

Hacienda HealthCare

Discrimination is Against the Law

Hacienda HealthCare, and all affiliates, comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Hacienda Healthcare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Hacienda Healthcare:

- 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 any of these services while at a Hacienda HealthCare facility, contact:

Marianne Love, Director of Corporate Compliance, at 602-243-4231 x 185. She can assist you with the Language Assistance Coordinator's contact information at each facility.

If you believe that Hacienda Healthcare, or any affiliate, 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: Kevin Payne, Corporate Compliance Officer, 1402 E. South Mountain Avenue, Phoenix, AZ 85042, 602-243-4231 x 121, or at kevin@haciendainc.org. You can file a grievance in person, by telephone, by mail, or email. If you need help filing a grievance, Kevin Payne 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>.