



PERSONAL + SKILLED + MEMORY + REHAB



HOSPICE + PALLIATIVE + HOMEHEALTH + HOMECARE

"Home for the Friendless" d/b/a Homeland Center /Homeland at Home  
1901 North Fifth Street, Harrisburg, PA 17102

## **Statement of Policy**

### **NON-DISCRIMINATION AND CULTURAL COMPETENCE IN SERVICES AND ACCESSIBILITY NOTICE**

#### ***Cultural Competence***

Homeland Center (and its affiliates) participate in state and federal government efforts to promote the delivery of services in a culturally competent manner to all Residents, Clients, and Patients, including those with limited English proficiency and diverse cultural and ethnic backgrounds, disabilities, and regardless of gender, sexual orientation, or gender identity. Homeland Center (and its affiliates) shall accept Resident, Patient, and Client applicants in the order they applied and shall not discriminate regardless of health status or need for health care services, race, color, national origin, sex, gender, sexual orientation, gender identity, or disability, and ensure high-quality services that are equitable to underserved, accessible and responsive to socially disadvantaged and ethnically diverse groups, which include culturally and linguistically appropriate services.

#### ***Non-Discrimination***

Homeland Center (and its affiliates) follow applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation in our admissions or care processes. Homeland Center (and its affiliates) does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation; including those with limited English proficiency, and diverse cultural and ethnically diverse groups, which include culturally and linguistically appropriate services. *Although we do not discriminate, it must be recognized there are conditions and diagnoses which may not be applicable for admission or service delivery due to certain service limitations. To have a better understanding of what those conditions and diagnoses may be, please contact each service department's Admissions Coordinator.*

#### **Homeland Center (and its affiliates):**

Provide 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.

Homeland Center has adopted an internal grievance procedure providing for prompt and fair resolution of complaints based on alleged discrimination prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, sexual orientation, age or disability in certain health programs and activities. Section 1557 and its implementing regulations are available to you in the office of the Administrator at the facility where you are receiving care.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, sexual orientation, age or disability including those with limited English proficiency and diverse cultural and ethnically diverse groups, which include culturally and linguistically appropriate services; may file a grievance under this procedure. Persons who allege discrimination, file a grievance, or participate in investigating a grievance may not be punished or retaliated against for doing so.

If you need these services, or believe that Homeland Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation; including those with limited English proficiency and diverse cultural and ethnically diverse groups, which include culturally and linguistically appropriate services you can file grievance with:

**Corporate Compliance Officer**  
**1901 North 5<sup>th</sup> Street**  
**Harrisburg, PA 17102**

or you may file a complaint using our **Compliance Hotline (1-866-226-7542)** or by reporting at [www.mycomplianceport.com](http://www.mycomplianceport.com) Access ID: **HLC** You may file a grievance in person or by mail.

You may 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>.  
**If you do not speak English, language assistance services, free of charge, are available to you.**  
Call **1-888-468-4510 (TTY)**.

**Español (Spanish)**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-468-4510 (TTY)**.

**繁體中文 (Chinese)**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-888-468-4510 (TTY)**。

**Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-468-4510 (TTY)**.

**한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-468-4510 (TTY)**. 번으로 전화해 주십시오.

**Français (French)**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-468-4510 (ATS)**.

**العربية (Arabic)**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغ **رقم هاتف الصم -800-910-0000** تتوافر لك بالمجان. اتصل برقم **1-888-468-4510 (TTY)**.  
LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **1-888-468-4510 (TTY)**.

**Русский (Russian)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-888-468-4510 (TTY)**.

**ខ្មែរ (Cambodian)**

ប្រយ័ត្ន: បើសិនអ្នកនិយាយខ្មែរ, សេវាជំនួយភាសាឥតគិតថ្លៃ គឺបានសម្រាប់អ្នក។ ជូរទូរស័ព្ទ **1-888-468-4510 (TTY)**.

**Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-888-468-4510 (TTY)**.

**हिंदी (Hindi)**

आनंद: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। **1-888-468-4510 (TTY)**. पर कॉल करें।  
ພາສາລາວ (Lao)  
ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ **1-888-468-4510 (TTY)**.

**日本語 (Japanese)**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 **1-888-468-4510 (TTY)**. まで、お電話にてご連絡ください。

**Effective: 11/1/2023**