English

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

Liberty Homecare and Hospice

• 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 Kathy McLawhorn

If you believe that Liberty Homecare and 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 file a grievance with: Kathy McLawhorn, Director of Risk Management; 2334 S 41st Street, Wilmington, NC 28403, 866-300-4874 or 910-332-1969 (phone), 910-815-3114 (fax), or email KMcLawhorn@libertyhcare.com . You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kathy McLawhorn, Director of Risk Management 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://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, 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.