711)។                             |
| Karen                | ဟံသူဉ်ဟံသး- နမုၤကတိၤ ကညိ ကျိာ်အယိ, နမၤနီၤ ကျိာ်အတၢ်မၤစၢၤလၢ တလၢာ်ဘျုးလၢာ်စ့ၤ နိတမံၤဘျုးသ့န့ၢ်လိၤ. ကိး 1-844-674-8457 (TTY: 1-711).                                  |
| Ukrainian            | УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-844-674-8457 (телетайп: 711). |

## Notice of Language Assistance Services

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|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Navajo                         | Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hólq, koji' hódíłnih 1-844-674-8457 (TTY: 711).                         |
| Persian (Farsi)                | توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-844-674-8457 (TTY: 711) تماس بگیرید.                                                |
| Serbo-Croatian                 | OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-844-674-8457 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711). |
| Thai                           | เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-844-674-8457 (TTY: 711).                                                                                     |
| Armenian                       | ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցություն ծառայություններ: Չանգահարեք 1-844-674-8457 (TTY (հեռախոս)՝ 711):                    |
| Hmong                          | LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1- 844-674-8457 (TTY: 711)                                                          |
| French Creole (Haitian Creole) | ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-674-8457 (TTY: 711)                                                                |
| Portuguese                     | ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-674-8457 (TTY: 711).                                                          |
| Italian                        | ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-844-674-8457 (TTY: 711)                    |
| Cushite                        | XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-844-674-8457 (TTY: 711).                                           |
| Laotian                        | ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-844-674-8457 (TTY: 711).                                                       |
| Romanian                       | ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-844-674-8457 (TTY: 711).                                         |
| Nepali                         | ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-844-674-8457 (टिटिवाइ: 711) ।                          |
| Sudanic                        | MAANDO: To a waawi [Adamawa], e woodi ballooji-ma to ekkitaaki wolde caahu. Noddu 1- 844-674-8457 (TTY: 711).                                                                      |

## Notice of Language Assistance Services

Syriac

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1-844-674-8457 (TTY: 711) ܠܝܬܝܢܐ ܠܝܬܝܢܐ ܠܝܬܝܢܐ ܠܝܬܝܢܐ ܠܝܬܝܢܐ

Punjabi

ਪਿਆਰ ਦਿਓ ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ ; ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-844-674-8457 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-674-8457 (TTY: 711) पर कॉल करें।

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-674-8457 (TTY: 711)

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-674-8457 (TTY: 711).

Norwegian

MERK: Hvis du snakker norsk, er gratis språkassistanstjenester tilgjengelige for deg. Ring 1-844-674-8457 (TTY: 711)

Pennsylvanian  
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 1-844-674-8457 (TTY: 711).