

Discrimination is Against the Law

Elderhaus

Elderhaus complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Elderhaus does not exclude people in health programs and activities or treat them differently because of race, color, national origin, age, disability, or sex (including sexual orientation or gender identity).

Elderhaus provides free aids and services in a timely manner to people with disabilities to communicate effectively with us, such as sign language interpreters, written information in other formats (large print, audio, accessible electronic formats, other formats), when such aids and services are necessary to ensure an equal opportunity to participate.

Elderhaus provides free language assistance services, including translated documents and oral interpretation, free of charge and in a timely manner, when such services are necessary to provide meaningful access to individuals with limited English proficiency.

If you need these services, please contact the Quality Assurance Coordinator at Telephone: (910) 343-8209 or 1-800-735-2962 (TTY).

If you believe that Elderhaus 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:

Elderhaus Quality Assurance Coordinator
1380 N. College Road
Wilmington, NC 28405
(910) 343-8209 or 1 (800) 735-2962 (TTY)
(910) 343-8836 (Fax)
pace@elderhaus.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Quality Assurance Coordinator 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 (OCR), 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)

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