

# Non-Discrimination Policy

Heart 'n Home complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Heart 'n Home does not exclude people or treat them differently because of race, color, national origin, age disability, or sex.

Heart 'n Home:

**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 Director of Compliance. If you believe that Heart 'n Home 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 in person or by mail, fax, or email. If you need help filing a grievance, Director of Compliance is available to help you.

Director of Compliance & Quality Improvement  
Heart 'n Home  
1100 NW 12th St., Fruitland, ID 83619  
(208) 452-2662 x 124  
(208) 452-2884 (fax)  
allnhncompliance@gohospice.com

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

Office of Civil Rights  
U.S. Department of Health and Human Resources  
200 Independence Avenue, SW Room 509F,  
HHH Building Washington, D.C. 20201

1-800-368-1019 (Toll Free)  
1-800-537-7697 (TDD)  
ocrmail@osdhhs.gov (E-mail)