

Notice of Language Services & Non-Discrimination

Thorsheim & Ceraso
4201 Westown Parkway, Ste. 118
West Des Moines, Iowa 50266

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.

Chinese: 我们将有序地做到提供免费的语言服务使我们能听懂英语不好的人向我们咨询有关牙齿护理

Thorsheim & Ceraso complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.

Thorsheim & Ceraso does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Thorsheim & Ceraso

- 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 (515) 223-1213 or email westownpkwy@applewhitedentalpartners.com

If you believe that Thorsheim & Ceraso 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. 100
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