

# Non-Discrimination Policy

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St. Croix Valley Shared Services, Inc. (SCVSS), d/b/a Adoray Home Health and Hospice and Adoray's Treasures from the Heart stores complies with applicable Federal civil rights laws and Wisconsin civil rights laws and does not unlawfully discriminate on the basis of race, color, national origin, age, disability or sex. St. Croix Valley Shared Services, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

## St. Croix Valley Shared Services, Inc.

- Will provide free aids and services to people with disabilities to communicate effectively with us, such as:
  - o Qualified sign language interpreters
  - o 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:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact Kelsey Delander, CEO/Executive Director at 800-359-0174

If you believe that SCVSS 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:

**Kelsey Delander, CEO/Executive Director**

Adoray Home Health and Hospice

2231 Highway 12, Suite 201

Baldwin, WI 54002

**Telephone:** 800-359-0174

Fax 866-706-7172

Email: [k.delander@adorayhomecare.org](mailto:k.delander@adorayhomecare.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, please contact Kelsey Delander, CEO/Executive Director at 800-359-0174 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>

### **Español (Spanish)**

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-359-0174.

### **Hmong**

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj.

1-800-359-0174.

### **繁體中文 (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 (800) 368-1019 (TTY 文字電話：1-800-359-0174)。

### **Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie uns an unter 1-800-359-0174.

### **العربية (Arabic)**

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل على الرقم (هاتف الصم والبكم: 1 (800) 359-0174).

### **Русский (Russian)**

ВНИМАНИЕ! Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

Звоните по номеру 1 800-359-0174.

### **한국어(Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1 800-359-0174.

### **Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số  
1 800-359-0174.

### **Pennsylvania Dutch**

Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannst du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff:  
1 800-359-0174.

### **Laotian**

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ.  
ໂທ 1 800-359-0174.

### **Français (French)**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.  
Appelez le 1 800-359-0174.

### **Polski (Polish)**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.  
Dzwoń pod numer 1 800-359-0174.

### **Hindi**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।  
1 800-359-0174.

### **Shqip (Albanian)**

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë.  
1 800-359-0174.

### **Tagalog (Tagalog)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, may mga libreng serbisyo para sa tulong sa wika na maaari mong gamitin.  
Tumawag sa 1 800-359-0174.