



A Family of Senior Living Options by Volunteers of America

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

The Preserve does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Preserve:

• 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 (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 Preserve, 14750 Hope Center Loop, Fort Myers, Florida 33912, by phone 239-264-4400, or by email to preservemarketing@voa.org. If you believe that The Preserve 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 The Preserve, Executive Director, 14750 Hope Center Loop, Fort Myers, Florida 33912, by phone 239-264-4400, or by email to preservemarketing@voa.org. You can file a grievance in person, by mail or email. If you need help filing a grievance, our Health Care 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, 1-800-3681019, 800-537-7697 (TDD).

Complaint forms are available at

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

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-2392644400 (TTY: 1-239-264-4400).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-239-264-4400 (TTY: 1-239-2644400).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-2392644400 (ATS : 1-239-264-4400).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-239-264-4400 (TTY: 1-239-264-4400).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-239-264-4400 (TTY: 1-239-264-4400).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-239-264-4400 (TTY: 1-239-264-4400).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-239-264-4400 (TTY: 1-239264-4400).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-239-264-4400 (TTY: 1-239-264-4400).

كل رفاوتت تيوغلا ؤدعاسملا تامدخ ناف، ؤغلا ركذا ؤدحتت تنك اذا :ظوحم مقرب لصتا 1-239-264-4400 (TTY: 1-239-264-4400) مكبلو مصلا فتاه مقر: 1-239-264-4400-3331-277-932-1. **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 1-239-264-4400 (TTY : 1-239-264-4400)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-2392644400 (телетайп: 1-239-264-4400).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-239-2644400 (TTY: 1-239-264-4400).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-239-264-4400 (TTY: 1-239-264-4400).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-239-264-4400 (TTY: 1-239-264-4400) पर कॉल करें।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-239-264-4400 (TTY: 1-239-264-4400) 번으로 전화해 주십시오.