



## Equal Opportunity and Access Policy

(Affordable Care Act Section 1557)

Wingspan Life Resources complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, or disability.

Wingspan Life Resources:

- Provides appropriate accommodation including assistive devices and services and interpreters to people with disabilities to communicate effectively with us, including:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, etc.)
- Provides free language services to people whose primary language is not English, including:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact your assigned House Coordinator, Program Director or call the main office line. You can reach your House Coordinator or Program Director in person, by phone, or email. We will provide these services in a timely manner and at no cost.

If you believe that Wingspan Life Resources has failed to provide these services or discriminated in another way, you can file a grievance with:

Deena Peterson; Executive Director

Phone: 651-242-5820

Email: [dpeterson@wingspanlife.org](mailto:dpeterson@wingspanlife.org)

Address: 30 Plato Blvd East, St. Paul, MN 55107

You can file a grievance in person, by mail, or by email. Assistance is available upon request.

You can also file a civil rights complaint with MN Dept of Human Rights Online:

<https://mn.gov/mdhr/intake/consultationinquiryform/> or by phone: 651-539-1100 or 1-833-454-0148. Translation/interpretation services are available.

**OR**

With the Office for Civil Rights: Online: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by phone: (800) 368-1019

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**English:** ATTENTION: If you speak a language other than English, language assistance services are available free of charge. Call your assigned House Coordinator or 651-646-3846 to access free language services.

**Spanish:** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a su Coordinador de Casa asignado o al 651-646-3846 para acceder a estos servicios.

**Somali:** FIIRO GAAR AH: Haddii aad ku hadasho af Soomaali, adeegyo caawimaad luqadeed oo bilaash ah ayaa diyaar kuu ah. Wac Iskuduwaha Guriga ee lagu qoondeeyay ama 651-646-3846 si aad u hesho adeegyadaas.

**Hmong:** CEEB TOOM: Yog koj hais lus Hmoob, peb muaj kev pab txhais lus pub dawb rau koj. Hu rau koj tus House Coordinator uas tau muab rau koj lossis 651-646-3846 kom tau txais kev pab no.

**Vietnamese:** CHÚ Ý: Nếu bạn nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi Điều phối viên nhà được chỉ định của bạn hoặc 651-646-3846 để sử dụng dịch vụ.

**Chinese (Simplified):** 注意：如果您使用中文，您可以免费获得语言援助服务。请联系您指定的家庭协调员或拨打 651-646-3846 以获取这些服务。

**Russian:** ВНИМАНИЕ: Если вы говорите по-русски, вам доступны бесплатные услуги перевода. Свяжитесь с назначенным вам координатором дома или позвоните по номеру 651-646-3846.

**Arabic:** تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجانًا. يرجى الاتصال بمنسق المنزل المخصص لك أو على الرقم 3846-646-651 للحصول على هذه الخدمات.

**Amharic:** ማስታወሻ: አማርኛ የሚናገሩ ከሆነ ነፃ የቋንቋ እርዳታ አገልግሎቶች አሉ። እባክዎ የተመደበልዎትን የቤት ኮከርዲኔተር ወይም 651-646-3846 ይደውሉ።

**Oromo:** HUBACHIISA: Afaan Oromoo yoo dubbattan, tajaajilli hiikkaa afaanii bilisaan ni argama. Ko'ooridatora mana keessan kan isinitti ramadame qunnamaa yookaan 651-646-3846 bilbilaa.

**Karen:** သတိပြုရန်: သင်က ကရင်ဘာသာစကား ပြောပါက အခမဲ့ ဘာသာပြန် ဝန်ဆောင်မှုများ ရရှိနိုင်ပါသည်။ သင့်အား တာဝန်ပေးထားသော အိမ်ညှိနှိုင်းရေးမှူးထံ ဆက်သွယ်ပါ သို့မဟုတ် 651-646-3846 ကို ဖုန်းခေါ်ပါ။

**Lao:** ແຈ້ງເຕືອນ: ຖ້າທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາຟຣີ.  
ຕິດຕໍ່ຜູ້ປະສານງານບ້ານທີ່ຖືກກຳນົດໃຫ້ທ່ານ ຫຼື 651-646-3846.

**French:** ATTENTION : Si vous parlez français, des services d'aide linguistique gratuits sont à votre disposition. Contactez votre coordinateur de maison assigné ou appelez le 651-646-3846.

**Serbo-Croatian (Bosnian/Croatian/Serbian):** PAŽNJA: Ako govorite bosanski, hrvatski ili srpski, dostupne su vam besplatne usluge jezičke pomoći. Obratite se svom dodijeljenom kućnom koordinatoru ili nazovite 651-646-3846.

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 지정된 하우스 코디네이터에게 연락하거나 651-646-3846으로 전화해 주십시오.

## **DO NOT POST: Internal information**

**This must be included on all small publications or communications, postcards, tri-folds:**

Nondiscrimination Statement--

Wingspan Life Resources does not discriminate on the basis of race, color, national origin, sex, age, or disability. Language assistance services are available free of charge. Call your House Coordinator or 651-646-3846

### **Spanish**

Servicios de asistencia lingüística están disponibles sin costo. Llame a su Coordinador de Casa o al 651-646-3846.

### **Hmong**

Muaj kev pab txhais lus pub dawb. Hu rau koj tus House Coordinator lossis 651-646-3846.

### **Somali**

Adeegyada turjumaadda waa bilaash. La xiriir House Coordinator-kaaga ama wac 651-646-3846.

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When a person requests language services the request will be escalated to the DRS to schedule and pay.

### **Resources for interpreter services:**

Spoken Languages: Language line <https://www.languageline.com/>

ASL: [www.ASLIS.com](http://www.ASLIS.com)