

## Notice Informing Individuals About Nondiscrimination and Accessibility

### Discrimination is Against the Law

**Northeast Professional Caregivers** complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2)). **Northeast Professional Caregivers** does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

#### Northeast Professional Caregivers

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services contact Kate Burgert, VP of Operations 330.966.2311

If you believe that Northeast Professional Caregivers 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 Kate Burgert, Civil Rights Coordinator, 4580 Stephen Circle, NW, Suite 302, Canton, OH 44718, phone 330.966.2311, fax 330.966.6893, [kburgert@neprohomecare.com](mailto:kburgert@neprohomecare.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kate Burgert 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 <https://www.hhs.gov/ocr/complaints/index.html>.