



NON-DISCRIMINATION NOTICE

Passages Family Support ("Passages") complies with applicable Federal and WA State civil rights laws that relate to health care services. Passages offers behavioral health services to all clients without regard to, and does not discriminate on the basis of race, color, creed, national origin, age, disability, sexual orientation, gender, gender expression or identity, marital status, religion, honorably discharged veteran or military status, citizenship or immigration status, families with children, or the use of a trained dog guide or service animal by a person with a disability. Passages does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation.

To help you talk with us Passages provides free aids and services to people with disabilities such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, and other formats). Free language services are available to people whose primary language is not English, such as qualified interpreters and written material translated in your language as well as material that is simply written in plain language. If you need these services, contact Passages at 509-892-9241 (TTY: 711). Email information@passagesfs.org

If you believe that Passages Family Support failed to provide these services, or discriminated in another way, you can file a grievance by contacting the Passages Compliance Officer at 509-892-9241 or you can contact the Behavioral Health Advocate at the Office of Behavioral Health Advocacy. Phone: 509-655-2839 or by email at spokaneregion@obhaadvocacy.org.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at the U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building Washington, D.C. 20201, 800-368-1019 or 800-537-7697 (TDD). Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

You can also contact the WA State Office of the Insurance Commissioner through the Complaint Portal at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status> or by phone at 800-562-6900. Complaint forms are available at <https://fortress.wa.gov/oic/online-services/cc/pub/complaintinformation.aspx>



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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 509-892-9241 (TTY : 711)

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 509-892-9241 (TTY : 711)

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 509-892-9241 (TTY : 711)

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-509-892-9241 (TTY: 711) 번으로 전화해 주십시오.

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-509-892-9241 (TTY: 711)

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-509-892-9241 (телетайп: 711).

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 9241-892-509-1 (رقم هاتف الصم والبكم: 711).

አማርኛ (Amharic)

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-509-892-9241 (መስማት ለተሳናቸው: 711)።

Kajin Majōl (Marshallese)

LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbal in jipañ ilo kajin ñe am ejjelōk wōñāñ. Kaalōk 1-509-892-9241 (TTY: 711).

Українська (Ukrainian)

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-509-892-9241 (телетайп: 711).

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់ប្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-509-892-9241 (TTY: 711)។

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-509-892-9241 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຮ່ວມໃຫ້ທ່ານ. ໂທ 1-509-892-9241 (TTY: 711).

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-509-892-9241 (TTY: 711).

Somali Adeego caawimaad luuqada ah, ay ku jirto turjubaano afka ah iyo turjumid lagu sameeyo waraaqaha la daabaco, ayaa lagu helayaa lacag la'aan. Wac 1-509-892-9241 (TTY: 711).

Tigrinya ተርጉም ትጉን ናይ ዝተፀሓፉ ማተራያ ላት ትርጉምን ሓዊሱ ናይ ቋንቋ ሓገዝ ግልጋሎት፣ ብዘይ ምንም ክፍሊት ይርከቡ። ብ 1-509-892-9241 (TTY: 711) ደውል