The Royal Wolverhampton NHS Trust

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Core Benefits and Rewards



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Safe & Effective | Kind & Caring | Exceeding Expectation

Core Benefits and Rewards

Annual leave

Your annual leave entitlement is set out in your written statement of particulars. The annual leave year runs from 1 April to 31 March, for staff covered on Agenda for Change terms and conditions. On appointment, staff are entitled to 27 days, rising to 29 days after 5 years and to 33 days after 10 years of NHS Service. General Public Bank Holidays are added to this entitlement and part time staff have a prorated entitlement to this leave. The Agenda for Change pay bands can be found on the Trust intranet, under Human Resources, Agenda for Change.

Resident Doctors Annual Leave
27 days on first appointment to the NHS – (includes 2 extra statutory days). 32 days after 5 years completed NHS Service (includes 2 extra statutory days)

Resident Doctors (DiT) Study Leave
15 days per annum - Foundations Year 1 (to be taken evenly across the rotation). 30 days per annum - All other trainees (to be taken evenly across the rotation)

Consultants
32 days on appointment to Consultant grade (plus 2 extra statutory days). 34 days after 7 years' service in completed service as a Consultant. 30 days in any period of 3 years for study/professional leave

Specialty Doctors
27 days (plus 2 statutory) on appointment to post with less than 2 years experience in the relevant specialty. 32 days (plus 2 statutory days) with a minimum of 2 years service completed in the relevant specialty. 30 days in any period of 3 years for study/professional leave.

NHS Pensions Scheme

The NHS Pension Scheme is open to staff between the ages of 16 to 75 who are directly employed by the Trust. Eligible staff are automatically placed into the NHS Pension Scheme when they start working for the Trust. The NHS Pension scheme offers an attractive package of pension benefits, which is fully protected against inflation by the government.

Further information can be found at: www.nhsbsa.nhs.uk/nhs-pensions

Please log a ticket on Halo or call 01902 444321.

NEST Pensions Scheme

Employees who are not eligible for the NHS Pensions Scheme will be auto enrolled into the NEST Pension Scheme. You have the right to opt out of this scheme as well.

Total Reward Statements (TRS)

The Total Reward Statement is personal and unique to you. This is a personalised statement which outlines the benefits that you receive as an employee, including your salary, pension and savings made through voluntary benefits. Your information is available to view on the ESR Self Service portal either with your smartcard or with your username and password.

Free employee flu-vaccine each year

All NHS staff can get a free flu vaccine available through the Trust Occupational Health & Wellbeing Service, September through to January. For more information email: rwh-tr.occupationalhealthrwh@nhs.net

Amazon Lockers

Located on the ground floor, at New Cross Hospital at the west entrance A Zone. Amazon Lockers are free self-service kiosks where you can collect and return your Amazon parcels at a time convenient for you.

DBS Checks

There is no cost to the employee for a DBS check.

Armed Forces

The Trust is proud to support our Armed Forces and do so in a number of ways, supporting both current employees who are part of the reservists and potential employees who are currently serving or have just completed their service and are looking forward to their next stage in their career. The Trust was awarded the Gold Award by the Defence Employer Recognition Scheme

The awards form part of the Defence Employer Recognition Scheme, which encourages employers to demonstrate and advocate their support for the Armed Forces community in their workplace.

Step into Health

Step into Health connects employers in the NHS to people from the Armed Forces community, by offering an access route into employment and career development opportunities.

The programme recognises the transferable skills and cultural values that Armed Forces personnel develop when serving and how they are compatible with those required within NHS roles. New Cross Hospital is delighted to have signed the Step into Health pledge. The Step into Health connects the Trust to talent from the Armed Forces community by offering access into employment and career development opportunities. This is done in a variety of ways, from holding information days and creating local relationships with armed forces representatives.

Staff Survey

The national NHS staff survey gives you the opportunity to have your say on what it's like working for the NHS and to highlight any concerns you think the Trust may not know about. The aim is to gather information that will help the Trust provide better care for patients and improve the working lives of staff.

