



## Notice of Nondiscrimination

Duly Health and Care (“Duly”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)), including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). **Duly does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.**

### Duly Health and Care

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (e.g., large print, audio, accessible electronic formats)
- Provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, language assistance services, or assistance filing a grievance, contact Patient Experience at (630) 456-7484 or [patientexperience@duly.com](mailto:patientexperience@duly.com).

If you believe that Duly 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 by mail, phone, or email:

#### **IN WRITING:**

Duly Health and Care  
Attn: Compliance Officer  
1100 West 31st Street  
Downers Grove, IL 60515

#### **BY PHONE:**

(630) 545-7600

#### **BY EMAIL:**

[compliance@duly.com](mailto:compliance@duly.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:

#### **IN WRITING:**

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

#### **BY PHONE:**

(800) 368-1019  
(800) 537-7697 (TDD)

#### **BY EMAIL:**

[OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

This notice is available at Duly Health and Care’s website: [Duly Health and Care Compliance Hotline | Duly Health and Care](#)



## Language Translations

If you speak [insert language], free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. This organization complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. If you feel you need to reach the U.S. Department of Health and Human Services Office for Civil Rights, their phone number is 1-800-368-1019, 1-800-537-7697 (TDD).

### SPANISH

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. Esta organización cumple con las leyes federales vigentes de derechos civiles y no discrimina con base en la raza, el color de piel, el país de origen, la edad, discapacidad o el sexo. Si considera que debe comunicarse con la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los EE. UU., el número de teléfono es 1-800-368-1019, 1-800-537-7697 (TDD).

### POLISH

Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Organizacja ta zapewnia zgodność z obowiązującymi federalnymi prawami obywatelskimi i nie dopuszcza się dyskryminacji ze względu na rasę, kolor skóry, pochodzenie narodowe, wiek, niepełnosprawność lub płeć. W przypadku konieczności skontaktowania się z biurem ds. praw obywatelskich amerykańskiego wydziału zdrowia i opieki społecznej należy skorzystać z numeru telefonu, 1-800-368-1019, 1-800-537-7697 (TDD).

### CHINESE

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。該機構遵守相關的聯邦民權法，禁止基於種族、膚色、民族、年齡、殘障狀況或性別的任何歧視。若您認為您需要聯絡美國健康與民眾服務部民權辦公室 (Department of Health and Human Services, Office for Civil Rights)，您可以致電 1-800-368-1019 或 1-800-537-7697 (TDD)。

### KOREAN

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 본 기관은 해당 연방 민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애 또는 성별에 근거하여 차별하지 않습니다. 미국 보건복지부(U.S. Department of Health and Human Services) 민권 사무소(Office for Civil Rights)에 연락하길 원하실 경우, 1-800-368-1019번(TDD: 1-800-537-7697)으로 연락하시기 바랍니다.

### TAGALOG

Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Ang organisasyon na ito ay sumusunod sa mga naaangkop na Pederal na batas sa karapatang sibil at hindi nandiskrimina batay sa lahi, kulay, bansang pinagmulan, edad, kapansanan o kasarian. Kung sa iyong palagay ay kailangan mong makipag-ugnayan sa Office for Civil Rights ng U.S. Department of Health and Human Services, ang kanilang numero ng telepono ay 1-800-368-1019 at 1-800-537-7697 (TDD).



## Language Translations

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### ARABIC

إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. تُلزِم هذه المنظمة بقوانين الحقوق المدنية الاتحادية السارية ولا تُمزِم على أساس العرق أو اللون أو الأصل القومي أو السن أو الإعاقة أو التمييز. إذا كنت تشعر أنك بحاجة للوصول إلى وزارة الصحة الأمريكية ومكتب الخدمات الإنسانية للحقوق المدنية 537 7697-800-1، 1019-368-800-1 هو هاتفيهم رقم

### URDU

توجه دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان یک مفت مدد یک خدمات دستیاب ہیں۔ قابل رسائی

اگر آپ اردو بولتے ہیں تو زبان کی معاونت کی خدمت آپ کو مفت دستیاب ہے۔ یہ تنظیم قابل اطلاق وفاق شہری حقوق کے قوانین کی تعمیل کرتی ہے اور نسل، رنگ، قوم اصل، عمر، معذوری یا جنس کی بنیاد پر امتیازی سلوک نہیں کرتی۔ اگر آپ کو لگتا ہے کہ آپ کو شہری حقوق کے لیے امریکی محکمہ صحت اور انسانی خدمات کے دفاتر تک پہنچانے کی ضرورت ہے تو ان کا فون نمبر 1-800-368-1019، 1-800-537-7697 (TDD) ہے۔

### VIETNAMESE

Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Tổ chức này tuân thủ các luật về quyền công dân Liên Bang và không phân biệt đối xử trên cơ sở chủng tộc, màu da, nguồn gốc quốc gia, tuổi tác, khuyết tật, hoặc giới tính. Nếu quý vị cho rằng mình cần liên lạc Bộ Y Tế và Dịch Vụ Nhân Sinh Hoa Kỳ, Văn Phòng Quyền Công Dân, số điện thoại của họ là 1- 800-368-1019, 1-800-537-7697 (TDD).

