



PO Box 5490 • Salem, OR 97304  
1-855-722-8205 • TTY/TDD 1-800-735-2900

OHP ID #

Dear

Thank you for contacting Yamhill County Health and Human Services about:

To improve care to members, all concerns are reviewed by our quality committees. To protect your privacy, we will remove your personal information before your concern is shared with the committees.

If you do not agree with this, you may complain to the OHP Client Service Unit (CSU) by calling 1-800-273-0557. You may also contact OHA's Ombudsman at 503-947-2346 or toll free at 1-877-642-0450.

We will cooperate with the state's investigation and follow the CSU or OHA Ombudsman's suggestions. We do take your concerns seriously. We will continue to look into these issues. We will use this information to improve our service. We are sorry for any problems you may have had. We thank you for taking the time to tell us.

If you have any questions, need this in large print, braille or a different language, please call us Monday through Friday, 8 a.m. to 5 p.m., at 503-474-6884 or TTY 1-800-735-2900.

Sincerely,

## **Yamhill County Health and Human Services does not discriminate**

Yamhill County Health and Human Services (YCHHS) must follow state and federal civil rights laws. We cannot treat people unfairly in any of our programs or activities because of a person's:

- Age
- Gender identity
- Race
- Sexual orientation
- Color
- Marital status
- Religion
- Disability
- National origin
- Sex

Everyone has a right to enter, exit and use buildings and services. They also have the right to get information in a way they understand. This includes receiving written material in other formats that work for you (large print, audio, Braille, etc).

If you don't speak English, this also includes free interpretation services and written information/material in the language you speak. YCHHS will make reasonable changes to policies, practices and procedures by talking with you about your needs.

To report concerns or to get more information, please contact our Grievance Coordinator one of these ways:

- Phone 503-474-6884 or TTY: 1-800-735-2900 (Monday to Friday, 8:00 a.m. – 5:00 p.m.)
- Fax: 503-474-3850
- Mail: Yamhill County Health and Human Services  
Attn: Grievance Coordinator  
330 NE Kirby Street  
McMinnville, OR 97128

You also have a right to file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights.

Contact that office one of these ways:

- Web: [www.hhs.gov](http://www.hhs.gov)
- Online Complaint Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
- Email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)
- Phone: 1-800-368-1019, 1-800-537-7697 (TDD)
- Mail: Centralized Case management Operations  
US Department of Health and Human Services  
200 Independence Ave. SW  
Room 509F HHH Bldg.  
Washington, D.C. 20201

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-722-8205 (TTY: 1-800-735-2900).

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-722-8205 (TTY: 1-800-735-2900).

**Chinese:** 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1-855-722-8205 (TTY: 1-800-735-2900)。

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-722-8205 (телетайп: 1-800-735-2900).

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-722-8205 (TTY: 1-800-735-2900). 번으로 전화해 주십시오

**Ukrainian:** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-855-722-8205 (телетайп: 1-800-735-2900).

**Japanese:** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-722-8205 (TTY:1-800-735-2900) まで、お電話にてご連絡ください。

**Arabic:**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-722-8205 (رقم هاتف الصم والبكم: 1-800-735-2900).

**Romanian:** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-855-722-8205 (TTY: 1-800-735-2900).

**Cambodian:** ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្លូវភាសាខ្មែរមិនគិតយន គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-855-722-8205 (TTY: 1-800-735-2900)។

**Oromo:** XIYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-855-722-8205 (TTY: 1-800-735-2900).

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-722-8205 (TTY: 1-800-735-2900).

**Farsi:** توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با - 1 855-722-8205 (TTY: 1-800-735)2900 تماس بگیرید.

**French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-722-8205 (ATS: 1-800-735-2900).

**Thai:** ระวัง: ถ้า: คุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-722-8205 (TTY: 1-800-735-2900).