



Notice of Nondiscrimination

Mountain Valley complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Mountain Valley does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Mountain Valley:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Mountain Valley at (888) 789-2922.

If you believe that Mountain Valley has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity) you can file a grievance with:

Stephanie Tilley

Senior VP of Patient Advocacy - Civil Rights Coordinator

PO Box 325, Dobson, NC 27017

(888) 789-2922, stilley@mtnvalleyhospice.org

You can file a grievance in person or by mail, fax, or email.

If you need help filing a grievance, Stephanie Tilley, Civil Rights Coordinator, 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, 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)

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

ATTENTION: If you do not speak English, Language Assistance Services, free of charge, are available to you, call (888) 789-2922 (TTY:711).