Notice of Non-Discrimination and Language Assistance

Element Care complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, or sex. Element Care provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in large print, audio, accessible electronic formats or other formats. Element Care 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 the Customer Service Manager. If you believe that Element Care has failed to provide these services or discriminated on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax or email: 37 Friend Street, Lynn, MA 01902

Phone: 781-715-6612 (TTY:711) Fax: 781-780-7856 CustomerService@elementcare.org

If you need help filing a grievance, the Customer Service Manager is available to help you. You can also file a civil rights complaint with the U.S. Department of Health & Human Services, Office for Civil Rights, electronically through the Complaint Portal at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone: U.S. Department of Health & Human Services
200 Independence Ave. SW Room 509F, HHH Building, Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms available: http://www.hhs.gov/ocr/office/file/index.html.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 781-715-6612 TTY:711

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.
Llame al 781-715-6612 TTY 711

ATENÇÃO:Se fala português, encontram-se disponíveis serviços linguísticos, grátis.
Ligue para 781-715-6612 TTY:711

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 781-715-6612 TTY:711

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.
Rele 781-715-6612 TTY:711

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.
Gọi số 781-715-6612 TTY:711

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните
781-715-6612 TTY:711

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
781-715-6612 (رقم هاتف الصم والبكم: 711)

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ781-715-6612 TTY:711

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 781-715-6612 ATS:711

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.
Chiamare il numero 781-715-6612 TTY:711

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 781-715-6612 TTY:711 번으로 전화해 주십시오.

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν.
Καλέστε 781-715-6612 TTY:711

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer
781-715-6612 TTY:711

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 781-715-6612 TTY:711 पर कॉल करें।

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 781-715-6612 TTY:711

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