



<b>TITLE: Nondiscriminatory Policy</b>	<b>POLICY:</b> Page 1 of 4
State:	EFFECTIVE: October 21, 2016
CMS:	REVISED:
TJC:	
AAAHC:	

**Purpose:**

**Ensures education of and public awareness of Civil Rights.**

"This facility has agreed to comply with the provisions of the Federal Civil Rights Act of 1964 and the Florida Human Relations Act and all requirements imposed pursuant thereto to the end that no person shall, on the grounds of race, color, national origin, ancestry, age, sex, religious creed, or disability, be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination in the provision of any care or service."

CIVIL RIGHTS COMPLIANCE

The Surgery Center of Mount Dora complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Surgery Center of Reno does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

**PROCEDURES:**

LANGUAGE ASSISTANCE

The Surgery Center of Mount Dora provides services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information if other formats can be requested and made readily available, other formats may include (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 the Administrator



<b>TITLE: Nondiscriminatory Policy</b>	<b>POLICY:</b> Page 2 of 4
State:	EFFECTIVE: October 21, 2016
CMS:	REVISED:
TJC:	
AAAHC:	

If you believe that that we have 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:

Juan Uson, Administrator  
 Surgery Center of Mount Dora  
 3710 Lake Center Drive, Mount Dora, Fl. 32757  
 Phone: 352-383-1268  
 Email: [juson@surgerycentermountdora.com](mailto:juson@surgerycentermountdora.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Administrator 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, DC 20201  
 1-800-868-1019, 800-537-7697 (TDD).

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

---

The Surgery Center of Mount Dora complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.



<b>TITLE: Nondiscriminatory Policy</b>	<b>POLICY:</b> Page 3 of 4
State:	EFFECTIVE: October 21, 2016
CMS:	REVISED:
TJC:	
AAAHC:	

**Informing Individuals With Limited English Proficiency of Language Assistance Services**

**ATTENTION: If you speak a foreign language assistance services, free of charge, are available to you. Call 1-352-383-1268.**

Specific translations for Notice of Nondiscrimination, Nondiscrimination and Taglines are available at: <http://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/>

**[Informing Individuals With Limited English Proficiency of Language Assistance Services](#)**

[Specific translations for Notice of Nondiscrimination, Nondiscrimination and Taglines are available at: http://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/](#)

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-352-383-1268.

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-696-6775.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-352-383-1268.

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 1-352-383-1268

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-352-383-1268 번으로 전화해 주십시오.

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 1-352-383-1268.

(Amharic) አዳጋጋጣጥ፡ እንግሊዘኛ፣ ከከፍተኛ ገንዘብ ጋር አገልግሎት አገልግሎቶች፣ የጥናት ሩከሆን፣ ለእርስዎ የጥገና ፍቅር። 1-352-383-1268 ይደውሉ።

(Thai): ความสนใจ: ถ้าคุณพูดภาษาอังกฤษขอบริการให้ความช่วยเหลือภาษาฟรีให้ฉัน โทร 1-352-383-1268

日本語 (Japanese): 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。1-352-383-1268 まで、お電話にてご連絡ください。

العربية (Arabic): ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-352-383-1268-6900.

Русский (Russian): ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-352-383-1268.



<b>TITLE: Nondiscriminatory Policy</b>	<b>POLICY:</b> Page 4 of 4
State:	EFFECTIVE: October 21, 2016
CMS:	REVISED:
TJC:	
AAAHC:	

Français (French): ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-352-383-1268.

تماس 352-383-1268-توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1 (Farsi) فارسی بگیرید.

(Samoan): Atu: Afai e te tautala faaPeretania, auaunaga fesoasoani gagana, leai se totogi, e maua ia te oe. Valaau 1-352-383-1268.

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-352-383-1268.

Ilocano: PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1-352-383-1268.