



## NONDISCRIMINATION POLICY

Capstone Hospice complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). Capstone Hospice does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)) or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

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.** Capstone Hospice 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 written translated documents
  - Qualified interpreters
  - if applicable: Qualified bilingual/multilingual staff
- **Appropriate auxiliary aids and services.** Capstone Hospice 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
  - Video remote interpreting
  - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
  - Qualified readers
- **Reasonable modifications.** Capstone Hospice will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please refer to our **Compliance Officer** for our language access procedures, communication procedures, and reasonable modification procedures.

- **Compliance Officer:** [Jherbert@capstonehospice.com](mailto:Jherbert@capstonehospice.com).
- 5550 Peachtree Parkway, Peachtree Corners, GA 30092,

- 770-558-6202, TTY number 711 ALTA Language services 844-209-8821
- FAX 678- 580-3295

If you believe Capstone Hospice has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, sex, age, or disability, you can:

1. File a grievance with Capstone Hospice @ 770-880-4848. Compliance Officer, Judy Herbert, RN BSN
2. File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

*Electronically:* <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

*Via mail:* U.S. Department of Health & Human Services  
200 Independence Avenue, S.W. – 509F  
Washington, D.C. 20201