

# Nondiscrimination and Accessibility Statement

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

## Serenity Hospice & Home

- 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 Peggy Richard, Compliance Officer.

If you believe that Serenity Hospice & Home 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:

Peggy Richard, Compliance Officer  
1658 S IL Route 2  
Oregon, IL 61061  
Phone: 1-815-732-2499  
Fax: 815-732-6077  
[peggyr@serenityhospiceandhome.org](mailto:peggyr@serenityhospiceandhome.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Peggy Richard, 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>.