

Patient Nondiscrimination

Discrimination is Against the Law

Cottrill's Pharmacy complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, or age. Cottrill's Pharmacy does not exclude people or treat them differently because of race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, or age.

Cottrill's

- 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, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you believe that Cottrill's Pharmacy has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, gender identity or expression, or sex, you can file a grievance with:

Cottrill's Pharmacy
4919 Ellicott Road, Orchard Park, NY 14127
Phone: 716-508-8481
Fax: 716-508-8482
Email: compliancehelpline@cottrillspharmacy.com

You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, our Compliance Officer is available to help you.

You can 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, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
Office for Civil Rights
Centralized Case Management Operations
200 Independence Ave, S.W.
Suite 515F, HHH Building
Washington, DC 20201
Phone: (800)368-1019 (Customer Response Center)
Fax: (202)619-3818
TDD: (800)537-7697
Email: ocrmail@hhs.gov

Complaint forms are available at: <https://www.hhs.gov/sites/default/files/civil-rights-complaint-form-0945-0002-exp-07312019.pdf>

Interpretation Services Available

English

ATTENTION: If you speak English, language assistance and services are available to you free of charge.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

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

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.

Yiddish

טפּור. לאַצפּאָ וּפּ יירפּ סעסיוורעס פּליה דאַרפּש דייאָ ראָפּ נאָהראָפּ נענעז, שידיאָ טדער ריאָ ביואָ: מאַזקעמפּיואָ

Bengali

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.

Arabic

مقرب لصتا. ناجمل اب كل رفاوتت ةيوجللا ةدعاسملا تامدخ نإف، ةغلللا ركذا شدحتت تنك اذإ: ةظوحلم

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

Urdu

لاک۔ سی۔ بای تسد سی۔ تفم تامدخ ی ک ددم ی ک نابز وک پآ وت، سی۔ ے تلوب ودر پآ رگا: رادربخ

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Greek

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν.

Albanian

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë