

Notice of Non-Discrimination & Accessibility (Section 5117 of the Affordable Care Act)

Discrimination is Against the Law

Crossbridge 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)). Crossbridge Hospice does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Crossbridge Hospice:

- Provides people with disabilities with reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact the Administrator/Director of Operations at the agency.

If you believe that Crossbridge Hospice has not provided the expected services or has discriminated based on race, color, national origin, age, disability, or sex, you have the right to file a grievance.

Grievances may be submitted to:

Crossbridge Hospice Compliance Department

103 Forrest Crossing Blvd, Suite 101

Franklin, TN 37064

Phone: 1-833-718-5683

Email: compliance@crossbridgehospice.com

Website: crossbridgehospice.ethicspoint.com

You may file a grievance in person, by mail, online, or via email. If you need assistance with the process, a representative from our Quality/Compliance Department is available to help.

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 of 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 59F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

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

Language Assistance Services for Individuals with Limited English Proficiency

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Agency.

Español ATENCIÓN: Si habla español, los servicios de asistencia en su idioma están (Spanish) disponibles de forma gratuita. Llame a la Agencia.

Tiếng Việt CHÚ Ý: Nếu bạn nói tiếng Việt, các dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn cho bạn. (Vietnamese) Vui lòng gọi Cơ Quan.

中文 注意：如果您讲中文，我们可为您免费提供语言协助服务。请致电本机构 (Chinese)

한국인 주의: 한국어를 사용하시는 경우, 무료로 제공되는 언어 지원 서비스를 이용하실 수 (Korean) 있습니다. 기관으로 전화하십시오.

العربية تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. يرجى الاتصال بالوكالة (Arabic)

اردو توجہ: اگر آپ اردو بولتے ہیں، تو آپ کے لیے مفت زبان معاون (Urdu) مف خدمات دستیاب ہیں۔ براہ کرم ایجنسی کو کال کریں۔

Tagalog PANSIN: Kung nagsasalita ka ng Tagalog, ang mga serbisyo ng tulong sa wika ay available nang libre para sa iyo. Tumawag sa Ahensiya. (Filipino)

Français ATTENTION : Si vous parlez français, des services d'assistance linguistique sont (French) disponibles gratuitement pour vous. Appelez l'Agence

हिंदी ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। कृपया (Hindi) एजेंसी को कॉल करें।

فارسی توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی به صورت رایگان برای شما در دسترس است. (Persian, Farsi) آژانس تماس بگیرد.

Deutsch ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen sprachliche

(German) Unterstützungsmöglichkeiten kostenlos zur Verfügung. Rufen Sie die Agentur an.

ગુજરાતી (Gujarati) સાવધાની: જો તમે ગુજરાતી બોલતા હો, તો ભાષા સહાય સેવા તમને મફત ઉપલબ્ધ છે. કૃપા કરીને કોલ કરો

Русский (Russian) **ВНИМАНИЕ:** ВНИМАНИЕ: Если вы говорите по-русски, услуги языковой поддержки доступны вам бесплатно. Позвоните в агентство.

日本語 (Japanese) 注意: 日本語を話す場合、無料で言語サポートサービスが提供されます。エー
ンシーに電話してください。

ລາວ (Lao) ເບີໂດໃຈ: ຖ້າທ່ານພາສາລາວ, ບໍລິການຊ່ວຍເຫຼືອພາສາ,
ທ່ານມີຄ່າບໍ່ເກີນ, ເຮົາຈະໃຫ້ທ່ານສໍາລັບບໍ່ເກີນ.
ໂທສເຫຼືອຫາເອກະຊົນ.

português (Portuguese) ATENÇÃO: Se você fala português, os serviços de assistência linguística estão disponíveis gratuitamente para você. Ligue para a Agência.