### RUSSIAN

Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Данная организация соблюдает действующее федеральное законодательство в области защиты прав человека и не допускает дискриминации по таким признакам, как раса, цвет кожи, национальность, возраст, ограниченные возможности или пол. Если вы хотите связаться с Управлением защиты гражданских прав (Office for Civil Rights) Министерства здравоохранения и социального обеспечения США (Department of Health and Human Services), обращайтесь по номеру: 1-800-368-1019, 1-800-537-7697 (линия TDD для лиц с нарушениями слуха).

### GUJARATI

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓડિયોવિડીયો સહાય અને અન્ય સેક્સ્યુઅલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ ક્વના મૂલ્યે ઉપલબ્ધ છે. આ સંસ્થા લાગુ પડતા ફેડરલ નાગરિક અનધકાર કાયદાઓનું પાલન કરે છે અને જાનત, રંગ, રાષ્ટ્રીય મૂળ, ઉંમર, નવકલાંગતા અથવા સેક્સના આધારે ભેદભાવ કરતી નથી. જો તમને લાગે છે કે તમારે પહોંચવાની જરૂર છે યુ.એસ. ના સ્પાર્ટમેન્ટ ઓફ હેલ્થ એન્ડ હુમન સર્વિસીસ ઓનફસ ફોર નસનવલ રાઇટ્સ, તેમની ફોન નંબર 1-800- 368-1019, 1-800-537-7697 (ટીડી) છે.

### ITALIAN

Se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Questa organizzazione osserva le leggi federali sui diritti civili e non compie discriminazioni sulla base di razza, colore della pelle, nazionalità, età, disabilità o sesso. Se senti la necessità di contattare l'Ufficio per i diritti civili del Dipartimento della sanità e dei servizi sociali degli Stati Uniti (U.S. Department of Health and Human Services, Office for Civil Rights), il numero di telefono è 1-800-368-1019, 1-800- 537-7697 (TDD).



## Language Translations

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### HINDI

ध्यान दें: यहद आप ह िंदी बोलते ैं, तो आपकेहलए हनिःशुल्क भाषा स ायता सेवाएि उपलब्ध ोती ैं। सुलभ प्रारूपोिंमेंजानकारी प्रदान करनेकेहलए उपयुक्त स ायक साधन और सेवाएँभी हनिःशुल्क उपलब्ध ैं। अगर आप &हद\* भाषा बोलते हउ, तो आपके ुलए भाषा सहायता सेवाएँ िनः शु@क उपलब्ध हउ। यह संगठन लागू होने योदय संघीय नागरक अकधकार काननL का अनुपालन करता है। और यह जा;त , रंग, राPQ\*य मलू , आयु, अSमता या ुलगं केआधार पर भेदभाव नह ोीीीीं करता है। अगर आपको लगता है उक आपको vवा vwय और मानवीय सेवाए,ीँ संयुखत रायय अमेरका zवभाग, नागरक अकधकार कार् यालय (य.ी.ू एस. \डपाट\_म\_ट ऑफ़ हे@थ एंड वयमू न सzv\_ सेज़, ऑउफ़ स फ़ॉर 5स zवल राइhस) से संपक\_ करना चा&हए तो उनका फ़ोन नंबर है 1- 800-368-1019, 1-800-537-7697 (TDD)

### FRENCH

Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Cette organisation respecte les lois fédérales en vigueur relatives aux droits civiques et ne pratique aucune discrimination basée sur la race, la couleur de peau, l'origine nationale, l'âge, le sexe ou un handicap. Si vous souhaitez contacter l'Office for Civil Rights (Bureau des Droits Civiques) de l'U.S. Department of Health and Human Services (Département de la Santé et des Services sociaux des États-Unis), composez le numéro suivant : 1 800 368 1019, 1 800 537 7697 (TDD).

### GREEK

Εάν μιλάτε ελληνικά, υπάρχουν διαθέσιμες δωρεάν υπηρεσίες υποστήριξης στη συγκεκριμένη γλώσσα. Διατίθενται δωρεάν κατάλληλα βοηθήματα και υπηρεσίες για παροχή πληροφοριών σε προσβάσιμες μορφές. Αυτός ο οργανισμός συμμορφώνεται με την ισχύουσα ομοσπονδιακή νομοθεσία περί δικαιωμάτων του πολίτη και δεν πραγματοποιεί διακρίσεις βάσει φυλής, χρώματος, εθνικής καταγωγής, ηλικίας, αναπηρίας ή φύλου. Αν θεωρείτε ότι πρέπει να επικοινωνήσετε με το Υπουργείο Υγείας και Κοινωνικής Πρόνοιας των ΗΠΑ, καλέστε 1-800-368-1019, 1-800-537-7697 (TDD).

### GERMAN

Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Diese Organisation erfüllt die geltenden US-amerikanischen Bürgerrechtsgesetze und nimmt keinerlei Diskriminierung bezüglich Rasse, Hautfarbe, nationaler Herkunft, Alter, Behinderung oder Geschlecht vor. Wenden Sie sich bei Bedarf bitte an das Amt für Bürgerrechte (Office for Civil Rights) im Ministerium für Gesundheitspflege und Soziale Dienste (US Department of Health and Human Services) unter folgenden Rufnummern: 1-800-368-1019, 1-800-537-7697 (Schreibtelefon TDD).