

## Discrimination is Against the Law

Kansas City Hospice & Palliative Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not discriminate on the basis of age, race, color, national origin, gender, sexual orientation, disability or religious beliefs.

Kansas City Hospice & Palliative Care:

- 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 Leslie McGrew-Kaufman. If you believe that Kansas City Hospice & Palliative Care 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: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-276-2772, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Leslie McGrew-Kaufman, Quality and Regulatory Affairs 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>.

Kansas City Hospice & Palliative Care cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Kansas City Hospice & Palliative Care no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad, creencias religiosas, orientación sexual o sexo.

Kansas City Hospice & Palliative Care:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
  - Intérpretes de lenguaje de señas capacitados.
  - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
  - Intérpretes capacitados.
  - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con Leslie McGrew-Kaufman. Si considera que Kansas City Hospice & Palliative Care no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-276-2772, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org). Puede presentar el reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, está a su disposición para brindársela. También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación: 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)

Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.

Kansas City Hospice & Palliative Care 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。Kansas City Hospice & Palliative Care 不因種族、膚色、民族血統、年齡、殘障或性別而排斥任何人或以不同的方式對待他們。Kansas City Hospice & Palliative Care :

- 向殘障人士免費提供各種援助和服務，以幫助他們與我們進行有效溝通，如：
  - 合格的手語翻譯員
  - 以其他格式提供的書面資訊（大號字體、音訊、無障礙電子格式、其他格式）
- 向母語非英語的人員免費提供各種語言服務，如：
  - 合格的翻譯員
  - 以其他語言書寫的資訊

如果您需要此類服務，請聯絡 Leslie McGrew-Kaufman 如果您認為 Kansas City Hospice & Palliative Care 未能提供此類服務或者因種族、膚色、民族血統、年齡、殘障或性別而透過其他方式歧視您，您可以向 Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director 提交投訴，郵寄地址為 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114，電話號碼為 816-363-2600、傳真為 Fax 816-363-2600，電子信箱為 [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org)。您可以親自提交投訴，或者以郵寄、傳真或電郵的方式提交投訴。

如果您在提交投訴方面需要幫助，Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director 可以幫助您。您還可以向 U.S. Department of

Health and Human Services (美國衛生及公共服務部) 的 Office for Civil Rights (民權辦公室) 提交民權投訴, 透過 Office for Civil Rights Complaint Portal 以電子方式投訴: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, 或者透過郵寄或電話的方式投訴:

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) 1-800-368-1019, 800-537-7697 (TDD) (聾人用電信設備)

登入 <http://www.hhs.gov/ocr/office/file/index.html> 可獲得投訴表格。

Kansas City Hospice & Palliative Care tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính. Kansas City Hospice & Palliative Care không loại trừ mọi người hoặc đối xử với họ khác biệt vì chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

Kansas City Hospice & Palliative Care:

- Cung cấp dịch vụ hỗ trợ miễn phí cho những người khuyết tật để giao tiếp với chúng tôi có hiệu quả, như:
  - Thông dịch viên ngôn ngữ ký hiệu đủ năng lực
  - Thông tin bằng văn bản ở các định dạng khác (chữ in lớn, âm thanh, định dạng điện tử có thể tiếp cận, các định dạng khác)
- Cung cấp miễn phí các dịch vụ ngôn ngữ cho những người có ngôn ngữ chính không phải là tiếng Anh, như:
  - Thông dịch viên đủ năng lực
  - Thông tin được trình bày bằng ngôn ngữ khác

Nếu bạn cần những dịch vụ này, hãy liên hệ Leslie McGrew-Kaufman

Nếu bạn tin rằng Kansas City Hospice & Palliative Care không cung cấp những dịch vụ này hoặc phân biệt đối xử theo cách khác dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính, bạn có thể nộp đơn khiếu nại với: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org). Bạn có thể trực tiếp nộp đơn khiếu nại hoặc gửi qua đường bưu điện, chuyển fax, hoặc email. Nếu bạn cần trợ giúp nộp đơn khiếu nại, Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director sẵn sàng giúp bạn.

Bạn cũng có thể nộp đơn khiếu nại về dân quyền lên U.S. Department of Health and Human Services (Bộ Y Tế và Dịch Vụ Nhân Sinh Hoa Kỳ), Office for Civil Rights (Văn Phòng Dân Quyền) bằng hình thức điện tử qua Office for Civil Rights Complaint Portal, có trên trang <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, hoặc qua đường bưu điện hoặc bằng điện thoại tại: 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) 1-800-368-1019, 800-537-7697 (TDD)  
Các mẫu khiếu nại có trên trang <http://www.hhs.gov/ocr/office/file/index.html>.

Kansas City Hospice & Palliative Care pridržava se važećih saveznih zakona o građanskim pravima i ne pravi diskriminaciju po osnovu rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola. Kansas City Hospice & Palliative Care ne isključuje ljude niti ih tretira drugačije zbog njihove rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola.

Kansas City Hospice & Palliative Care:

- Pruža besplatnu pomoć i usluge osobama sa invaliditetom kako bi komunicirali efikasno s nama, poput:
  - kvalifikovanih tumača za znakovni jezik
  - pisanih informacija u drugim formatima (veća slova štampanih materijala, audio format, dostupni elektronski i drugi formati)
- Pruža besplatne jezičke usluge osobama čiji maternji jezik nije engleski, poput:
  - kvalifikovanih jezičkih tumača
  - informacija napisanih na drugim jezicima

Ako su vam potrebne ove usluge, kontaktirajte Leslie McGrew-Kaufman

Ako mislite da vam Kansas City Hospice & Palliative Care nije pružio ove usluge ili ste bili izloženi diskriminaciji na neki drugi način po osnovu rase, boje kože, nacionalnog porijekla, godina starosti, invaliditeta ili pola, možete podnijeti prigovor sljedećoj ustanovi: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org). Prigovor možete podnijeti lično, poštom, faksom ili elektronskom poštom. Ako vam je potrebna pomoć za podnošenje prigovora, Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director je dostupan da vam pomogne.

