

Notice of Language Services & Non-Discrimination

**James Lord, DDS, S.C.,
1001 North Gammon Road, Ste. 1
Middleton, Wisconsin, 53562**

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.

Hmong: Peb yuav tsum nrhiav kev pab-dawb los ntawm kev pab cuam txhais lus rau cov neeg uas hais lus peb yeej tau hnov hauv peb txoj kev kawm thiab tus uas tsis paub hais lus Askiv txaus los tham rau peb txog cov kev pab kho hniav peb muaj.

James Lord, DDS, S.C. complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.

James Lord, DDS, S.C. does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

James Lord, DDS, S.C.

- 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 (608) 831-5151 or email middleton@applewhitedentalpartners.com

If you believe that James Lord, DDS, S.C. 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 Manager
AppleWhite Dental Partners
40 Main Street, Ste. 103
Dubuque, Iowa 52001
(563) 583-1448 or Compliance@applewhitedentalpartners.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