

# Discrimination is Against the Law

## **Carolina SeniorCare**

Carolina SeniorCare (CSC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. CSC does not exclude people in health programs and activities or treat them differently because of race, color, national origin, age, disability, or sex (including sexual orientation or gender identity).

CSC provides free aids and services in a timely manner to people with disabilities to communicate effectively with us, such as sign language interpreters, written information in other formats (large print, audio, accessible electronic formats, other formats), when such aids and services are necessary to ensure an equal opportunity to participate.

CSC provides free language assistance services, including translated documents and oral interpretation, free of charge and in a timely manner, when such services are necessary to provide meaningful access to individuals with limited English proficiency.

If you need these services, please contact the Quality Assurance Coordinator, Telephone: 336-746-3513 TTY: 7-1-1

If you believe that CSC 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:

Quality Assurance Coordinator  
Carolina SeniorCare, 802 East Center Street Lexington NC 27292  
Telephone: 336-746-3513 TTY: 7-1-1 Fax: 336-746-3523

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Quality Assurance, 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 (OCR), 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). OCR complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.