



Informing Individuals About Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement. Discrimination is Against the Law

High Peaks Hospice (HPH) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HPH does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

HPH

- 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 518-891-0606 and ask to speak with a Social Worker.

If you believe that HPH 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 with: Elaine Sater, Compliance Coordinator, PO Box 840, Saranac Lake, NY 12983
Land Line: 518-891-0606 Fax Line: 518-891-5379 Email: compliance@highpeakshospice.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Elaine Sater, Compliance Coordinator 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>.