



Notice of Nondiscrimination

Cancer Care Northwest (CCNW) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, creed, religion, national origin, language, age, disability, or sex (including gender identity or expression, sexual orientation, sex characteristics, pregnancy or other related conditions, including pregnancy termination) marital status, veteran or military status, citizenship or immigration status, or any other basis prohibited by federal or state law.

In compliance with Section 1557 and other federal civil rights laws, CCNW provides individuals the following in a timely manner and free of charge:

- **Language assistance services.** Cancer Care Northwest will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits.
 - Appropriate auxiliary aids to persons with impaired sensory, manual, or speaking skills, where necessary to afford such persons an equal opportunity to benefit from the service in question.
 - Provides free language assistance services to patients and their companions with limited English proficiency.
 - Qualified sign language interpreters.
 - Qualified spoken language interpreters. Cancer Care Northwest discourages patients from using unqualified individuals, such as family members or minors.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
 - Written information translated into other languages.
 - **Appropriate auxiliary aids and services.** Cancer Care Northwest will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
 - Qualified interpreters, including American Sign Language interpreters. Cancer Care Northwest discourages patients from using unqualified individuals, such as family members or minors.
 - Video remote interpreting
 - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
- Makes its facilities accessible to those with mobility impairments in accordance with the law; and
- Permits the use of service animals in accordance with the law.

- Reasonable modifications. Cancer Care Northwest will provide reasonable modifications for qualified individuals with disabilities when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.
- **Sign language interpretation, alternate formats, and language translation services:** If you need qualified sign language interpretation services or written information in another language or format, or any other reasonable accommodation, please let the staff member know at the time of scheduling, and they will assist you in arranging for these services.

If you believe that CCNW has failed to provide these services or discriminated in any way that is prohibited by federal or state law, you can file a complaint by:

- **Email** us at compliance@ccnw.net
- **Phone:** 509-228-1013 or by contacting the CCNW Confidential Reporting Line at 509-228-1016
- **Mail:** Cancer Care Northwest, 1557 Coordinator/Compliance Officer; 1204 N. Vercler Rd, Spokane Valley, WA 99216

You can 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 www.hhs.gov, 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 the Health & Human Services website at <https://ocras.ed.gov/office-for-civil-rights-discrimination-complaint-form>

U.S. Department of Justice Civil Rights Division

through the Complaint Portal, or by mail or phone at:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Washington, D.C. 20530
1-800-514-0301 (voice) or 1-833-610-1264 (TTY)
<https://www.ada.gov/>

Notice of Accessibility

Getting Help in Other Languages:

Español (Spanish)

Cancer Care Northwest cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-866-9809.

Tiếng Việt (Vietnamese)

Cancer Care Northwest 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 1-800-866-9809.

Русский (Russian)

Cancer Care Northwest 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 1-800-866-9809.

Українська (Ukrainian)

Cancer Care Northwest дотримується 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 1-800-866-9809.

Tagalog (Tagalog – Filipino)

Sumusunod ang Cancer Care Northwest sa mga naaangkop na Pederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian. PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-866-9809.

Oroomiffa (Oromo – Cushite/Somali)

Cancer Care Northwest Seera hariiroo hawwaasummaa Fedeeraalaan wal qabatan sanyiidhaan, bifaan, dhiigaan, umriidhaan, hiri'ina qaamaan, yookiin koorniyaadhaan hin loogu.

ਪੰਜਾਬੀ (Punjabi)

☐ ☐ ☐ (Korean)

(Arabic) العربية

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 1-800-866-9809

ខ្មែរ (Cambodian)

繁體中文 (Chinese)

Kajin Majō! (Marshallese)

Gagana fa'a Sāmoa (Samoan)

MAITAU MAI: Afai e te tautala (Samoa), e avanoa le auaunaga fai fua i lea gagana mo oe. Fesoasoani i ausilali ma auaunaga talafeagai e tu'uina atu fa'amatalaga i fola avanoa ma maua gofie e leai se totogi. Vala'au le 1-800-866-9809 pe talanoa i lau tagata fa'atonu

Hindi

ह िं दी ध ् यान दें: यहद आप ह िं दी बोलते ैं, तो आपके हलए हनि:शुल्क भाषा स ायता सेवाएि उपलब्ध ेती ैं। सुलभ प्रारूपोिं में जानकारी प्रदान करने के हलए उपयुक्त स ायक साधन और सेवाएँ भी हनि:शुल्क उपलब्ध ैं। 1-800-866-9809

日本語 (Japanese)

Cancer Care Northwest 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。1-800-866-9809。

አማርኛ (Amharic)

Cancer Care Northwest የፌዴራል ሲቪል መብቶችን መብት የሚያከብር ሲሆን ሰዎችን በዘር፣ በቆዳ ቀለም፣ በዘር ሃረግ፣ በእድሜ፣ በአካል ጉዳት ወይም በጾታ ማንኛውንም ሰው አያገልጽ። ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-866-9809.

Deutsch (German)

Cancer Care Northwest 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: 1-800-866-9809.

ພາສາລາວ (Lao)

Cancer Care Northwest ປະຕິບັດຕາມກົດໝາຍວ່າດ້ວຍສິດທິພົນລະເມືອງຂອງຣັຖບານກາງທີ່ບັງຄັບໃຊ້ແລະບໍ່ຈຳແນກ ໂດຍອີງໃສ່ພື້ນຖານດ້ານເຊື້ອຊາດ, ສີ່ຜິວ, ຊາດກຳເນີດ, ອາຍຸ, ຄວາມພິການ, ຫຼື ເພດ. ໂປດ ຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-866-9809.

International Symbol for ASL (American Sign Language):



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