



Discrimination is Against the Law

Hospice of the Fisher Home complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, language, or sex (including sexual orientation and gender identity). Hospice of the Fisher Home does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Hospice of the Fisher Home Care:

- Provides free services and aids for those 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 or modifications, contact the Director of Operations (Section 1557 Coordinator).

If you believe that Hospice of the Fisher Home 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 the Director of Operations:

Melissa Bristol, MHA
Director of Operations
(413) 992-2526
mbristol@fisherhome.org
1165 N. Pleasant St.
Amherst, MA 01002

Grievances can be filed in person or by mail, fax, or email. If you need help filing a grievance, the Director of Operations 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/smartscreen/main.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

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

This notice is available at Hospice of the Fisher Home's website: <https://fisherhome.org>



Notice of Availability of Language Assistance Services and Auxiliary Aids and Services:

English

If you speak English, free language assistance services are available to you. Call (413) 549-0115 (TTY: 1-800-439-2370) or speak to your provider.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (413) 549-0115 (TTY: 1-800-439-2370 or 711).

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (413) 549-0115 (TTY: 1-800-439-2370 or 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 (413) 549-0115 (TTY: 1-800-439-2370 or 711)

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (413) 549-0115 (TTY: 1-800-439-2370 or 711).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (413) 549-0115 (TTY: 1-800-439-2370 or 711).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (413) 549-0115 (телетайп: 1-800-439-2370 or 711).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (413) 549-0115 (رقم هاتف الصم والبكم: 1-800-439-2370).

Mon-Khmer, Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ (413) 549-0115 (TTY: 1-800-439-2370 or 711)។

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (413) 549-0115 (ATS : 1-800-439-2370 or 711).

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (413) 549-0115 (TTY: 1-800-439-2370 or 711).



Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (413)

549-0115 (TTY: 1-800-439-2370 or 711) 번으로 전화해 주십시오.

Greek

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε (413) 549-0115 (TTY: 1-800-439-2370 or 711).

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (413) 549-0115 (TTY: 1-800-439-2370 or 711).

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (413) 549-0115 (TTY: 1-800-439-2370 or 711) पर कॉल करें।

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો (413) 549-0115 (TTY: 1-800-439-2370 or 711).