Notice of Nondiscrimination

Discrimination is against the law.

One You Love Homecare Waco complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them less favorably because of race, color, religion, national origin (including limited English proficiency and primary language), sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity and sex stereotypes), age, disability (including mental illness and substance use disorders), marital status, source of payment or any combination thereof with regard to admission, access to treatment or employment.

We provide people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). We provide free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact our Administrator, who acts as our Civil Rights Coordinator.

If you believe that we have failed to provide these services or discriminated in any other way, you may file a grievance with our Administrator by phone at (254) 273-8785, by email at info_waco@oneyoulovehomecare.com or in person or by mail at 510 Austin Avenue, Suite 25564, Waco, TX 76701. If you need help filing a grievance, our Administrator is available to help you.

The availability and use of this grievance procedure does not prevent you from pursuing other legal or administrative remedies.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by any of the following methods:
Electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf.
By mail to U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201. Complaint forms are available at: http://www.hhs.gov/ocr/office/file/index.html.
By phone at 1-800-368-1019 (TDD: 1-800-537-7697).

This notice is available at our website: http://www.oneyoulovehomecare.com