Personal appraisal development review

All staff have the right to expect a regular and constructive development review to ensure your job description remains relevant, you understand your objectives and for you to identify any training and development needs

Equality Diversity & Inclusion

The Trust actively promotes equality of opportunity; it's our aim to be the 'employer of choice' where staff can share core values, passion and commitment to make a difference. The Trust is committed to providing an inclusive environment in which diverse employees can work together, feel valued and excel.

Employee Voice Groups

We recognise our staff and patients have a range of needs and identities and with this in mind, we have established a network of Employee Voice Groups, these are:

- Black Asian and Minority Ethnic (BAME) Employee Voice Group
- Disabilities and Long-Term Conditions Employee Voice Group
- Carers Employee Voice Group
- LGBTQ+ Employee Voice Group
- Armed Forces Network

Being part of an Employee Voice Group provides an opportunity for staff to feel involved, valued and listened to. Staff have the opportunity to access advice and resources from experts in order to support and signpost them at work.

You can find out more information on how to join on our staff intranet page:

http://trustnet.xrwh.nhs.uk/working-at-rwt/employee-voice-groups/

Health and wellbeing

Occupational Health & Wellbeing

The Royal Wolverhampton NHS Trust has a dedicated in-house Occupational Health & Wellbeing Team to support your health & wellbeing in the workplace and as an employee of the trust you can access the following services:

- Management / self-referral service
- Physiotherapy referral
- Holistic Therapies
- Immunisations / Blood Testing Immunisations / Blood Testing
- Sharps / splashes and bite follow ups and information
- Pre-employment Health Assessments
- Vision screening
- Influenza Vaccines
- Health Screening

For further details: 01902 695450 / ext 85450

Employee Assistance Programme

As an RWT employee you have access to 24/7 Mental, Physical, & Financial Wellbeing support via the Employee Assistance Programme provided by Birmingham Hospital Saturday Fund (BHSF).

Speak to accredited counsellors via a 24/7 confidential telephone support line.

Call 0800 015 7284 or visit www.colleaguesupport.co.uk and enter access code 207505.

Eye Care Voucher Scheme

All staff has access to free eye care tests and additional financial support towards the costs of spectacles or prescription lenses (if applicable). Please contact the Occupational Health and Wellbeing Service at rwh-tr.occupationalhealthrwh@nhs.net, or call 01902 695450 ext 85450, to ask for a Vision Screen referral form.

Volunteering

Volunteering helps people feel more positive, develops friendship networks and reduces isolation, as well as provide the obvious rewards of giving something back and the 'goodwill' factor. If you would like further information about becoming a volunteer for the Trust contact: Volunteer Services Team on: 01902 307999 ext 88763

Employee Health & Wellbeing Workshops

Workshops are open to all Trust employees. Information and advice is available from specialists covering a range of topics e.g., Menopause and Maternity Workshops are a few. You will find workshop information, dates and how to book on the weekly staff news email and the Staff Benefits/Health and wellbeing intranet page.

The Royal Wolverhampton NHS Trust Staff Choir

Rehearsals held every Thursday 5 – 6 in the WMI – Room 8. The weekly subscription fee is £3.00 but your first session is free. For further information contact Your RWT Charity Team on: 01902 694473 / ext 84473

Multifaith Chaplaincy Team

The Multifaith Chaplaincy Team – are here to provide a service for all staff within the Trust. They are available to those of faith, and those who have none, and as a team seek to provide spiritual and pastoral support appropriate to each individual's need. For more information contact: 01902 695098/ext 85098

Wolverhampton Health Workers Fellowship

Retirees from the Trust are invited to join the fellowship; which gives the opportunity to join them at social events, leisure activities, educational events and weekend breaks. For more information contact: 01902 307999 ext 88011

Cycle Storage

Cycle racks are available for those who wish to cycle to work and there is easy access to storage.

