



NONDISCRIMINATION STATEMENT - English

Discrimination is Against the Law

Complete Senior Care, PACE complies with applicable Federal civil right laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Complete Senior Care, PACE does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Complete Senior Care, PACE:

*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 Patricia Jones, Senior Director Quality Assurance. If you believe that Complete Senior Care, PACE 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:

Patricia Jones, R.N.
Complete Senior Care, Senior Director Quality Assurance
1302 Main St.
Niagara Falls, NY 14301

Telephone number: (716) 285-8248
Toll Free: 888-303-4333
TTY: 800-662-1220
Fax: (716) 285-8249
Email: jones@completeseniorcare.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Patricia Jones, Senior Director Quality Assurance 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>.