

Discrimination is against the law.

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

Team Select Home Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters, SmartCare telehealth with language services.
- 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, SmartCare telehealth with translation services, and information written in other languages.

If you need these services, contact the Administrator/Director through your local agency or the Compliance Officer. If you believe that Team Select Home 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:

Susan Valocchi, Chief Compliance Officer
2999 N. 44th Street, Suite 100
Phoenix, AZ 85018
Phone: (602) 288-4059
Fax: 602-253-5656
svalocchi@tshc.com
Hotline: 877-856-9107

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the above Civil Rights Coordinators are 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/office/file/index.html>.

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