

# Discrimination Is Against the Law

Serenity Hospice and Palliative Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Serenity Hospice and Palliative Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Serenity Hospice and Palliative Care:

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 Tammie Veirs, QAPI/Compliance Director

If you believe that Serenity Hospice and Palliative Care 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:

**Tammie Veirs, QAPI/Compliance Director**

**2999 N. 44<sup>th</sup> Street Suite 225 Phoenix AZ 85018**

**Phone: 602-216-2273, Fax: 602-443-5398**

**TTY:711 Arizona RELAY**

**EMAIL: [t.veirs@serenityhospiceaz.com](mailto:t.veirs@serenityhospiceaz.com)**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Tammie Veirs, QAPI/Compliance Director 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 <http://www.hhs.gov/ocr/office/file/index.html>



