



### **NOTICE OF NON DISCRIMINATION**

North Country Orthopaedic Group complies with applicable Federal civil rights and does not discriminate on the basis of race, color, national origin, age, disability, or sex. North Country Orthopaedic Group does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

North Country Orthopaedic Group 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)

North Country Orthopaedic Group 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 North Country Orthopaedic Group's Director of Operations.

If you believe that North Country Orthopaedic Group 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:

North Country Orthopaedic Group's Compliance Office or Practice Administrator  
1571 Washington Street, Suite 201, Watertown, New York 13601,  
Phone: 315-782-1650  
Fax: 315-788-8547  
Email: [cah@ncortho.com](mailto:cah@ncortho.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, North Country Orthopaedic Group's Compliance Officer 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, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>



NORTH COUNTRY  
ORTHOPAEDIC GROUP

ATTENTION: If you speak **ENGLISH**, language assistance services, including American Sign Language Interpreters, are available to you **FREE OF CHARGE**. Call 1-315-782-1650

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| <p><b><u>SPANISH</u></b><br/> <b>ATENCIÓN:</b> Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 315-782-1650.</p>                   | <p><b><u>CHINESE</u></b><br/>         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 315-782-1650</p>                                                                                   | <p><b><u>RUSSIAN</u></b><br/> <b>ВНИМАНИЕ:</b> Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 315-782-1650.</p>                                      |
| <p><b><u>FRENCH CREOLE</u></b><br/> <b>ATANSYON:</b> Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 315-782-1650.</p>                              | <p><b><u>KOREAN</u></b><br/>         주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 315-782-1650 번으로 전화해 주십시오.</p>                                                      | <p><b><u>ITALIAN</u></b><br/> <b>ATTENZIONE:</b> In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 315-782-1650.</p> |
| <p><b><u>YIDDISH</u></b><br/>         אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 315-782-1650</p>                            | <p><b><u>BENGALI</u></b><br/>         লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৩১৫-৭৮২-১৬৫০।</p>        | <p><b><u>POLISH</u></b><br/> <b>UWAGA:</b> Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 315-782-1650.</p>                                     |
| <p><b><u>ARABIC</u></b><br/>         ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 315-782-1650</p>                                     | <p><b><u>FRENCH</u></b><br/> <b>ATTENTION :</b> Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 315-782-1650.</p> | <p><b><u>GREEK</u></b><br/> <b>ΠΡΟΣΟΧΗ:</b> Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 315-782-1650.</p>           |
| <p><b><u>TAGALOG</u></b><br/> <b>PAUNAWA:</b> Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 315-782-1650.</p> | <p><b><u>URDU</u></b><br/>         خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال</p>                                             | <p><b><u>ALBANIAN</u></b><br/> <b>KUJDES:</b> Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-315-782-1650.</p>                     |