

NOTICE OF NONDISCRIMINATION/GRIEVANCE POLICY

Prospect Waterbury Home Health, Inc. d/b/a VNA Health at Home complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, sex, national origin, age or disability with regard to admission, access to treatment or employment.

VNA Health at Home provides free, appropriate aids and services to people with disabilities to communicate effectively with us. Examples of appropriate aids and services may include qualified sign language interpreters, written information in other formats (i.e. large print, audio, accessible electronic formats, other formats). We will also take reasonable steps to provide meaningful access, at no cost, to individuals whose primary language is not English and who have a limited ability to read, write, speak or understand English. Examples of such steps may include provision of qualified interpreters and information written in other languages. If you need these services, contact Mary Mitchell, R.N., B.S., Director of Quality by phone (860) 274-7531 x 154, fax (860) 274-8492 or email, mmitchell@vnahealthathome.org.

If you believe that VNA Health at Home has failed to provide these services or discriminated in any other way on the basis of race, color, national origin, age, disability or sex, you may file a grievance in person or by mail, fax or email by using the contact information listed below. If you need help filing a grievance, please contact: Mary Mitchell, R.N., B.S., Director of Quality, VNA Health at Home, phone (860)274-7531 x 154, fax (860) 274-8492 or email, mmitchell@vnahealthathome.org.

It is the law for VNA Health at Home not to retaliate against anyone who opposes discrimination, files a grievance or participates in the investigation of a grievance.

Grievances must be submitted to Mary Mitchell, R.N., B.S., Director of Quality, of VNA Health at Home by email at mmitchell@vnahealthathome.org, by phone at (860) 274-7531 x 154, by mail at 27 Siemon Company Drive, Watertown, CT 06795, or by fax at (860) 274-8492, within 60 days of the date you become aware of the possible discriminatory action, and must state the problem and the solution sought. We will issue a written decision on the grievance no later than 30 days after its filing, including a notice of your right to pursue further administrative or legal action.

The availability and use of this grievance procedure does not prevent you from pursuing other legal or administrative remedies.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by using any of the following methods:

- Submit electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobbyjsf>.
- Write to U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201. Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>.
- Call 1-800-368-1019 (toll free) or 1-800-5374667 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>