Takođe možete podnijeti žalbu u vezi građanskih prava ministarstvu U.S. Department of Health and Human Services (Ministarstvo zdravlja i socijalnih usluga), Office for Civil Rights (Služba za građanska prava) elektronski preko Office for Civil Rights Complaint Portal, dostupnog na <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ili poštom ili telefonom na:

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) 1-800-868-1019, 800-537-7697 (TDD - Telefon za osobe sa oštećenim govorom ili sluhom)  
Obrasci žalbe dostupni su na <http://www.hhs.gov/ocr/office/file/index.html>.

Kansas City Hospice & Palliative Care erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab. Kansas City Hospice & Palliative Care lehnt den Ausschluss oder die unterschiedliche Behandlung von Menschen aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab.

Kansas City Hospice & Palliative Care:

- Bietet kostenlose Hilfe und Dienstleistungen für Menschen mit Behinderung zur effektiven Kommunikation, wie z. B.:
  - Qualifizierte Gebärdensprachen-Dolmetscher
  - Schriftliche Informationen in anderen Formaten (große Ausdrücke, Audio, zugängliche elektronische Formate, sonstige Formate)
- Bietet kostenlose Sprachdienste für Menschen, deren Hauptsprache nicht Englisch ist, wie z. B.:
  - Qualifizierte Dolmetscher
  - Schriftliche Informationen in anderen Sprachen

Sollten Sie diese Dienstleistungen benötigen, so wenden Sie sich an Leslie McGrew-Kaufman

Sollten Sie der Ansicht sein, dass Kansas City Hospice & Palliative Care es versäumte, diese Dienstleistungen anzubieten, oder auf sonstige Weise aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht diskriminierte, so können Sie eine

Beschwerde einreichen bei: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, [Telephone number], [TTY number—if covered entity has one], Fax 816-363-2600, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org). Sie können eine Beschwerde persönlich oder per Post, Fax oder E-Mail einreichen. Sollten Sie Hilfe beim Einreichen einer Beschwerde benötigen, so steht Ihnen Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director gerne zur Verfügung.

Sie können ebenfalls eine Menschenrechtsbeschwerde einreichen bei: Department of Health and Human Services (U.S.-Gesundheitsministerium), Office for Civil Rights (Amt für Bürgerrechte), elektronisch über das Office for Civil Rights Complaint Portal, zugänglich über <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, oder per Post oder telefonisch an:

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) 1-800-368-1019, 800-537-7697 (TDD)

Beschwerdeformulare sind verfügbar unter <http://www.hhs.gov/ocr/office/file/index.html>.

العرق أو اللون أو الأصل الوطني أو السن أو الإعاقة أو نوع الجنس. لا يستبعد Kansas City Hospice & Palliative Care الأشخاص أو يعاملهم على نحو مختلف بسبب النوع أو اللون أو الأصل الوطني أو السن أو الإعاقة أو نوع الجنس.

Kansas City Hospice & Palliative Care:

• يوفر مساعدات وخدمات مجانية للأشخاص من ذوي الإعاقات للتواصل بصورة فعالة معنا، مثل:

- مترجمي لغة إشارة مؤهلين
- معلومات كتابية بتنسيقات أخرى (مطبوعة بأحرف كبيرة، مواد صوتية، تنسيقات إلكترونية متيسرة، وغير ذلك من التنسيقات)
- يوفر خدمات لغوية مجانية للأشخاص الذين لغتهم الأساسية ليست الإنجليزية، مثل:
  - مترجمين مؤهلين
  - معلومات مكتوبة بلغات أخرى

إذا كنت بحاجة لهذه الخدمات، اتصل بـ إذا كنت بحاجة لهذه الخدمات، اتصل بـ [Leslie McGrew-Kaufman]

إذا كنت تعتقد أن [Kansas City Hospice & Palliative Care] قد أخفق في توفير تلك الخدمات أو ميز بطريقة أخرى على أساس العرق أو اللون أو الأصل الوطني أو السن أو الإعاقة أو الجنس، يمكن أن تتقدم بشكوى إلى: [Leslie McGrew-Kaufman]، [1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114]، [816-363-2600]، [Fax 816-363-2600]، [lmcgrew-kaufman@kchospice.org]. يمكن أن تتقدم بشكوى شخصيًا أو بالبريد أو بالفاكس أو البريد الإلكتروني. إذا كنت بحاجة للمساعدة في التقدم بشكوى، فإن متاح لمساعدتك.

يمكن أيضًا أن تتقدم بشكوى إلكترونيًا لوزارة (وزارة الخدمات الصحية البشرية)، مكتب Office for Civil Rights and Human Services (مكتب الحقوق المدنية)، من خلال مكتب Office for Civil Rights Complaint Portal، المتوفر على الرابط <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> أو بالبريد أو الهاتف على:

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 (رقم هاتف الصم والبكم)

تتوافر نماذج الشكاوى على الرابط <http://www.hhs.gov/ocr/office/file/index.html>

Kansas City Hospice & Palliative Care (ن) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다. Kansas City Hospice & Palliative Care (ن) 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 누군가를 배제하거나 다른 방식으로 대우하지 않습니다.

Kansas City Hospice & Palliative Care:

- 장애인들이 저희와 효과적으로 의사소통할 수 있도록 다음과 같은 무료 지원과 서비스를 제공합니다.
  - 자격있는 수화 통역자
  - 다른 형식의 서면 정보(큰 활자, 음성, 사용 가능한 전자 형식, 기타 형식)
- 주로 사용하는 언어가 영어가 아닌 이들에게는 다음과 같은 무료 언어 서비스를 제공합니다.
  - 자격있는 통역자
  - 다른 언어로 작성된 서면 정보

이러한 서비스가 필요하시면 Leslie McGrew-Kaufman에 연락하십시오. Kansas City Hospice & Palliative Care(가) 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 이러한 서비스를 제공하지 않거나 다른 방식으로 차별했다고 생각하시는 경우 Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org)(으)로 연락하여 불만을 제기하실 수 있습니다. 직접 방문하거나 우편, 팩스 또는 이메일로 불만을 제기하실 수 있습니다. 불만 제기와 관련하여 도움이 필요하시면, Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director(으)로부터 지원을 받으실 수 있습니다.

