

Discrimination is Against the Law.

Porter Hills Home Health Care is a program of Brio Living Services, a faith-based, nonprofit, senior living organization. As such, Porter Hills Home Health Care follows Brio's Guiding Beliefs, such as Inclusiveness: We welcome all, regardless of faith, national origin, or any aspect of human diversity, and want all who live, work, and receive services with us to feel welcomed, embraced, and invited to participate.

Porter Hills Home Health Care complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). Porter Hills Home Health 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.** Porter Hills Home Health 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
- **Appropriate auxiliary aids and services.** Porter Hills Home Health 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
 - Video remote interpreting
 - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
- **Reasonable modifications.** Porter Hills Home Health 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 the client information booklet for Porter Hills Home Health Care provided at your first visit, or contact Porter Hills Home Health Care at 616-949-5140.

If you believe Porter Hills Home Health 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 Beth McDonald, Quality Manager at 616-974-1982
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