

# KNOW YOUR RIGHTS

## KNOW YOUR RIGHTS TO REQUEST INFORMATION AND SERVICES IN YOUR NATIVE LANGUAGE

Organizations or programs that are likely to receive federal funding and other support from the federal government and that would be required to provide language assistance include:

“Agency Logo”



Hospitals and Health Clinics

Hospitals & Health Clinics



Public Services electric, water, trash

Public Services (electric, water & garbage services)



Education

Education (school districts, colleges & universities)



Courts (city, county, state & federal)



Public Assistance Programs

Public Assistance Programs (SNAP, WIC, Social Security, Medicaid & Medicare)



Emergency Services (police, fire & emergency medical services)



Public Transportation

Public Transportation



Social Service Organizations (Safe Houses)

Social Service Organizations (including resettlement organizations)

For more information or to make a complaint contact:

Service providers who receive federal funding or other federal assistance must provide “meaningful access” to programs, services and activities. These organizations must provide:

- Free interpretation services
- Accurate translation of important documents in your language
- Qualified and trained interpreters
- Interpreters when you need them (when you have an appointment or meeting or try to set up an appointment or meeting)
- Information about how to file complaints relating to discrimination

“Agency Name & Contact Info”

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## Legal Requirement for Providing Language Services and Contact Information for Federal Agencies

- Federal agencies and organizations that get money or other kinds of support from the Federal government must provide “meaningful access” to programs, services and activities to people who have trouble reading, writing, or speaking English.
- Title VI of the Civil Rights Act of 1964 is a Federal law that protects persons from discrimination based on their race, color, or national origin, that includes protections for people who don’t speak, read, or write English. Similar requirements are contained in: the Affordable Care Act (for health providers); and the Equal Educational Opportunities Act and Individuals with Disabilities Education Act (for public schools).
- ... Longstanding case law, federal regulations and agency interpretation of those regulations hold language-based discrimination constitutes a form of national origin discrimination under Title VI." United States of America v. Maricopa County, Arizona, 915 F. Supp. 2d 1073, 1080

Our organization receives Federal Assistance from the office(s) checked below. Use the contact information listed if you wish to file a complaint with the specified agency:

- U.S. Department of Health and Human Services,**  
Call Toll-Free: 1-800-368-1019 (or 1-800-537-7697 for TTY); Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)
- U.S. Department of Housing and Urban Affairs,**  
Call Toll Free: 1-800-669-9777 (or 1-800-927-9275 for TTY); Email: [ComplaintsOffice06@hud.gov](mailto:ComplaintsOffice06@hud.gov)
- U.S. Department of Education;** Call Toll Free: 1-800-421-3481 (or 1-800-877-8339 for TTY);  
Email: [ocr@ed.gov](mailto:ocr@ed.gov).
- U.S. Department of Transportation;** Call Toll Free: 1-202-366-4648 (or 202-366-9696 for TTY);  
Email: not provided
- Other Federal Agency:**  
Agency Name: \_\_\_\_\_  
Agency Phone: \_\_\_\_\_  
Agency TTY: \_\_\_\_\_  
Agency Email: \_\_\_\_\_



A Resource Developed by the CAN Language Access Action Team

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Email: not provided
- Other Federal Agency:**  
Agency Name: \_\_\_\_\_  
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