또한 공민권 민원을 미국 Department of Health and Human Services(보건복지부), Office for Civil Rights(시민권 사무국)에 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>에 있는 시민권 사무국 민원 포털을 통해 전자 방식으로 제출하거나 우편이나 전화로 제출할 수 있습니다. 주소 및 연락처는 다음과 같습니다.

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)

민원 양식은 <http://www.hhs.gov/ocr/office/file/index.html>에 있습니다.

Kansas City Hospice & Palliative Care соблюдает применимое федеральное законодательство в области гражданских прав и не допускает дискриминации по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола. Kansas City Hospice & Palliative Care не исключает людей и не относится к ним по-разному из-за расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола.

Kansas City Hospice & Palliative Care:

- Для эффективного взаимодействия предоставляет безвозмездную помощь и оказывает услуги людям с ограниченными возможностями, а именно:
  - услуги квалифицированных сурдопереводчиков;
  - письменную информацию в других форматах (крупный шрифт, аудио формат, доступные электронные форматы, прочие форматы).
- Предоставляет бесплатные услуги перевода людям, для которых английский не является основным языком, а именно:
  - услуги квалифицированных переводчиков;

- письменную информацию на других языках.

Если вы нуждаетесь в таких услугах, обратитесь к Leslie McGrew-Kaufman

Если вы считаете, что в Kansas City Hospice & Palliative Care вам не предоставили указанных услуг или иным образом дискриминировали вас по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола, вы можете подать жалобу: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org). Вы можете подать жалобу лично или отправить по почте, факсу или электронной почте. Если вам нужна помощь в подаче жалобы, вам поможет Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director.

Вы также можете подать жалобу о нарушении гражданских прав в U.S. Department of Health and Human Services (Министерство здравоохранения и социальных служб США), Office for Civil Rights (Управление по гражданским правам), в электронном виде через Office for Civil Rights Complaint Portal, доступный по ссылке: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, по почте или по телефону:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 (США) 1-800-368-1019, 800-537-7697 (TDD)

Бланки жалобы доступны по адресу: <http://www.hhs.gov/ocr/office/file/index.html>.

Kansas City Hospice & Palliative Care respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap. Kansas City Hospice & Palliative Care n'exclut et ne traite aucune personne différemment en raison de sa race, sa couleur de peau, son origine nationale, son âge, son sexe ou son handicap.

Kansas City Hospice & Palliative Care :

- Fournit gratuitement des aides et services aux personnes handicapées afin de permettre une communication efficace avec nous, par exemple :

- Interprètes qualifiés en langue des signes
- Informations écrites dans d'autres formats (gros caractères, audio, formats électroniques accessibles, autres formats)

- Fournit gratuitement des services linguistiques aux personnes dont la langue principale n'est pas l'anglais, par exemple :

- Interprètes qualifiés
- Informations écrites dans d'autres langues

Si vous avez besoin de ces services, contactez Leslie McGrew-Kaufman

Si vous pensez que Kansas City Hospice & Palliative Care n'a pas fourni ces services ou a fait preuve d'une autre forme de discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou le handicap, vous pouvez déposer une réclamation auprès de : Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, [Telephonenumber], [TTY number—if coveredentity has one], Fax 816-363-2600, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org). Vous pouvez déposer une réclamation en personne ou par courrier, télécopie ou e-mail. Si vous avez besoin d'aide pour déposer une réclamation, Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director se tient à votre disposition pour vous y aider.

Vous pouvez également déposer une réclamation concernant vos droits civiques auprès de l'U.S. Department of Health and Human Services (Département de la Santé et des Services Sociaux des États-Unis), Office for Civil Rights (Bureau des Droits Civiques), par voie électronique via l'Office for Civil Rights Complaint Portal, disponible à l'adresse <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, par courrier ou par téléphone à :

U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 (США) 1-800-368-1019, 800-537-7697 (TDD)

Des formulaires de réclamation sont disponibles à l'adresse <http://www.hhs.gov/ocr/office/file/index.html>.

Sumusunod ang Kansas City Hospice & Palliative Care sa mga naaangkop na Pampederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian. Ang Kansas City Hospice & Palliative Care ay hindi nagtatangi ng mga tao o hindi nagpapakita ng ibang pakikitungo dahil sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian.

Ang Kansas City Hospice & Palliative Care ay:

- Nagbibigay ng mga libreng tulong at serbisyo sa mga taong may kapansanan upang mahusay silang makipag-ugnayan sa amin, gaya ng:
  - Mga kwalipikadong interpreter ng sign language
  - Nakasulat na impormasyon sa iba pang mga format (malaking print, audio, mga naa-access na electronic na format, iba pang mga format)
- Nagbibigay ng mga libreng serbisyo sa wika sa mga taong hindi Ingles ang pangunahing wika, gaya ng:
  - Mga kwalipikadong interpreter
  - Impormasyong nakasulat sa iba pang mga wika

Kung kailangan mo ang mga serbisyong ito, makipag-ugnayan kay Leslie McGrew-Kaufman

Kung naniniwala kang hindi naibigay ng Kansas City Hospice & Palliative Care ang mga serbisyong ito o nandiskrimina ito sa ibang paraan batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian, maaari kang maghain ng karaingan sa: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org). Maaari kang maghain ng karaingan nang personal o sa pamamagitan ng koreo, fax o email. Kung kailangan mo ng tulong sa paghahain ng karaingan, narito si Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director upang tulungan ka. Maaari ka ring maghain ng reklamo sa mga karapatang sibil sa U.S. Department of Health and Human Services (Kagawaran ng Mga Serbisyong Pangkalusugan at Pantao ng U.S.), Office for Civil Rights (Tanggapan para sa Mga Karapatang Sibil), sa electronic na paraan sa Office for Civil Rights Complaint Portal, na makikita sa <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o sa pamamagitan ng koreo o telepono sa:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 (США) 1-800-368-1019, 800-537-7697 (TDD)

Ang mga form ng reklamo ay makukuha sa <http://www.hhs.gov/ocr/office/file/index.html>.



