

We do not discriminate. You can get help in your own language.

Life Enriching Communities (“LEC”) complies with applicable federal civil rights laws and does not discriminate or treat residents/patients/members differently because of race, color, religion, national origin, age, disability or sex. We provide **free aids and services to residents/patients/ members with disabilities** in order to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, electronic formats, etc.). We also provide **free language services** to residents/patients/members whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact the facility Administrator.

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, religion, national origin, age, disability, or sex, you can file a grievance with the facility’s Grievance Coordinator. You can file a grievance in person, in writing, or by email. If you need help filing a grievance, the Grievance Coordinator is able to help you:

<p>Twin Towers Kim Braunig, Social Worker Resident & Patient Grievance Coordinator 5343 Hamilton Avenue Cincinnati, OH 45224 513-853-2024 Kim.Braunig@LEC.org</p>	<p>Twin Lakes Denise Brown, Administrator Resident & Patient Grievance Coordinator 9840 Montgomery Rd Cincinnati, OH 45242 513-247-3557 Denise.Brown@LEC.org</p>
<p>Concord Reserve Cathy Collins, Social Worker Resident & Patient Grievance Coordinator 2116 Dover Center Rd. Westlake, OH 44145 440-871-0090 Cathy.Collins@LEC.org</p>	<p>Confident Living Jennifer Wessel, Executive Director Member Grievance Coordinator 6279 Tri-Ridge Blvd., Suite 350 Loveland, OH 45140 513-719-3503 Jennifer.Wessel@LEC.org</p>

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, DC 20201, 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ENGLISH

LEC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin, age, disability, or sex. ATTENTION: If you speak a language other than English, language assistance services are available to you free of charge. Call 513-526-5011.

SPANISH

ATENCIÓN: LEC cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 513-526-5011.

ARABIC

لتزم LEC بقوانين الحقوق المدنية الفدرالية المعمول بها ولا يميز على أساس العرق أو اللون أو الأصل الوطني أو السن أو الإعاقة أو الجنس. ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 513-526-5011 (رقم هاتف الصم والبكم):

CHINESE

LEC 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。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 513-526-5011

CUSHITE (OROMO)

LEC Seera hariiroo hawwaasummaa Federaalaan wal qabatan sanyiidhaan, bifaan, dhiigaan, umriidhaan, hiri'ina qaamaan, yookiin koorniyaadhaan hin loogu. XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 513-526-5011.

DUTCH

LEC voldoet aan de geldende wettelijke bepalingen over burgerrechten en discrimineert niet op basis van ras, huidskleur, afkomst, leeftijd, handicap of geslacht. AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 513-526-5011.

FRENCH

LEC 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. ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 513-526-5011.

GERMAN

LEC erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab. ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 513-526-5011.

ITALIAN

LEC è conforme a tutte le leggi federali vigenti in materia di diritti civili e non pone in essere discriminazioni sulla base di razza, colore, origine nazionale, età, disabilità o sesso. ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 513-526-5011.

JAPANESE

LECは適用される連邦公民権法を遵守し、人種、肌の色、出身国、年齢、障害または性別に基づく差別をいたしません。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。513-526-5011まで、お電話にてご連絡ください。

KOREAN

LEC 은(는) 관련 연방 공민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별을 이유로 차별하지 않습니다. 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 513-526-5011 번으로 전화해 주십시오.

PENNSYLVANIA DUTCH

LEC iss willich, die Gsetze (federal civil rights) vun die Owwerichkeet zu folliche un duht alle Leit behandle in der seem Weg. Es macht nix aus, vun welle Schtamm ebber beikummt, aus welle Land die Voreldre kumme sinn, was fer en Elt ebber hot, ebber en Mann iss odder en Fraa, verkrippelt iss odder net. Wann du Deitsch (Pennsylvania German / Dutch) schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 513-526-5011.

ROMANIAN

LEC se conformează legilor Federale privind drepturile civile și nu discriminează pe baza rasei, culorii, originii naționale, vârstei, dizabilităților sau sexului. ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 513-526-5011.

RUSSIAN

LEC соблюдает применимое федеральное законодательство в области гражданских прав и не допускает дискриминации по признакам расы, цвета кожи, национальной принадлежности, возраста, инвалидности или пола. ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 513-526-5011.

UKRAINIAN

LEC dotrimuється чинних федеральних законів про цивільні права і не допускає дискримінації за ознакою раси, кольору шкіри, національного походження, віку, інвалідності чи статі. УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 513-526-5011.

VIETNAMESE

LEC 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. CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 513-526-5011.