



Notice of nondiscrimination

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

Hospice Care of Southwest Michigan:

- 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 Hospice Care of Southwest Michigan Civil Rights Coordinator, Connie Nelson, 1.269.345.0273 (phone), [TTY 1.844.578.6563].

If you believe that Hospice Care of Southwest Michigan 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:

Kelly McCormick, Chief Operating Officer or Amy Mervak, Chief Quality and Compliance Officer
222 N. Kalamazoo Mall, Suite 100, Kalamazoo, MI 49007
1.269.345.0273 (phone), [TTY 1.844.578.6563]
1.269.345.8522 (fax), hospice@hospiceswmi.org (email).

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Connie Nelson 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/indexhtml>.

This notice is in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (nondiscrimination on the basis of race, color, national origin), Section 504 of the Rehabilitation Act of 1973 (nondiscrimination on the basis of disability), the Age Discrimination Act of 1975 (nondiscrimination on the basis of age), Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42 U.S.C. § 18116, and regulations of the U.S. Department of Health and Human Services issued pursuant to these four statutes at Title 45 Code of Federal Regulations Parts 80, 84, 91, and 92.

This notice is also available in other languages. The Spanish version is on the reverse side.

Este aviso también está disponible en otros idiomas. La versión española está en el lado inverso.