Kansas City Hospice & Palliative Care ປະຕິບັດຕາມກົດໝາຍວ່າດ້ວຍສິດທິພົນລະເມືອງຂອງຮັຖບານກາງທີ່ບັງຄັບໃຊ້ແລະບໍ່ຈຳແນກບຸກຄົນໂດຍອີງໃສ່ພື້ນຖານດ້ານເຊື້ອຊາດ, ສີຜິວ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼືເພດ. Kansas City Hospice & Palliative Care ບໍ່ຈຳແນກບຸກຄົນຫຼືປະຕິບັດຕໍ່ພວກເຂົາໂດຍແຕກຕ່າງດ້ວຍເຫດຜົນດ້ານເຊື້ອຊາດ, ສີຜິວ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼືເພດ.

Kansas City Hospice & Palliative Care:

- ໃຫ້ການຊ່ວຍເຫຼືອ ແລະການບໍລິການໂດຍບໍ່ເສັງຄ່າແກ່ບຸກຄົນທີ່ພິການເພື່ອໃຫ້ສາມາດສື່ສານກັບພວກເຮົາໄດ້ຢ່າງມີປະສິດທິພາບ, ເຊັ່ນ:
  - ນາຍພາສາໃບທີ່ມີຄຸນສົມບັດເໝາະສົມ
  - ຂໍ້ມູນທີ່ເປັນລາຍລັກອັກສອນໃນຮູບແບບອື່ນໆ (ເຊັ່ນຕົວພິມໃຫຍ່, ເທັບບັນທຶກ, ຮູບແບບອິເລັກໂຕຣນິກທີ່ເຂົ້າເຖິງໄດ້, ຮູບແບບອື່ນໆ)
- ໃຫ້ບໍລິການດ້ານພາສາໂດຍບໍ່ເສັງຄ່າແກ່ບຸກຄົນທີ່ພາສາຫຼັກຂອງເຂົາເຈົ້າບໍ່ແມ່ນພາສາອັງກິດ, ເຊັ່ນ:
  - ນາຍພາສາທີ່ມີຄຸນສົມບັດເໝາະສົມ
  - ຂໍ້ມູນທີ່ຂຽນໃນພາສາອື່ນ

ຖ້າວ່າທ່ານຕ້ອງການບໍລິການເຫຼົ່ານີ້, ຈົ່ງຕິດຕໍ່Leslie McGrew-Kaufman

ຖ້າວ່າທ່ານເຊື່ອວ່າKansas City Hospice & Palliative Care ບໍ່ໃຫ້ການບໍລິການເຫຼົ່ານີ້ຫຼືຈຳແນກໃນທາງອື່ນໂດຍອີງໃສ່ພື້ນຖານດ້ານເຊື້ອຊາດ, ສີຜິວ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼືເພດ, ທ່ານສາມາດຍື່ນເລື່ອງຮ້ອງທຸກກັບ: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, lmcgrew-kaufman@kchospice.org. ທ່ານສາມາດຍື່ນເລື່ອງຮ້ອງທຸກດ້ວຍຕົນເອງຫຼືໂດຍທາງຈົດໝາຍ, ແຟກຊ໌, ຫຼືອີເມວ. ຖ້າວ່າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນການປະກອບຄຳຮ້ອງທຸກ, Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director ແມ່ນພ້ອມຊ່ວຍເຫຼືອທ່ານ.

ນອກຈາກນີ້ທ່ານຍັງສາມາດຮ້ອງທຸກດ້ານສິດທິພົນລະເມືອງໄດ້ກັບທາງ U.S. Department of Health and Human Services (ກະຊວງປະຊາສົ່ງເຄາະແລະສຸຂະພາບຂອງສະຫະລັດ), Office for Civil Rights (ຫ້ອງການສິດທິພົນລະເມືອງ), ໂດຍທາງອິເລັກໂຕຣນິກຜ່ານOffice for Civil Rights Complaint Portal, ຊຶ່ງມີໃຫ້ທີ່ເວັບ

ໄຊ<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ຫຼືໂດຍທາງໂທລະສັບທີ່:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 (CIIA) 1-800-368-1019, 800-537-7697 (TDD)

ພອມຄຳຮ້ອງທຸກມີໃຫ້ທີ່ເວັບໄຊ<http://www.hhs.gov/ocr/office/file/index.html>.

Kansas City Hospice & Palliative Care isswillich, die Gsetze (federal civil rights) vun die OwwerichkeetzufollicheunduhtalleLeitbehandle in der seem Weg. Esmacht nix aus, vunwellemSchtammebberbeikummt, auswellem Land die Voreldrekumesinn, was ferenEltebber hot, ebebberen Mann iss odder enFraa, verkrippeltiss odder net.

Kansas City Hospice & Palliative Care

GebtHilfmitausKoschtezuLeit, ass net guudschwetzekeenne:

- GebtHilfferhattheericheLeitmitZeecheschproochIwwersetzer

- Gebten Information, ass nunnergsschriwweiss in annereWegeferLeit, ass net guudsehnekeenne (groossgedruckt, audio etc.)

GebtHilfmitausKoschtezuLeit, wu net English schwetze ass ihrMudderschprooch

- GebtHilfmithochgelantelIwwersetzer

- Gebten Information in annereSchprooche, net yuscht English.