Fruit & Vegetable Market Hut

Staff, patients, visitors and the local community are able to buy fresh fruit vegetables and salad right on the doorstep of the Trust. The fruit and veg hut is outside the main entrance to the Emergency Department from 10:00 to 16:00 Monday to Friday, the hut sells seasonal produce and will accept cash or card.

Occupational Health and Wellbeing Service (OHWBs) Informative Training Sessions

The Occupational Health and Wellbeing Service are offering informative sessions, aimed in particular towards managers/supervisors, covering health and wellbeing, pre-placement screening, mental health support and management referrals. Sessions are offered at different times and dates throughout the year, please keep an eye on your communications (email, the weekly staff news email) for more information.

Occupational Health and Wellbeing Service Wellness Check

The Occupational Health and Wellbeing Service are now providing staff one to one Wellness Checks. These include stop smoking support, weight management, health and wellbeing and signposting. All sessions last approximately 20 minutes as a drop In basis only. No need to book an appointment. New Cross Hospital: Occupational Health, Building 8 and Cannock Chase Hospital: Occupational Health Office. Dates to be confirmed. Please contact rwh-tr.healthandwellbeing@nhs.net for more information.

Carer Support Team (Wolverhampton City Council) Onsite Visits

The Carer Support Team can support carers of adults living in Wolverhampton in their caring role by offering practical information, advice & guidance, carer's assessment, benefits advice, signposting, emotional support, carers emergency card, carer training and information about breaks for carers.

CASS the Carers Association (Staffordshire)

CASS is able to offer to carers in Staffordshire advice and emotional support, living well with dementia groups, CASS Cafés in Eccleshall, Penkridge and Tamworth, carers Information, liaison with other professionals and signposting and awareness raising.

Salary sacrifice schemes

Salarysacrifice4cars scheme (Tusker)

The scheme is a tax efficient way for you to have a brand new, fully insured and maintained car at a cost lower than the retail market. Please search 'Tusker' on the intranet, log a ticket with Payroll using the Halo helpdesk or call 01902 444321

Fleet home electronics solutions

The scheme allows you to save money and spread the cost. You will have access to more than 5,000 products!

To register go to https://www.homeelectronicsolutions.co.uk/ or call 0344 811 9229 using the Trust VPD Code 225.

Fleet solutions - Green Car Scheme

Thinking about a new car? You (and your family) have the opportunity to lease a brand new car of your choice and take full advantage of the very high discounts available. The car lease scheme provides you an easy and cost effective way to lease a brand new car via salary sacrifice with no deposit or credit check. Call us on 0344 811 8228 or visit: https://www.nhsfleetsolutions.co.uk/ For more information using the Trust VPD Code 225.

Electric charging points for cars

We encourage low carbon travel and to support workplace EV charging there are charge points available for staff and visitors to use at New Cross Hospital, on the ground floor of the multi-storey car park.

Cycle to work scheme

www.cyclesolutions.info/rwh or 0330 100 2480

To order online – simply click Shop Now to enter the online site, build your basket, checkout and confirm your order. To order via local stores – It's the same landing page, but please click Order Via Partner Stores. You can view the map, and once you have chosen your store, you need to obtain a quote of items from the store, return to the map, and click Submit Quote below the name of the store and follow the steps.

Buying and selling of annual leave

Periodically eligible employees of the Trust are given the opportunity to buy or sell annual leave.



Travel benefits

National Express

NHS Staff Portal (bus, train & tram)
NHS West Midlands has been working with National Express West Midlands so that you can now order and renew your bus pass online. This new web-based ordering process will replace the season ticket loan scheme to become your gateway to organise and buy all your bus travel benefits via direct debit. You will receive 10 per cent discount off all National Express West Midlands tickets.

You can buy tickets for National Express buses, National Express buses & West Midlands Metro (tram), National Express & multi-operator buses (nBus), National Express, multi-operator buses & West Midlands Metro (nBus & tram) and Bus, train & tram (nNetwork)

Ticket types available are 1, 4 & 52 weeks, off peak & pre 9.30am, monthly direct debit subscription, Pay As You Go and flexible ticket bundles.

