

Nondiscrimination/Accessibility Notice

Cedar Valley Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Cedar Valley Hospice does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- **Language assistance services.** Cedar Valley Hospice will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:
 - Electronic and written translated documents
 - Qualified interpreters
- **Appropriate auxiliary aids and services.** Cedar Valley Hospice will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
 - Qualified interpreters, including American Sign Language interpreters
 - Video remote interpreting
 - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
 - Qualified readers
- **Reasonable modifications.** Cedar Valley Hospice will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please contact a Cedar Valley Hospice team member.

If you believe that Cedar Valley Hospice 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:

1. File a grievance with Cedar Valley Hospice. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Morgan Rasmussen, Quality and Compliance Manager, is available to help you.

Morgan Rasmussen, Quality and Compliance Manager,
PO Box 2880
Waterloo, IA 50704
ph. 800-626-2360, fax: 319-272-2071
Email: compliance@cvhospice.org

2. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

Electronically: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Via 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>.

This notice is available at Cedar Valley Hospice's website: www.cvhospice.org.