WannebberHilfbraucht in der eent odder der annerWeg, schreibzum Leslie McGrew-Kaufman.Wannebberdenkt, ass Kansas City Hospice & Palliative Care net genunkgeduh hot fer all selliHilfgewwe odder ebber net behandel hot in enWeg, wiesgeduhseisset, kammersichbeklaagebei: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, lmcgrew-kaufman@kchospice.org. Merkannsichbeklaage, wammerselwertdattannegeht, odder mitePoscht, Fax odder enBriefli. WannebberHilfbrauchtfersichzubeklaage, Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director iss do ferzuhelfe.

Wammer will, kammersichaadattbeklaage: U.S. Department of Health and Human Services, Office for Civil Rights, Office for Civil Rights Complaint Portal, mergehtzu <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>Merkan aa enBrieflischreiwewe:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 (CIIA) 1-800-368-1019, 800-537-7697 (TDD) Odder merruftselliNummeruff: 1-800-868-1019, 800-537-7697 (TDD)

AbbadicheBledderfersichzubeklaage, kammerdattgricke: <http://www.hhs.gov/ocr/office/file/index.html>.

ڪندو هيچڪو نه تي بعضي بر اساس سنڌو، رنڱپوسٽ، اصلي ٽيمپليٽي، سن، نائواني يا جنسيتاڻو اڌ ڦيرائي ٿو.

Kansas City Hospice & Palliative Care بر اساس سنڌو، رنڱپوسٽ، اصلي ٽيمپليٽي، سن، نائواني يا جنسيتاڻو اڌ ڦيرائي ٿو. ڪندو هيچڪو نه تي بعضي بر اساس سنڌو، رنڱپوسٽ، اصلي ٽيمپليٽي، سن، نائواني يا جنسيتاڻو اڌ ڦيرائي ٿو. Kansas City Hospice & Palliative Care

• برائى افرادى كه نائوانى دارند، برائى برقرار كردن ارتباط موثر، كمكهاى بطور رايگان فراهم مى كند، مانند:

○ مترجمينو اجدشر ابطز باناشاره

○ اطلاعاتنو شتارى بهفر متهائى ديگر (چاپبا حروفدرشت، صوتى، فر متهائى الكترونيك قابل دسترسى ساده، وفر متهائى ديگر)

• برائى افرادى كه زبانواوليهاشانانگليسى نيستد مازبانى رايگانار ايمهى كند، مانند:

○ مترجمينشفاهى واجدشر ابط

○ اطلاعاتنو شتارى بهزبانهاى ديگر

اگر بهچنينخدماتى نياز داريد، با Kaufman-Leslie McGrew تماس بگيريد

اگر معتقديد كه Kansas City Hospice & Palliative Care چنينخدماتى را به شما ارائه ندهد، با اينكه بهيشكلى ديگر بهديلينزاد، رنڱپوسٽ، اصلي ٽيمپليٽي، سن، نائواني يا جنسيتنر مورد تمايعيضقايلشد همى توانيدشكواييهائى به اينآدر سئيتكنيد:

Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, [816-363-2600], Fax 816-363-2600, lmcgrew-kaufman@kchospice.org.

می توانید بامراجعه شخصی، نام پستی، فکس یا ایمیل شکواییه خود را ثبت نمایید. اگر برای ثبت شکواییه خود به کمک نیاز دارید، می توانید به شما کمک کند.

Office for Civil Rights (وزارت بهداشت و خدمات انسانی آمریکا) U.S. Department of Health and Human Services می تواند از طریق

Office for Civil Rights Complaint (ادار ه حمایت از حقوق مدنی)، شکواییه خود را ثبت نماید. دسترسی الکترونیکی به این اداره ها از طریق

Portal به آدرس <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> یا تماس از طریق ایمیل یا تلفن آدرس زیر میسر است:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201

1-800-368-1019, 800-537-7697 (TDD)

فرمهای مربوطه برای شکواییه در ساینترنتی <http://www.hhs.gov/ocr/office/file/index.html> موجود است.

Kansas City Hospice & Palliative Care seerahawwaasummaa Federaalaankanwalsimuta'eesanyii, bifa, dhiigaan, uumriidhaan, yookiinkoorniyaaadhaankan walhinloogneedha. Kansas City Hospice & Palliative Care namootayookiinsanyiisanyiidhaan, bifaan, dhiigaan, umriidhaan, hir'inaqaamaanyookiinkoorniyaaadhaanaddahinbaasu.

Kansas City Hospice & Palliative Care:

• Namooti hir'ina garaagaraaqaban bifagaariita'een nu waliin haasa'uukkadanda'aniif deeggarsa fi tajaajilatolaakennaafii, kanneenakka:

- Namootaafaan mallattoohaalaan hiikkaudanda'an
- Odeeffannoobarreeffamaa foormaatiiddata'een (barreeffama guddaadhaan, sagaleedhaan, foormaatiieleektirooniksi irgamuudanda'uun, foormaati biroo)

• Namootaafaandhalootaaisaanii faana Ingiliffaahintaaneef tajaajilaafaaniitolaadhiheessuufi, kanneenakka L:

- Warradandee tiifaan hiikuuga haata'eqaban
- Odeeffannoofaanotabirootiin barraahe

Tajaajila kana yoo barbaadde, Leslie McGrew-Kaufman qunnamaa. Kana yoo itti amante Kansas City Hospice & Palliative Care tajaajila kana kennuudhaaf hindandeen yookiintajaajila kana kennuudhaandeen yookiinsanyiidhaan, bifaan, dhiigaan, umriidhaan, hiri'inaqaamaan, yknkoorniyaaadhaanii fi kanneen birootiin looguu, komiikeessan kanneen armaangadiitiidhiheessuunidandeesu: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, lmcgrew-kaufman@kchospice.org. Komiinamaan, yookiinpoostaadhaan, faaksiidhaan, yookiin e-mail dhaandhiheessuunidandeesa.

Komiiguutuudhaaf gargaarsayoo barbaadde, Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director sigargarudhaaf qophiidha.

