

Discrimination is Against the Law

At Home Care, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, or any other protected class

At Home Care, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex, or any other protected class

At Home Care, Inc.:

- 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 Laurie Neander, Civil Rights Coordinator

At Home Care, Inc., 25 Elm St, Oneonta, NY 13820, 1-800-783-0613

If you believe that At Home Care, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, or any other protected class, you can file a grievance with:

Laurie Neander, Civil Rights Coordinator
25 Elm Street
Oneonta, NY 13820
1-800-783-0613
Fax: 607-432-5836
e-mail: lnander@ahcnys.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Laurie Neander, Civil Rights 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 **electronically** through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/filing-with-ocr>

File 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)