

## **I CARE PSYCH**

### **NON-DISCRIMINATION & ACCESSIBILITY STATEMENT**

I Care Psych, LLC and Comprehensive Addiction and Recovery Epicenter, LLC d/b/a I Care Psych (the “Practice”), will comply with applicable Federal civil rights laws and does not discriminate against people on the basis of age, race, national origin, color, disability, or sex. This Practice does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex. The Practice:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, (such as qualified sign language interpreters and 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 (which may include qualified interpreters and information written other languages). If you need these services, you may contact the office manager at this office.

### **GRIEVANCES**

The Practice prohibits retaliation against any person because they opposed or complained about discrimination in good faith, assisted in good faith in the investigation of a discrimination complaint, or participated in a discrimination charge or other proceeding. If you believe that you were discriminated against or the Practice failed to provide communication or interpretation services, you can file a grievance with our Compliance Officer in person or by mail, e-mail or phone. If you need help filing a grievance, our Compliance Officer is available to assist you. You can reach our Compliance Officer at:

3632 Land O Lakes Blvd., Ste. 101  
Land O Lakes, Florida 34638  
Tel.: (813) 606-5668  
[katp@icarepsych.com](mailto:katp@icarepsych.com)

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, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at: <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

This Notice is also available at:

<https://icarepsych.com/forms/non-discrimination-accessibility.pdf>

## Provision Language Assistance Services

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al **1-800-752-6096** o hable con su proveedor.

French Creole (Haitian Creole): ATANSYON: Si w pale kreyòl ayisyen, sèvis asistans pou lang gratis disponib pou ou. Èd oksilyè ki apwopriye ak sèvis pou bay enfòmasyon ki nan fòm aksesib yo disponib tou gratis. Rele **1-800-752-6096** oswa pale ak founisè ou.

Vietnamese: Nếu bạn nói tiếng Vitname, các dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho bạn. Các hỗ trợ và dịch vụ phụ trợ thích hợp để cung cấp thông tin ở các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Gọi **1-800-752-6096** hoặc nói chuyện với nhà cung cấp của bạn.

Portuguese: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Estão também disponíveis gratuitamente ajudas e serviços auxiliares adequados para fornecer informações em formatos acessíveis. Ligue para **1-800-752-6096** ou fale com seu provedor.

Chinese: 注意：如果您会说中文，可以使用免费的语言协助服务。此外，还免费提供适当的辅助设备和服务，以无障碍格式提供信息。致电 **1-800-752-6096** 或与您的提供商交谈。

French: ATTENTION : Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et des services auxiliaires appropriés pour fournir de l'information dans des formats accessibles sont également disponibles gratuitement. Appelez le **1-800-752-6096** ou parlez à votre fournisseur.

Tagalog: PANSIN: Kung nagsasalita ka ng Tagalog, may libreng serbisyo sa tulong sa wika para sa iyo. Ang mga naaangkop na pantulong na pantulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format ay magagamit din nang libre. Tumawag **1-800-752-6096** o kausapin ang iyong provider.

Russian: ВНИМАНИЕ: Если вы владеете русским языком, вам доступны бесплатные услуги языковой помощи. Также на безвозмездной основе предоставляются соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах. Позвоните по телефону **1-800-752-6096** или обратитесь к своему провайдеру.

Arabic: المساعدة والخدمات المساعدة الوسائل مجاناً تتوفر كما لك متاحة المجانية اللغوية المساعدة خدمات فإن ، العربية اللغة تتحدث كنت إذا :تنبيه  
مزودك إلى تحدث أو **1-800-752-6096** اتصل .ميسرة بأشكال المعلومات لتوفير المناسبة

Italian: ATTENZIONE: Se parli italiano, sono disponibili servizi gratuiti di assistenza linguistica. Sono inoltre disponibili gratuitamente ausili ausiliari e servizi adeguati per fornire informazioni in formati accessibili. Chiama **1-800-752-6096** o parla con il tuo fornitore.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachhilfen zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie **1-800-752-6096** an oder sprechen Sie mit Ihrem Anbieter.

Korean: 주의: 한국어를 구사하는 경우 무료 언어 지원 서비스를 이용할 수 있습니다. 접근 가능한 형식으로 정보를 제공하기 위한 적절한 보조 장치 및 서비스도 무료로 제공됩니다. **1-800-752-6096** 전화하거나 제공업체에 문의하십시오.

Polish: UWAGA: Jeśli mówisz po polsku, możesz skorzystać z bezpłatnych usług pomocy językowej. Bezpłatne są również odpowiednie pomoce i usługi pomocnicze służące do dostarczania informacji w przystępnych formatach. Zadzwoń pod **1-800-752-6096** lub porozmawiaj ze swoim dostawcą.

Gujarati: ધ્યાન આપો : જો તમે ગુજરાતી બોલતા હો, તો તમારા માટે નિ:શુલ્ક ભાષા સહાયતા સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પૂરી પાડવા માટે યોગ્ય સહાયક સહાયક સહાયકો અને સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. **1-800-752-6096** કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

Thai: ข้อควรระวัง: หากคุณพูดภาษาไทย มีบริการช่วยเหลือด้านภาษาฟรีสำหรับคุณ นอกจากนี้ยังมีบริการเสริมและบริการที่เหมาะสมเพื่อให้ข้อมูลในรูปแบบที่เข้าถึงได้โดยไม่เสียค่าใช้จ่าย โทรหา **1-800-752-6096** หรือพูดคุยกับผู้ให้บริการของคุณ.