Komiiwwan mirganamoomaa U.S. Department of Health and Human Services (Kutaa Fayyaa fi Tajaajila Namoomaa U.S.), Office for Civil Rights (Wajjira Mirga Hawwaasummaa) eleektirooniksiidhaanthe Office for Civil Rights Complaint

Portal, kun iskan argamu <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ykn poostaadhaanyookiin bililaan:

U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201

1-800-868-1019, 800-537-7697 (TDD)

Formiinkomiiidhaakan argamu <http://www.hhs.gov/ocr/office/file/index.html> irrattiidha.

Kansas City Hospice & Palliative Care cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo. Kansas City Hospice & Palliative Care não exclui ou trata de forma diferente devido à raça, cor, nacionalidade, idade, deficiência ou sexo.

Kansas City Hospice & Palliative Care:

• Faculta ajuda e serviços gratuitos a pessoas com dificuldades de comunicar de forma eficaz conosco, tais como:

- Intérpretes de língua gestual qualificados
- Informação escrita noutros formatos (impressão maior, áudio, formatos electrónicos acessíveis, outros formatos)

• Faculta serviços linguísticos grátis a pessoas cuja língua principal não é inglês, tais como:

- Intérpretes qualificados
- Informação escrita noutros idiomas

Se necessita destes serviços, contacte Leslie McGrew-Kaufman. Se considera que a Kansas City Hospice & Palliative Care não cumpriu estes serviços ou exerceu discriminação de outra forma com base na raça, cor, nacionalidade, idade, deficiência ou sexo, pode apresentar uma reclamação junto de: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, lmcgrew-kaufman@kchospice.org. Pode apresentar uma reclamação pessoalmente ou por correio, fax ou e-mail. Se precisar de ajuda para efectuar a reclamação, o/a Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director estará disponível para o/a auxiliar. Pode também apresentar uma reclamação de direitos civis junto do U.S. Department of Health and Human Services (Departamento de Saúde e dos Serviços Humanos dos Estados Unidos da América), Office for Civil Rights (Gabinete de Direitos Civis), por via electrónica através do Office for Civil Rights Complaint Portal, disponível em <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ou por correio ou telefone: 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) 1-800-368-1019, 800-537-7697 (TDD) Os formulários de reclamações encontram-se disponíveis em <http://www.hhs.gov/ocr/office/file/index.html>.

Kansas City Hospice & Palliative Care የፌዴራል ሲቪል መብቶችን መብት የሚያከብር ሲሆን በዘር፣ በቆይታ ጊዜ፣ በዘር ሃረግ፣ በአካል ብቃት፣ ወይም በጾታ መድፈድ አይፈጽምም። Kansas City Hospice & Palliative Care ሰዎችን በዘር፣ በቆይታ ጊዜ፣ በዘር ሃረግ፣ በእድሜ፣ በአካል ጉዳት ወይም በጾታ ማንንም ሰው አያገልግል፤ ወይም በተለየ ሁኔታ አይመለከትም

Kansas City Hospice & Palliative Care:

+ የአካል ጉዳት ያለባቸውን ሰዎች ከእኛ ጋር እንዲግባቡ ለማስቻል የነጻ እርዳታ እና አገልግሎት ይሰጣል። ይህም ማለት ፡

- ብቃት ያላቸው የምልከት ቋንቋ ተርጓሚዎች
- በተለያዩ መልኮች የተዘጋጁ የጽሁፍ መረጃዎች (ተልቅ ያሉ የህትመት ጽሁፎች፡አዲዮ፡በቀለሉ ማገኘት የሚችሉ የኤሌክትሮኒክ ፎርማቶች፣ ሌሎች ፎርማቶች)

+ የመጀመሪያ ቋንቋቸው እንግሊዘኛ ላልሆነ ነጻ የትርጉም አገልግሎቶች ይሰጣል፤ ይህም ማለት፡

- ብቃት ያላቸው ተርጓሚዎች
- በሌሎች ቋንቋዎች የተዘጋጁ መረጃዎች

ይህንን አገልግሎት የሚፈልጉ ስህተት ወይ ሚከተለ ኣድራሻ ይጠይቁ Leslie McGrew-Kaufman Kansas City Hospice & Palliative Care እንዲሁ  
አገልግሎቶችን ማግኘት ተስታላሽ የሆነው ወይም በተለያዩ ምክንያቶች ማለትም በዘፈ: በቆዳ ቀለሜ፣ በዘር ሃረግ፣ በእድሜ፣ አካል ጉዳተኛ ስለሆንኩ፣ ወይም  
በጾታዬ ምክንያት ሙድል ደርሶብኛል የሚል ኣመለካከት ካልዎት ያልዎትን ቅሬታ ወይም ሚከተለው ኣድራሻ ይላኩ Leslie McGrew-Kaufman, Quality and  
Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, lmcgrew-  
kaufman@kchospice.org. ያልዎትን ቅሬታ በአካል ወይም በደብዳቤ፣ በፋክስ ወይም በኢ-ሜይል ማቅረብ ይችላሉ። ቅሬታዎን በጽሁፍ ማቅረብን  
በሚመለከት እርዳታ ቢያስፈልግዎት Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director እገዛ ማግኘት ይችላሉ።

የሲቪል ሙብቶችን ጥሰት ተፈጽሞብኛል ብለው በጽሁፍ ወይ U.S. Department of Health and Human Services, Office for Civil Rights (ዩ ኤስ  
ዲፓርትመንት ኦፍ ሄልድ ኤንድ ሂዩማን ሰርቪስስ)፣ Office for Civil Rights (ኦሪስ ፎር ሲቪል ራይትስ)፣ በኤሌክትሮኒካዊ ምንጭ ወይ Office for Civil  
Rights Complaint Portal በሚከተለው ኣድራሻ ኣቤቱታ ማቅረብ ወይም ማመልከት ይችላሉ: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> ወይም  
በደብዳቤ ወይም በስልክ ወይም ሚከተለው ኣድራሻ ኣቤቱታዎን ማቅረብ ይችላሉ:  
U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201  
1-800-868-1019, 800-537-7697 (ምስማት ለተሳናቸው)  
ክስ ማቅረቢያ ፎርምችን በሚከተለው ድረ-ገጽ ላይ ማግኘት ይችላሉ <http://www.hhs.gov/ocr/office/file/index.html>.

