

Notice of Language Services & Non-Discrimination

Lakeside Dental
1286 Copper Creek Drive
Pleasant Hill, Iowa 50327

We will take reasonable steps to provide free-of-charge language assistance services to people who speak languages we are likely to hear in our practice and who don't speak English well enough to talk to us about the dental care we are providing.

Spanish: Tomaremos acciones razonables para proporcionar servicios de asistencia lingüística gratuitos a aquellas personas cuyo lenguaje escuchamos frecuentemente en nuestro consultorio y que no hablen un inglés lo suficientemente bueno como para hablar con nosotros sobre el servicio odontológico que suministramos.

Chinese: 我们将有序地做到提供免费的语言服务使我们能听懂英语不好的人向我们咨询有关牙齿护理

Lakeside Dental complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.

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

Lakeside Dental

- 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)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages

Services can be requested by phone (515) 263-1414 or email pleasanthill@cordentalgroup.com

If you believe that Lakeside Dental has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex you can file a grievance with:

Laura Myers, Compliance Director
CORDENTAL Group
9825 Kenwood Road
Cincinnati, Ohio 45242
(513) 609-4076 or Compliance@cordentalgroup.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights in the following ways:

- Electronically through the Office for Civil Rights Complaint Portal <https://.hhs.gov/ocr/portal/lobby/jsf>:
- Mail U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
- Phone: Toll Free: (800) 868-1019
(800) 537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index/html

Notice of Language Services

We will take reasonable steps to provide free-of-charge language assistance services to people who speak languages we are likely to hear in our practice and who don't speak English well enough to talk to us about the dental care we are providing.

Spanish:

Tomaremos acciones razonables para proporcionar servicios de asistencia lingüística gratuitos a aquellas personas cuyo lenguaje escuchamos frecuentemente en nuestro consultorio y que no hablen un inglés lo suficientemente bueno como para hablar con nosotros sobre el servicio odontológico que suministramos.

Chinese:

我们将有序地做到提供免费的言语服务使我们能听懂英语不好的人向我们咨询有关牙齿护理

Vietnamese:

Chúng tôi sẽ thực hiện các bước cần thiết để cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho những người giao tiếp bằng những ngôn ngữ mà chúng tôi có thể nghe thấy tại phòng khám của mình và cho những người không có đủ trình độ tiếng Anh để thảo luận về dịch vụ chăm sóc nha khoa mà chúng tôi đang cung cấp.

Serbo-Croatian:

Preduzeћemo razumne korake da обезбедимо бесплатну преводилачку помоћ за особе које говоре језике са којима се током рада чешће сусрећемо, а који не говоре енглески довољно добро да би могли да разговарају са нама о стоматолошкој услузи коју пружамо.

German:

Wir werden angemessene Schritte unternehmen, um denen eine gebührenfreie Sprachunterstützung zu bieten, die Sprachen sprechen, die wir möglicherweise in unserer Praxis hören, die aber kein Englisch sprechen, das gut genug ist, um mit uns über die Zahnpflege zu sprechen, die wir anbieten.

Arabic:

نم برحاً تاغل نوئدحتي نيذلا صاخشلال ففلكت نودب قيوغلا قدعاسملا تامدخ ريفوت لجا نم فلو قعم تاوطخ ذاختاب موقن فوس نانسلا قبا عرب قلعني اميف انبالا ئدحتلا نم مهنكمي ديج لكشب فيزيجنالا ئدحت نونقتي لا نيذلاو انتسرامم للاخ اهبالا عمستن نا حجر ملا اهمدين يتلا.

Laotian:

ພວກເຮົາຈະດຳເນີນຂັ້ນຕອນທີ່ສົມເຫດສົມຜົນເພື່ອສະໜອງການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາທີ່ບໍ່ເສຍຄ່າກັບຜູ້ທີ່ເວົ້າພາສາທີ່ພວກເຮົາມັກຈະພົບໃນການປະຕິບັດຂອງພວກເຮົາແລະຜູ້ທີ່ບໍ່ເວົ້າພາສາອັງກິດໄດ້ດີພໍທີ່ຈະເວົ້າກັບພວກເຮົາກ່ຽວກັບການຮັກສາແຂ້ວທີ່ພວກເຮົາກຳລັງໃຫ້.

Korean:

저희는 적절한 조치를 통하여 언어 지원 서비스를 무료로 제공할 것입니다. 다만, 실제로 저희에게 관심이 있는 언어를 쓰지만 저희 치아 관리 서비스에 대해 의견을 줄 수 있을 만큼 영어로 의사소통이 원활하지 않는 경우로 한정합니다

Hindi:

हम उन व्यक्तियों को, जो कक ऐसी भाषाएं बोलते हैं जो हम अपने अभ्यास में संभावि रूप में सनना चाहते हैं और जो हमारे दिारा प्रदान की जाने वाली डटल दे खभाल के बारे में हमारे साथ उचचि ढंग से अएजे नही बोलते, मुफ्ि सेिाएं प्रदान करने के ललये उचचि कदम उठायगे।

French:

Nous prendrons les mesures raisonnables pour fournir des services d'assistance linguistique gratuits pour les individus qui parlent des langues que nous sommes susceptibles d'entendre durant nos séances et qui ne parlent pas suffisamment bien l'anglais pour discuter avec nous concernant les soins dentaires que nous fournissons.

Pennsylvanian Dutch:

Mir zelle unser Beschetes browiere fer Hilf griegie fer ennich ebber as Druwwel hett fer verschtehe was mer an schwetze is in Englisch weech Zaahdokteres do. Die Hilf, as mer aabiede kennt, deet nix koschte.

Tagalog:

ang mga makatwirang hakbang para maibigay namin ng walang bayad ang mga tulong na serbisyo sa wika para sa mga taong nagsasalita ng mga wikang karaniwan naming naririnig sa aming pagsasagawa at sa mga hindi bihasa sa pagsasalita ng Ingles na sasangguni sa amin tungkol sa pangangalaga ng ngipin na ibinibigay namin.

Karen:

ကျွန်ုပ်တို့သည်ကျွန်ုပ်တို့၏အလေ့အကျင့်ခွဲနားထောင့်ဖို့များပါတယ်ဘာသာစကားများပြောဆိုသောငါတို့သည်ပေးနေသောပါးစပ်တွင်းပြုစုစောင့်ရှောက်မှုအကြောင်းကျွန်ုပ်တို့ကိုပြောပြရန်ကောင်းစွာအလုံအလောက်အင်္ဂလိပ်စကားမပြောတတ်ကြဘူးသူတွေကိုအခမဲ့-of တာဝန်ခံဘာသာစကားအကူအညီများနဲ့ဆောင်ရွက်မှုများကိုကျိုးကြောင်းဆီလျော်ခြေလှမ်းများယူပါလိမ့်မယ်။

Russian:

Мы принимаем необходимые меры, чтобы предоставить бесплатные услуги переводчика для общения на языках, с которыми мы сталкиваемся в нашей практике с клиентами, которые не владеют английским языком достаточно, чтобы обсудить с нами стоматологическое обслуживание, которое мы предоставляем.