

STATEMENT OF NONDISCRIMINATION

CORPORATE COMPLIANCE



COMPLIANCE DEPARTMENT STATEMENT OF NONDISCRIMINATION

Our care community does not discriminate against any person on the basis of race, color, national origin, disability, age, or sex, including gender identity, in admission or access, treatment, employment, or participation in its programs and activities. For further information, to request free auxiliary and/or interpretation services please contact the **Administration Team** at the care community.

INTERPRETATION SERVICES AVAILABLE:

How to Use Interactive Voice Response (IVR)

- **Step 1:** Call 866-477-5343
- **Step 2:** Enter Account Number 24814, followed by #sign
- **Step 3:** Select 1 to be connected directly to your Spanish interpreter, or
Select 2 to be connected directly to your Russian interpreter, or
Select 9 for all other languages

*If you require a 3rd party call, press 9 to reach a Customer Service Representative

- **Step 4:** Enter Site ID (Site Number), followed by # sign

HEARING IMPAIRED SERVICES AVAILABLE:

- Telecommunications Relay Service (TRS)
- Text-to-Voice TTY Services
- Voice Carry Over Services
- Speech-to-Speech Relay Services
- IP Internet Protocol Relay Service
- Hearing Impaired Services login to:
www.fcc.gov/consumers/guides/telecommunications-relay-services-trs

TO FILE A COMPLAINT WITH THE AVALON COMPLIANCE DEPARTMENT:

- Alertline Phone: 877-874-8416
- Chief Compliance Officer Phone: 801-325-0165
- Email: compliance@avalonhealthcare.com
- Web: www.Avalonhci.alertline.com

TO FILE A COMPLAINT WITH THE US DEPARTMENT OF HEALTH & HUMAN SERVICES, OFFICE OF CIVIL RIGHTS:

- Online Portal: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Phone: 1-800-868-1019 or 1-800-537-7697 (TDD)
- * Mail: U.S. Department of Health and Human Services,
200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201
- Complaint forms are available at: www.hhs.gov/ocr/office/file/index.html

