



Northern Counties

HEALTH CARE

Notice of Nondiscrimination and Accessibility Requirements

Discrimination is Against the Law

Northern Counties Health Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Northern Counties Health Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Northern Counties Health Care:

- 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, etc.)
- 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, please contact the Practice Manager at the site where you receive care or your Home Health or Hospice contact.

If you believe that Northern Counties Health Care 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 Kari White, Director of Quality Initiatives/Compliance and Privacy Officer of Northern Counties Health Care.

By mail: Northern Counties Health Care, 165 Sherman Drive, St. Johnsbury, VT 05819

By phone: (802) 748-9405 or Toll Free 1 (800) 499-9405

By fax: (802) 748-4540

By e-mail: compliance@nchcvt.org

You can file a grievance in person, or by phone, mail, fax, or e-mail. **If you need help filing a grievance, please contact the Practice Manager at the site where you receive care or your Home Health or Hospice contact.**

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 of 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 <https://www.hhs.gov/ocr/office/file/index.html>.