



Visiting Nurse Service

Notice Informing Individuals about Nondiscrimination and Accessibility Requirements Discrimination is Against the Law 45 C.F.R. § 92.8(b)(1) and (d)(1)

Cleveland Clinic Akron General Visiting Nurse Service complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Cleveland Clinic Akron General Visiting Nurse Service does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Cleveland Clinic Akron General Visiting Nurse Service provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats. Cleveland Clinic Akron General Visiting Nurse Service provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact Cheri Greenwell RN, Director, Regulatory Process and Quality, 1 Home Care Place, Akron, Ohio 44320, 330-848-6239, who serves as Cleveland Clinic Akron General Visiting Nurse Service's Civil Rights Coordinator.

If you believe that Cleveland Clinic Akron General Visiting Nurse Service 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: Cheri Greenwell RN, Director, Regulatory Process and Quality, 1 Home Care Place, Akron, Ohio 44320, 330-848-6239. If you need help filing a grievance, Cleveland Clinic Akron General Visiting Nurse 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; TDD: 1-800-537-7697.

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.