

## Nondiscrimination Statement

Lumina Hospice & 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. Lumina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Lumina 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)

Lumina 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 your Lumina team or a Lumina Clinical Manager. If you believe that Lumina 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:

Elizabeth French, Executive Director

720 SW 4th Street, Corvallis, OR 97333

Phone: 541-757-9616, Fax: 541-757-1760, Email: [elizabeth.french@luminahospice.org](mailto:elizabeth.french@luminahospice.org).

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Elizabeth French, Executive 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>