

## **Discrimination is Against the Law**

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

Hospice of the Sacred Heart:

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, 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:

Mary Alice Cosgrove  
Compliance Officer  
570-706-2400  
mcosgrove@hospicesacredheart.org

If you believe that Hospice of the Sacred Heart 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:

Mary Alice Cosgrove  
Compliance Officer  
600 Baltimore Drive  
Wilkes-Barre, PA 18702  
570-706-2400  
800-  
570-970-9717 (fax)  
mcosgrove@hospicesacredheart.org

You can file a grievance in person, or by mail, fax, or email. If you need help filing a grievance, Mary Alice Cosgrove, Compliance Officer, 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://orcportal.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>