



## Lake Sunapee Region VNA & HOSPICE

### **Nondiscrimination and Accessibility Requirement Notice**

Lake Sunapee Region 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. Lake Sunapee Region VNA & Hospice does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Lake Sunapee Region 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 Lake Sunapee Region 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: Caitlin Barden, Corporate Compliance Officer, PO Box 2209, New London, NH 03257, 1-800-310-4077, TTY: 800-735-2964, fax: 603-526-6208, [caharmon@lakesunapeevna.org](mailto:caharmon@lakesunapeevna.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Caitlin Barden, 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>.