



Notice of NON-Discrimination

Wings of Hope Hospice and Palliative Care complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). Wings of Hope Hospice and Palliative care does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)).

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- **Language assistance services.**

Wings of Hope Hospice and Palliative Care will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:

- Electronic and written translated documents
- Qualified interpreters
- Qualified bilingual/multilingual staff if available

- **Appropriate auxiliary aids and services.**

Wings of Hope Hospice and Palliative Care will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:

- Qualified interpreters, including American Sign Language interpreters
- Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)

- **Reasonable modifications.**

Wings of Hope Hospice and Palliative Care will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please refer to Wings of Hope Hospice's and Palliative Care.



For additional assistance, you may also contact Section 1557 Coordinator at Wings of Hope Hospice and Palliative care – Christina Wendorf at the phone number: 602-971-0304.

If you believe Wings of Hope Hospice and Palliative Care has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, sex, age, or disability, you can:

1. File a grievance with Wings of Hope Hospice and Palliative Care at

Phone: 602-971-0304

Email: cwendorf1@wohhospice.com

2. File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Electronically: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Via mail: U.S. Department of Health & Human Services
200 Independence Avenue, S.W. – 509F
Washington, D.C. 20201