

## Notice of Nondiscrimination

Discrimination is against the law.

One You Love Homecare Henderson complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them less favorably with regard to admission, access to treatment or employment. One You Love Homecare Henderson does not discriminate and does not permit discrimination, including, without limitation, bullying, abuse or harassment, on the basis of actual or perceived race, color, religion, national origin (including limited English proficiency and primary language), ancestry, age, sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity or expression and sex stereotypes), physical or mental disability (including mental illness and substance use disorders), HIV status or any combination thereof. We do not discriminate based on association with another person on account of that person's actual or perceived race, color, religion, national origin (including limited English proficiency and primary language), ancestry, age, sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity or expression and sex stereotypes), physical or mental disability (including mental illness and substance use disorders, HIV status or any combination thereof.

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 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 Civil Rights Coordinator by phone at (702) 832-2464, by email at [melanie.phillips@oneyoulovehomecare.com](mailto:melanie.phillips@oneyoulovehomecare.com) or in person or by mail at 2520 Saint Rose Parkway, Suite 202-D, Henderson, NV 89704. If you need help filing a grievance, our Civil Rights Coordinator is available to help you.

If you feel you have experienced prohibited discrimination, you may file a complaint with Nevada's Division of Public and Behavioral Health (DPBH) by calling (775) 684-4200, Monday through Friday, 8:00 a.m. to 5:00 p.m. You may also reach the 24-Hour Public Health Emergency Contact Line at (775) 684-5920 or the Complaint Intake Line at (702) 668-3250. Leave a message if no one is available. Your call will be returned in 48-72 hours.

You may also file a complaint with You Love Homecare Henderson in addition to any complaint filed with the DPBH. You can file a complaint with You Love Homecare Henderson even if you have not filed a complaint with the DPBH. You may file a complaint with You Love Homecare Henderson using the contact information in our Problem Solving Procedure.

You Love Homecare Henderson will conduct a thorough review and investigation of your complaint. We will submit a written response to you or your representative within 30 business days that includes the results of the investigation and a description of corrective actions taken, if any.

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 [ocrportal.hhs.gov/ocr/portal/lobby.jsf](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 [hhs.gov/ocr/office/file/index.html](https://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:

[oneyoulovehomecare.com/locations/henderson-nv](https://oneyoulovehomecare.com/locations/henderson-nv).