You can access your bus travel benefits at www.nxbusportal2.co.uk/nhs/, email claire.rowson@nationalexpress.com or tel. 0121 254 6303

Transport for West Midlands / Network West Midlands (train only by salary deduction)
0345 303 6760
ticketing@tfwm.org.uk

Hurrecane e-bike subscription

Hurrecane provides cost-effective and convenient access to eBikes on a fully serviced subscription basis. Subscription costs £40 per month (a saving of £10) and £160 deposit (a saving of £20). For an extra £3.75 per month, you can include a lock and insurance cover. The eBike must be insured for theft by the individual taking out the subscription. Phone 0333 050 3578 or visit www.hurrecane.bike

When ordering on the website, please accept the terms and conditions, click to progress the order, click on 'Apply coupon' and enter K2C23-SAVE10 to redeem the offer discount.

Exclusive staff offers

Sewing Room additional services

The sewing room offers the following additional personal services to Trust employees; adult and children's personal clothing sewing and alterations, and curtain alterations (in partnership with Select Services). Price lists can be found on the Trusts internet under staff benefits. For further information contact the sewing room team on: 01902 695110 / 07826878797 or rwh-tr.sewingroomrequests@nhs.net

Onsite Garage

Free, no obligation quotes on staff vehicle repairs. Labour rate is £40.00 per hour for staff. MOTs £40.00, plus free re-test if the vehicle fails. Vehicle collection and delivery can be arranged, if required. Contact the Garage Team on 01902 444032 or rwh-tr.garageservicerequests@nhs.net

Financial

BHSF (Birmingham Hospital Saturday Fund)
BHSF offers a range of insurance products to help you with everyday health and wellbeing needs. For further information contact: 0800 622 552 or visit www.bhsf.co.uk

Paycare

You can claim back money and spend on everyday healthcare treatments. For further information contact: (01902) 371000 or visit www.paycare.org

Simply Health

Claim back money for check-ups and treatments with Simply Cash Plan and Simply Dental Plan from Simply Health. Depending on the plan, cover includes optical and dental, as well as physiotherapy and chiropody, plus much more. For further information visit: https://www.simplyhealth.co.uk/colleague-portal/royal-wolverhampton or call: 0300 100 1217.

Cashpoint

The cashpoint is at New Cross Hospital above Greggs opposite Boots the Chemist. Also at Cannock Chase Hospital by The League of Friends Coffee shop level 2 day entrance.

Discounts

Health Service Discounts
Formerly NHS Discounts, Health Service Discounts provide NHS employees and their family and friends with exclusive discounts, brilliant deals and money-saving offers. It's free to join and free to access fantastic deals and exclusive discounts. Register now for cashback offers discounts, voucher codes and a whole range of benefits. For further information see: https://bit.ly/4m33aku

The Blue light Card

The Blue Light Card is a discount card available to all NHS staff and gives you access to over 150 internet discounts, 300 cash back offers and 60 high street discounts. The cost is £4.99 for a 5 year membership. For further information see: www.bluelightcard.co.uk

Healthcare Staff Benefits

Exclusive discounts have been negotiated for Trust employees with local and national companies:

For further information see: www.healthcarestaffbenefits.org

Kaarp Benefits

Provide you with a range of discounts, e.g., holiday travel, services such as opticians, hair and beauty and shopping and dining out.
www.kaarp.co.uk
Username: RWH
Password: BENEFITS

Events Tickets offers

- Theatre Club Offers – Offers and discounts available for shows in London's West End. For further information see: www.westendtheatre.com/club/wolverhampton
- Concerts for carers – https://www.concertsforcarers.org.uk/
- Tickets for good – https://ticketsforgood.org/
- Blue Light Tickets – https://www.bluelighttickets.co.uk/

Shopping / Cooking / Retail Support

Company Shop – Surplus branded grocery items at amazing prices https://www.companyshopgroup.co.uk/