Kansas City Hospice & Palliative Care  
ምሳሌዎች: ማንኛውንም የሚፈልጉ ስህተት ወይ ሚከተለ ኣድራሻ ይጠይቁ Leslie McGrew-Kaufman Kansas City Hospice & Palliative Care እንዲሁ  
አገልግሎቶችን ማግኘት ተስታላሽ የሆነው ወይም በተለያዩ ምክንያቶች ማለትም በዘፈ: በቆዳ ቀለሜ፣ በዘር ሃረግ፣ በእድሜ፣ አካል ጉዳተኛ ስለሆንኩ፣ ወይም  
በጾታዬ ምክንያት ሙድል ደርሶብኛል የሚል ኣመለካከት ካልዎት ያልዎትን ቅሬታ ወይም ሚከተለው ኣድራሻ ይላኩ Leslie McGrew-Kaufman, Quality and  
Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, lmcgrew-  
kaufman@kchospice.org. ያልዎትን ቅሬታ በአካል ወይም በደብዳቤ፣ በፋክስ ወይም በኢ-ሜይል ማቅረብ ይችላሉ። ቅሬታዎን በጽሁፍ ማቅረብን  
በሚመለከት እርዳታ ቢያስፈልግዎት Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director እገዛ ማግኘት ይችላሉ።

Kansas City Hospice & Palliative Care:  
• ማንኛውንም የሚፈልጉ ስህተት ወይ ሚከተለ ኣድራሻ ይጠይቁ Leslie McGrew-Kaufman Kansas City Hospice & Palliative Care እንዲሁ  
አገልግሎቶችን ማግኘት ተስታላሽ የሆነው ወይም በተለያዩ ምክንያቶች ማለትም በዘፈ: በቆዳ ቀለሜ፣ በዘር ሃረግ፣ በእድሜ፣ አካል ጉዳተኛ ስለሆንኩ፣ ወይም  
በጾታዬ ምክንያት ሙድል ደርሶብኛል የሚል ኣመለካከት ካልዎት ያልዎትን ቅሬታ ወይም ሚከተለው ኣድራሻ ይላኩ Leslie McGrew-Kaufman, Quality and  
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kaufman@kchospice.org. ያልዎትን ቅሬታ በአካል ወይም በደብዳቤ፣ በፋክስ ወይም በኢ-ሜይል ማቅረብ ይችላሉ። ቅሬታዎን በጽሁፍ ማቅረብን  
በሚመለከት እርዳታ ቢያስፈልግዎት Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director እገዛ ማግኘት ይችላሉ።

- ለጥንቃቄ ማረጋገጫ ለማግኘት ማስፈሰፍ
- ለሙድል ደርሶብኛል የሚል ኣመለካከት ካልዎት ያልዎትን ቅሬታ ወይም ሚከተለው ኣድራሻ ይላኩ
- (ከጉዳዩ ላይ ማስፈሰፍ ለማግኘት ማስፈሰፍ)
- ማንኛውንም የሚፈልጉ ስህተት ወይ ሚከተለ ኣድራሻ ይጠይቁ Leslie McGrew-Kaufman Kansas City Hospice & Palliative Care እንዲሁ  
አገልግሎቶችን ማግኘት ተስታላሽ የሆነው ወይም በተለያዩ ምክንያቶች ማለትም በዘፈ: በቆዳ ቀለሜ፣ በዘር ሃረግ፣ በእድሜ፣ አካል ጉዳተኛ ስለሆንኩ፣ ወይም  
በጾታዬ ምክንያት ሙድል ደርሶብኛል የሚል ኣመለካከት ካልዎት ያልዎትን ቅሬታ ወይም ሚከተለው ኣድራሻ ይላኩ Leslie McGrew-Kaufman, Quality and  
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kaufman@kchospice.org. ያልዎትን ቅሬታ በአካል ወይም በደብዳቤ፣ በፋክስ ወይም በኢ-ሜይል ማቅረብ ይችላሉ። ቅሬታዎን በጽሁፍ ማቅረብን  
በሚመለከት እርዳታ ቢያስፈልግዎት Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director እገዛ ማግኘት ይችላሉ።

አጠቃላይ ማረጋገጫ ለማግኘት ማስፈሰፍ  
ሙድል ደርሶብኛል የሚል ኣመለካከት ካልዎት ያልዎትን ቅሬታ ወይም ሚከተለው ኣድራሻ ይላኩ Leslie McGrew-Kaufman, Quality and  
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በሚመለከት እርዳታ ቢያስፈልግዎት Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director እገዛ ማግኘት ይችላሉ።

ሙድል ደርሶብኛል የሚል ኣመለካከት ካልዎት ያልዎትን ቅሬታ ወይም ሚከተለው ኣድራሻ ይላኩ Leslie McGrew-Kaufman, Quality and  
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kaufman@kchospice.org. ያልዎትን ቅሬታ በአካል ወይም በደብዳቤ፣ በፋክስ ወይም በኢ-ሜይል ማቅረብ ይችላሉ። ቅሬታዎን በጽሁፍ ማቅረብን  
በሚመለከት እርዳታ ቢያስፈልግዎት Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director እገዛ ማግኘት ይችላሉ።

ሙድል ደርሶብኛል የሚል ኣመለካከት ካልዎት ያልዎትን ቅሬታ ወይም ሚከተለው ኣድራሻ ይላኩ Leslie McGrew-Kaufman, Quality and  
Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, lmcgrew-  
kaufman@kchospice.org. ያልዎትን ቅሬታ በአካል ወይም በደብዳቤ፣ በፋክስ ወይም በኢ-ሜይል ማቅረብ ይችላሉ። ቅሬታዎን በጽሁፍ ማቅረብን  
በሚመለከት እርዳታ ቢያስፈልግዎት Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director እገዛ ማግኘት ይችላሉ።

