

**POLICY STATEMENT:** Discrimination is against the law.

**PROCEDURES:**

1. Hospice Home Care (HHC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HHC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.
2. Hospice Home Care:
  - a. Provides free aids and services to people with disability to communicate effectively with us, such as:
    - i. Qualified sign language interpreters
    - ii. Written information in other formats (large print, audio, accessible electronic formats, other formats)
  - b. Provides free language services to people whose primary language is not English, such as:
    - i. Qualified interpreters
    - ii. Information written in other languages
3. If you need these services, contact Bob Richardson, Compliance Officer.
4. If you believe that Hospice Home Care 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:

Bob Richardson, Compliance Officer  
12120 Col Glenn Rd.  
Suite 10,000  
Little Rock, AR 72210  
1-888-283-7965  
State Relay number 1-800-285-1131

5. You can also file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Bob Richardson, 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, 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  
1-800-868-1019, 800-537-7697 (TDD)

6. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-283-7965.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-283-7965.

LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin ne am ejjelōk wōñān. Kaalok 1-888-283-7965.

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 1-888-283-7965。

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-283-7965.

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

Tumawag sa 1-xxx-x

(رقم 1-888-283-7965 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-283-7965

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-283-7965

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-283-7965

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-283-7965

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-283-7965

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-888-283-7965

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-283-7965

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.

ફોન કરો 501-558-4100

- This statement is in accordance with the provision of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Affordable Care Act, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statues at Title 45 Code of Federal Regulations Parts 80, 84, and 91.
- Hospice Home Care may also be reached by using the State Relay number: 1-800-285-1131