

NHPCO Standard(s): Regulatory Citation(s):	42 U.S.C. 18116; 45 C.F.R. pt. 92; Section 1557 of the Affordable Care Act
L-Tag(s):	
POLICY:	Calvert Hospice has a non-discrimination policy that complies with federal discrimination laws.
PROCEDURES:	<p>Calvert Hospice Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Calvert Hospice Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Calvert Hospice Inc.:</p> <ul style="list-style-type: none">• Provides free aids and services to people with disabilities to communicate effectively with us, such as:<ul style="list-style-type: none">• 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:<ul style="list-style-type: none">• Qualified interpreters• Information written in other languages <p>If you need these services, contact Calvert Hospice at 410-535-0892 and you will be connected to an interpreter.</p> <p>If you believe that Calvert Hospice Inc. 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 the Human Resources Coordinator, P.O. Box 838, Prince Frederick, MD, 410-535-0892 (office), 410-535-5677 (fax), or compliance@calverthospice.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Human Resources Coordinator is available to help you.</p> <p>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:</p>

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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>.