**English**

**Appendix A to Part 92—Sample Notice Informing Individuals About Nondiscrimination and Accessibility Requirements and Sample Nondiscrimination Statement:**

**Discrimination is Against the Law**

Total Patient Care Home Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Total Patient Care Home Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

  Total Patient Care Home Health:

  • 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 Susan Easaw

If you believe that Total Patient Care Home Health 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: Susan Easaw, Director of Clinical Services, P. O. Box 902, Allen, Texas 75013, telephone number 214/547-7496, Fax -214/547-7460, susan.easaw@totalpatientcare.net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Susan Easaw, Director of Clinical Services 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>.