

Concierge Care

Nondiscrimination and Language Assistance Services

Effective October 29, 2026

Concierge Care offices: Orange Park (NE Florida) 904-530-2010 · Altamonte Springs (Central FL) 407-745-0999 · Gainesville (North Central FL) 352-310-0006. Please call the number for the Concierge Care office that serves you.

Notice of Nondiscrimination

Concierge Care complies with Federal civil rights laws and Section 1557 of the Affordable Care Act. Our Agency does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, religion, disability, or sex.

Free help communicating with us. If you have an impaired ability in communication, such as vision, cognitive, hearing or speech impairment, or limited English proficiency, we will provide free interpretation and translation services. Family members or friends may be used as the interpreter only if you specifically request it. We will help you find qualified sign language interpreters and provide written information in other languages or formats such as audio and large print. We can also arrange a telecommunication device for the deaf (TDD) if you need one.

If you believe we have not provided these services or have discriminated against you on the basis of race, color, national origin, age, disability, religion, or sex, you may file a grievance with us. Please contact our Section 1557 Coordinator, Kat Ramirez, Director of Human Resources, at 904-530-2010 or kramirez@conciiergecarefl.com.

You may 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 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 Ave, SW, Room 509F, HHH Building, Washington, D.C. 20201. Toll free 800-368-1019 or 800-537-7697 (TDD).

Notice of Availability of Language Assistance Services

ATTENTION: Language assistance services, free of charge, are available to you. Call the Concierge Care office that serves you. The notice below is available in the languages shown.

English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 904-530-2010 / 407-745-0999 / 352-310-0006.
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 904-530-2010 / 407-745-0999 / 352-310-0006.

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 904-530-2010 / 407-745-0999 / 352-310-0006
French	ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 904-530-2010 / 407-745-0999 / 352-310-0006.
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 904-530-2010 / 407-745-0999 / 352-310-0006.
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 904-530-2010 / 407-745-0999 / 352-310-0006
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 904-530-2010 / 407-745-0999 / 352-310-0006
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 904-530-2010 / 407-745-0999 / 352-310-0006.
Thai	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 904-530-2010 / 407-745-0999 / 352-310-0006
Gujarati	સુચના: જો તમે ગુજરાતી બોલતા છો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 904-530-2010 / 407-745-0999 / 352-310-0006.
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 904-530-2010 / 407-745-0999 / 352-310-0006.
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 904-530-2010 / 407-745-0999 / 352-310-0006.
French Creole	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 904-530-2010 / 407-745-0999 / 352-310-0006.
Arabic	ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 904-530-2010 / 407-745-0999 / 352-310-0006
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 904-530-2010 / 407-745-0999 / 352-310-0006.
Portuguese	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 904-530-2010 / 407-745-0999 / 352-310-0006.