

Discrimination is Against the Law

Carolina SeniorCare

Carolina SeniorCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including pregnancy, sexual orientation, gender identity, and sex characteristics). Carolina SeniorCare does not exclude people in health programs and activities or treat them less favorably because of race, color, national origin, age, disability, veteran status, or sex.

Carolina SeniorCare provides:

- Reasonable modifications and free appropriate auxiliary aids and services to people with disabilities so they can communicate effectively with us, such as qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic formats, other formats).
- Free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Ashley Young, Executive Director at Telephone: 1-336-746-3500; TTY: 7-1-1.

If you believe that Carolina SeniorCare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, veteran status, or sex, you can file a grievance with:

Ashley Young, Executive Director

802 East Center Street, Lexington, NC 27292

Telephone: 1-336-746-3500 TTY: 7-1-1 Fax: 1-336-746-3523 Email: Ayoung@everyage.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Executive Director is available to help you.

You can also file a grievance with the state Medicaid agency at: <https://www.ncdhhs.gov/about/departments-initiatives/ada-grievance-procedure>.

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, DC 20201,

1-800-868-1019, 800-537-7697 (TDD)

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

This notice is available on the Carolina SeniorCare homepage at <https://carolinaseniorcare.org/>.

ध्यान दें: यहद आप ह िंदी बोलते ैं, तो आपकेहलए हनिःशुल्क भाषा स ायता सेवाएि उपलब्ध ोती ैं। सुलभ प्रारूपो िंमेंजानकारी प्रदान करनेकेहलए उपयुक्त स ायक साधन और सेवाएँभी हनिःशुल्क उपलब्ध ैं 1-336-746-3500 (TTY: 7-1-1) पर कॉल करेंया अपनेप्रदाता सेबात करें।

ເຊີ ນຊາບ: ຖ້າທ່ານເວ ້າພາສາ ລາວ, ຈະມີ ບໍ ລິ ການຊ່ວຍດ້ານພາສາແບບບໍ່ ເສຍຄ່າໃຫ້ທ່ານ. ມີ ເຄ ັ່ ອງຊ່ວຍ ແລະ ການບໍ ລິ ການແບບບໍ່ ເສຍຄ່າທີ່ ເໝາະສ ມເພ ັ່ ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ ສາມາດເຂ ້າເຖີ ງໄດ້. ໂທຫາເບີ1-336-746-3500 (TTY: 7-1-1) ຫ ລ ມັ ັ ບຜູ້ ໃຫ້ບໍ ລິ ການຂອງທ່ານ.

注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-336-746-3500（TTY:7-1-1）までお電話ください。または、ご利用の事業者にご相談ください。