

# Franklin Foundation Hospital

## Limited English Proficiency Services

Franklin Foundation Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Franklin Foundation Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Franklin Foundation Hospital:

1. Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - a. Qualified sign language interpreters
  - b. Written information in other formats (large print, audio, accessible electronic formats)
2. Provides free language services to people whose primary language is not English, such as:
  - a. Qualified interpreters
  - b. Information written in other languages

If you need these services, contact our Case Managers at 337-355-1249.

If you believe that Franklin Foundation Hospital 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 Sharon Procell, Executive Administrative Assistant, 1097 Northwest Boulevard, Franklin, LA, 70538, telephone number 337-355-1283, fax 337-828-5024, or email [sprocell@franklinfoundation.org](mailto:sprocell@franklinfoundation.org). You can file a grievance in person or by mail. Sharon is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/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, 800-537-7697 (TDD)

Complaint forms are available at <https://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 1-337-828-0760, Option “0”

**(French)** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-337-828-0760, Option “0”

**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 1-337-828-0760, Option “0”

**(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1-337-828-0760, Option “0”

**(Arabic)** ات دمخ إن ف، ة غل ال ر انك دت تج ت ذت ك ا إذ : ل حوظة م #218096 4344-774-800-1 رقم (Arabic) 1-337-828-0760، Option “0” ه صم ال مك ب وال- م رق (-) م رق ب صلات . ان مج ال بك ل ر ت واف تة غوى ل ال ة داع مس ال

**(Tagalog – Filipino)** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-337-828-0760, Option “0”

**(Korean)** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (1-337-828-0760, Option “0”)번으로 전화해 주십시오

**(Portuguese)** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-337-828-0760, Option “0”

**(Laotian)** ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄ່າມື້ພ້ອມໃຫ້ທ່ານ. ໂທ 1-337-828-0760, Option “0”

**(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。1-337-828-0760, Option “0”まで、お電話にてご連絡ください。

**(Urdu)** 1-337-828-0760 ک ال۔ ب میں دست یاب میں مفت خدمات کی مدد کی زبان کو آپ تو وہ ہیں، بولنے اردو آپ اگر: بخ بردار 828-0760, Option “0”

**(German)** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-337-828-0760, Option “0”

**(Persian - Farsi)**

ب صورت زبانی ت سہ یلات ک زید، می گ ف ت گوف ار سی زب ان ب ہ اگر: ت وجہ  
شما ب رای رای گان  
1-337-828-0760، Option “0” ب ا ب ا شد می ف راہم

**(Russian)** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-337-828-0760, Option “0” телетайп:

**(Thai)** เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-337-828-0760, Option “0”