Too Good To Go – Download the app, search location and rescue delicious, unsold food from local businesses https://toogoodtogo.co.uk/en-gb/consumer

CSSC Sports and Leisure

CSSC Sports & Leisure (previously the Civil Service Sports Council) is a not-for-profit organisation and is available to all employees including contract and temps and costs just £4.25 per month (paid individually by Direct Debit). https://store.cssc.co.uk/

Day Out With The Kids

Save £££s on days out with this DOWTK 12 months access membership offer! £9.99 NHS Staff Membership (normally £29.99). Enter code NHS999 and an NHS email address. Complete sign-up details selecting an annual pass and entering payment information.

https://membership.dayoutwiththekids.co.uk/campaign/nhs

Staff Benefits

https://www.staffbenefits.co.uk/register/rwhnhs

Health Staff Discounts

https://www.healthstaffdiscounts.co.uk/

Secure Document Shredding Service

Paper that goes into the Trust's confidential waste bins is securely shredded and sold to be recycled into toilet paper. Please make sure that any paper being thrown away goes into the confidential waste bin. You can also put any office paper, thin cardboard packaging, pages from old notebooks, or envelopes into these bins. If you have a large amount, contact the waste management team at rwh-tr.wastemanagement@nhs.net to pre-book a collection.



Local and National offers

Offers are made available periodically and are posted on the Trust Intranet.



Family Friendly Benefits

Fideliti childcare vouchers

The scheme is no longer open to new applicants but employees currently with Fideliti can remain on the scheme. For further information contact: 0800 288 8727 for via the link at: www.fideliti.co.uk

Childcare Support

Best Start In Life – 30 Hours Free Childcare, Tax-Free Childcare and More: https://beststartinlife.gov.uk/

Local Nurseries Offering Discount to Trust Staff

Scholars Childcare
01902 728935
https://www.scholarschildcare.co.uk/
WV11 1UN
Offer 10% NHS discount

Sunflowers Neighbourhood Nursery
WV1 2AU
Offer 5% NHS discount
01902 352353
sunflowersdaynursery@hotmail.co.uk

Childcare.co.uk
The easy way to find local Childcare
Website: Childcare.co.uk

Flexible Working

The full range of options can be found in the HR01 worklife balance/ family friendly (leave) policy on the Trust intranet.

Maternity Leave

Where applicable all employees are entitled to 52 weeks maternity leave. NHS maternity pay package includes 8 weeks at full pay, 18 weeks at half pay, 13 weeks statutory and 13 weeks unpaid (subject to eligibility).

Maternity Support (Paternity) Pay

Where applicable all employees are entitled to 2 weeks maternity support leave. Staff will be entitled to full pay for this period where they have 12 months continuous NHS service (subject to eligibility).

Adoption leave

Where applicable all employees are entitled to 52 weeks Adoption leave. NHS Adoption pay includes 8 weeks full pay, 18 weeks half pay, 13 weeks statutory pay and 13 weeks unpaid (subject to eligibility).

Shared parental leave

There is an eligibility to share parental leave so that you can be more flexible in how you share the care of your child in the first year following birth or adoption (subject to eligibility).

Special Leave for Carers

One day paid carers leave will be granted in cases of serious illness that require the immediate presence of the employee; in exceptional circumstances this may extend to 3 days (maximum entitlement of 3 days in any one financial year). 1 day paid carers leave can be requested where there has been a last minute breakdown in care arrangements for a child, relative or dependant.

Unpaid parental leave

Where applicable all employees who have completed 1 year of NHS service are entitled to 18 weeks unpaid leave for each of their children (maximum of 4 weeks for each child per year).

Foster carers leave

Employees who are approved foster carers are entitled to of up to 5 days paid leave per financial year to attend any pre placement meetings.

Fertility treatment leave

The Trust will support employees through 3 cycles of fertility treatment by providing paid leave to attend appointments and undertake relevant treatment.

Leave for official duties

RWT recognise that employees may wish to contribute to the wider society in many different ways, in addition to their employment with the Trust. The range of options available can be found in HR49 Leave for Official Duties policy.

