

## Notice of Nondiscrimination and Accessibility Requirements

Harbor Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Harbor Hospice does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Harbor Hospice:

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 need these services, contact Jennifer Chupailo

If you believe that Harbor Hospice has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance within 60 days of the date you became aware of the alleged discriminatory action. A complaint must be in writing and contain your name and address. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought. Please submit to Jennifer Chupailo, Quality and Compliance Manager, 1050 W Western Ave., Muskegon, MI 49441, 231-728-3442, 231-722-0708 (fax), [info@harborhospicemi.org](mailto:info@harborhospicemi.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jennifer Chupailo, Quality and Compliance Manager 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/portal/lobby.jsf> , or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

