

Discrimination is against the law.

Team Select Home Care complies with applicable Federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1577). Team Select Home Care does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Team Select Home Care does not exclude people or treat them differently because of race, color, national origin, age, disabilities, or sex.

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- **Language assistance services:** Team Select Home Care will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:
 - Electronic and/or written translation documents
 - Qualified interpreters
 - Qualified bilingual/multilingual staff (where applicable)
- **Appropriate auxiliary aids and services:** Team Select Home Care will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
 - Qualified interpreters, including American Sign Language interpreters and Video remote interpreting via Propio Language Services
 - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
- **Reasonable modifications:** Team Select Home Care will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, service, or other benefits.

To access our language assistance services, auxiliary aids , and services, and for assistance in getting a reasonable modification, please 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/smartscreen/main.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>.