Leave for Bereavement

Up to one working week of paid bereavement leave may be granted upon the death of a close relative or dependent (the procedure provides examples of what is considered to be a close relative or dependent).

Consideration will be given to the distance the employee has to travel and whether the employee has responsibility for making the funeral arrangements.

Leave for Emergencies

The Trust will support the time needed to deal with the emergency (examples include being involved in a car accident, burst water pipes, house burglary, partner goes into labour). The amount of time granted would normally be the time needed to deal with the emergency; this may be 1 hour but would not be expected to be more than 1 day.

Catering facilities

There are a number of catering facilities located across the Trust sites including:

At New Cross Hospital

- Food for Thought – WMI Restaurant
- North Lobby Café – Heart and Lung Centre
- EastsiDe Café – Emergency Department
- The Courtyard Cafe - Deanesly Centre
- Westside Café (previously the Eye Infirmary Café)



At Cannock Chase Hospital

- League of Friends Café



Partnership working

The role of the trade unions, via JSSC (joint staff side committee), is to represent the views of their members and to negotiate on their behalf on terms and conditions of service and matters that affect them at work. Each trade union organisation has local staff side representatives/ stewards around the Trust who are there to inform their members on matters relating to their employment. We work in partnership with representatives from the following Trade Unions:

- Unison
- General, Municipal, Boilermakers and Allied Trade Union (GMB)
- Royal College of Nursing
- Unite the Union
- British Orthopaedic Society Trade Union
- Society of Radiographers
- Chartered Society of Physiotherapist
- Association of Clinical Biochemists / Federation of Clinical Scientists
- The British Medical Association (BMA)
- The Society of Chiropodist and Podiatrists

For further information contact the Unison office on:

01902 695104 / Ext. 85104 or 01902 307999 Ext. 88180

Financial Wellbeing

Salary Finance

Salary Finance is a staff benefit available to The Royal Wolverhampton NHS Trust staff that offers affordable loans repaid through salary, allows you to withdraw up to 40% of your earned salary before pay day for a flat fee, and free financial education. To find out more and apply, visit: home.salaryfinance.com/rwt

Wolverhampton Credit Union

Access to affordable low-interest loans and save money via your payroll deduction.

For further information contact: (01902) 572340 www.wccul.co.uk

Pension Support Service (PSS)

The Pension Support Service (PSS) is an employer-sponsored service, hosted by the Trust, that provides you with access to an independent and reliable resource to inform and, if required, advise you on your personal situation. It takes into account the latest pension legislation and imminent changes. It is a free-to-use, exclusive staff benefit that can be accessed via your smartphone, tablet and PC at home. Please access the website at https://royalwolverhampton.pensionsupportservice.net/, telephone 0800 327 7260 or email info@pensionsupportservice.net

Money Helper

Formerly the Money Advice Service, is free and impartial money advice service set up by government this includes:

- Advice and guides to help improve your finances, this includes debt and borrowing
- Tools and calculators to help keep track and plan ahead
- Support over the phone and online

You can get free trusted guidance and links to direct support at the Money Helper website: www.moneyhelper.org.uk

FREE Will Writing Service

Estate Planning and Will Writing specialists Dunham McCarthy are able to offer you a free will writing service. The service is provided remotely, either by telephone or video call, at a time to suit you. For more information and to book your initial appointment please visit https://dm-legal.co.uk/royalwolverhampton-nhs/ or call 01785 336222

FREE Mortgage Advice

Dunham McCarthy offer free, expert guidance to help you navigate the mortgage process. They have access to over 90 high street and specialist lenders and thousands of mortgage products to compare. For more information and to book your mortgage appointment, please visit https://dm.mortgage/

Any questions?

If you have any questions about any of the information contained within this booklet contact:

01902 695299 (external) ext 85299
01902 695435 (external) ext 85435

Email the Organisational Development team at
rwh-tr.rwtodandculture@nhs.net

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。

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