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、こちらまで苦情を申し立てることができます : Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org)。  
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また、公民権に関する苦情は、U.S.Department of Health and Human Services (保健社会福祉省) のOffice for Civil Rights (公民権局) へ、Office for Civil Rights Complaint Portal <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>から電子申請するか、以下へ郵便または電話で申し立てることもできます :  
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) 1-800-368-1019, 800-537-7697 (TDD)  
苦情申立書は<http://www.hhs.gov/ocr/office/file/index.html>よりダウンロードいただけます。

Kansas City Hospice & Palliative Care ua raws cov kev cailij choj yuam siv ntawm Tsom Fwv Nrub Nrab Teb Chaw hais txog pej xeem cov cai (Federal civil rights laws) thiab tsis ciav-cais leejtwg vim nws hom neeg, nqaij tawv, lub tebchaws tuaj, hnub nyooq, kev tsis taus, los yog poj niam txiv. Kansas City Hospice & Palliative Care tsis cais cov neeg los yog coj ntawv rau lawv vim haiv neeg, xim tawv nqaij, tuaj teb chaws twg, hnub nyooq, kev tsis taus, los yog poj niam txiv.

Kansas City Hospice & Palliative Care:

- Pab nyiaj thiab muab kev pab rau cov neeg txuas lus tsis taus zoo nrog pab, xws li:
  - Cov neeg txhais lus piav uas tsim nyog
  - Tej ntaub ntawv ua lwm hom (tu ntawv loj, suab lus, tej hom siv tau hauv electronic, lwm lwm hom)
- Muab kev pab dawb txog lus hais rau cov neeg uas tsis hais lus Akiv, xws li:
  - Cov neeg txhais lus tsim nyog
  - Tej ntaub ntawv ua lwm hom lus

Yog koj xavtau cov kev pab no, thov hu rau Leslie McGrew-Kaufman

Yog koj ntseeg hais tias Kansas City Hospice & Palliative Care tsis muab tau cov kev pab no los yog tau coj lwm hom kev ciav-cais saib raws haiv neeg, xim tawv nqaij, teb chaw tuaj, hnub nyooq, xiam oob qhab, los poj niam lossis txiv neej, koj tuaj yeem xa ib daim ntawv tsis txaus siab nrog: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org). Koj xa daim ntawv tsis txaus siab kiag tus kheej, raws kev xa ntawv, fev los yog email tuaj tau. Yog koj xav tau kev pab sau daim ntawv tsis txaus siab, Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director pab tau koj.

Koj kuj muaj peev xwm ua tau ib daim ntawv tsis txaus siab rau cov cai pej xeem mus rau Mekas Department of Health and Human Services (Thawj Fab Pab Kev Noj Qab Haus Huv thiab Pab Tib Neeg), Office for Civil Rights (Chaw Ua Hauj Lwm txog Pej Xeem Cov Cai), tshuab hluav taws xob los ntawm Office for Civil Rights Complaint Portal, nyob rau hauv <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, los yog xa ntawv lossis hu xovtooj ntawm:

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) 1-800-868-1019, 800-537-7697 (TDD)

Cov qauv ntawv tsis txaus siab muaj rau ntawm <http://www.hhs.gov/ocr/office/file/index.html>.

Kansas City Hospice & Palliative Care ametimiza mahitaji ya sheria za serikali kuu na hana ubaguzi wa kikabila, rangi, asili, umri, ilemavu ama jinsia. Kansas City Hospice & Palliative Care habagui watu au kuwatumikia kwa njia tofauti kwa misingi ya kabila, rangi, asili, umri, ulemavu, ama jinsia.

Kansas City Hospice & Palliative Care:

- Anatoa huduma za bure kwa walemavu kuwawezesha kuwasiliana nasi vizuri, kama vile:
  - Wafasiri wa lugha
  - Taarifa zilizoandikwa katika mitindo mbalimbali (maandishi makubwa, sauti, mitindo ya kielektroniki, mitindo mingineyo)
- Anatoa huduma za bure za lugha kwa watu ambao lugha yao ya asili si Kiingereza, kama vile:
  - Wafasiri lugha waliohitimu
  - Taarifa zilizowasilishwa kwa lugha nyingine

Ikiwa unahitaji huduma za aina hii, wasiliana na Leslie McGrew-Kaufman

Ikiwa unaamini kwamba Kansas City Hospice & Palliative Care amekosa kutoa huduma hizi ama amebagua kwa njia nyingine katika misingi ya kabila, rangi, asili, umri, ulemavu, ama jinsia, unaweza kutuma malalamishi kwa: Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director, 1500 Meadow Lake Parkway, Suite 200, Kansas City, MO 64114, 816-363-2600, Fax 816-363-2600, [lmcgrew-kaufman@kchospice.org](mailto:lmcgrew-kaufman@kchospice.org). Unaweza kuweka malalamishi binafsi au kupitia barua, faksi, ama barua pepe. Iwapo unahitaji usaidizi kuweka malalamishi, Leslie McGrew-Kaufman, Quality and Regulatory Affairs Director anaweza kukusaidia.

Pia, unaweza kuweka malalamishi ya haki za kibinadamu katika U.S. Department of Health and Human Services (Idara ya Huduma za Afya na Jamii ya U.S.), Office for Civil Rights, (Ofisi ya Haki za Umma), kwa njia ya kielektroniki kupitia kwa Office for Civil Rights Complaint Portal, ipatikanayo katika <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ama kupitia barua ama simu katika:

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) 1-800-868-1019, 800-537-7697 (TDD)

Fomu za malalamishi zinapatikana katika: <http://www.hhs.gov/ocr/office/file/index.html>.