

# GUNDERSEN TWEETEN CARE CENTER

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

Gundersen Tweeten Care Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in 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 Interpreter Service

If you believe that Gundersen Tweeten Care Center 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 Auna, Social Worker, 125 Fifth Ave SE, Spring Grove, MN 55974, phone: 507-498-3211 ext. 73434, fax: 507-498-3228, Email: [skauna1@gundersenhealth.org](mailto:skauna1@gundersenhealth.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Ann Wales 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, D.C. 20201

1-800-368-1019, 800-537-7697

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>.