75 Chestnut Street
Franklin, NH 03235
www.FranklinVNA.org

Franklin
VNA & Hospice

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Nondiscrimination and Accessibility Requirement Notice

Franklin VNA & Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Franklin VNA & Hospice does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Franklin VNA & Hospice:

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 the Corporate Compliance Officer. If you believe that Franklin VNA & Hospice 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: Kristel Mattice, Corporate Compliance Officer, 75 Chestnut St, Franklin, NH 03235, 603-934-3454, fax: 603-934-2222, kmattice@franklinvna.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kristel Mattice, Corporate Compliance Officer, 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