

Notice of Non-Discrimination

HarmonyCares service locations comply with civil rights laws and do not exclude, deny benefits to, or otherwise discriminate or permit discrimination, including but not limited to bullying, abuse or harassment against any person (i.e. patients, companions, and employees) or based on any individual's association with another individual, based on actual or perceived race, color, religion, national origin, (including limited English proficiency and primary language), gender, gender expression, gender identity, sexual orientation and sex characteristics, health status (including HIV status), age, disability, marital status, pregnancy, ancestry, genetic information, amnesty, veteran status, cost of treatment, participation in benefit plans, or payment source. This prohibition applies to admission to, participation in, or receipt of the services and benefits under any of our programs and activities carried out by any service location directly, or through a contractor or any other entity with which the location arranges to carry out its programs or activities.

HarmonyCares provides reasonable modifications for individuals with disabilities, and appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats, such as braille or large print, free of charge and in a timely manner, when such modifications, aids, and services are necessary to ensure accessibility and an equal opportunity to participate to individuals with disabilities. Language assistance services, including electronic and written translated documents and oral interpretations are provided free of charge when such services are necessary to provide meaningful access to a limited English proficient individual.

If you require services or believe that a HarmonyCares service location has failed to provide these services or has engaged in discrimination, or if you need help filing a grievance, you may contact your local Harmony Cares location, or the Section 1557 Coordinator by calling 1-800-609-9783, or by emailing speakup@harmonycares.com.

You may also contact the Section 1557 Coordinator to obtain our full grievance procedure.

You can also contact the U.S. Department of Health and Human Services, Office of Civil Rights at:

US Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019 or 800-537-7697 (TDD)

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