

NOTICE OF NON-DISCRIMINATION

ACCESSIBILITY TO INTERPRETER SERVICES

Home Care Delivered, Inc. (“HCD”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HCD does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

HCD 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)

HCD 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 a customer service representative at (800) 565-5644.

If you believe that we have 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: Home Care Delivered, Inc., Attn: Chief Compliance Officer, 11013 West Broad Street, 4th Floor, Glen Allen, Virginia 23060; or email: HCDCompliance@hcd.com.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, a customer service representative 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/smartscreen/main.jsf>, or by phone (1-800-368-1019, 800-537-7697 (TDD)) or mail at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

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Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1--(phone number)

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1--

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1--(phone number)

Kreyòl Ayisyen (French Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele --(phone number)

Korean: 주의 : 한국어를 사용하시는 경우 , 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-- (phone number) 번으로 전화해 주십시오

Arabic: كلفاوتة يوغلا قدعاسملا تامدخ نإف ءةغلا ركذا ثدحتت ذك اذإ : ءةطو حلم -1--(phone number) م ق) م ق ر ب ل ص ت ا . ن ا ج م ل ا ب

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1--(phone number)

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1--(phone number)

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1--(phone number)

Portuguese : ATENÇÃO: Se fala português, encontram -se disponíveis serviços linguísticos, grátis. Ligue para 1--(phone number)

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1--(phone number)

Urdu: ر ك 1--(phone number) ن بي ب ا يتسد ن ي م ت ف م ت ا م د خ ي ك د م ي ك ن ا ب ز و ك پ آ و ت ء م ي ي ء ت ل و ب و د ر ا پ آ ر گ ا : ر ا د ر ب خ

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1--(phone number)

Gujarati: ુ ના: જો તમે જરાતી બોલતા હો, તો : ુ ભાષા સહાય સેવ ાઓ તમારા માટ છ. ફોન કરો 1--(phone number)

Farsi (Persian): ديريگه سلامت . مه ارفامشي ارب ن اگيار ت روصبي نابز ت لايهسته ، مدينكي م وگتفگي سراف ن ابز ه ب رگا : هجوت : 1-- (phone number) ا گ ر ق ب ل ا ع ض و ش د ه ا ي د ، ل ط ف ا ب ا ش م ا ر ه ق ي د ش د ه ر و ي پ ش ت ك ا ر ت ا ب . د ش ا ب ي م : 1-- (phone number) ش ن ا س ا ي ي ع ض و ي ت خ و د ت م ا س ب گ ي ر ي د .

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1--(phone number)