

## NON-DISCRIMINATION POLICY

Elara Caring complies with applicable federal civil laws and does not discriminate, exclude or treat people differently on the basis of race, color, creed, sex, national origin, disability, ability to pay, DNR status, diagnosis/infectious disease, sexual orientation, marital status, gender identity, gender expressions, age, status with the regard to public assistance, social status, political belief, religion or veteran status with regard to admission, access to treatment or employment.

Elara Caring 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); and 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 the Vice President of Human Resources.

If you believe that Elara Caring has failed to provide these services or discriminated in any other way, you may file a grievance in person or by phone or mail by using the following contact information. If you need help filing a grievance, our Civil Rights/Section 1557 Coordinator is available to help: Vice President of Human Resources, 900 Cooper Street, Jackson, MI, 49202; Phone: 1-800-379-1600.

It is the law for Elara Caring not to retaliate against anyone who opposes discrimination, files a grievance or participates in the investigation of a grievance.

Grievances must be submitted to Elara Caring within 60 days of the date you become aware of the possible discriminatory action, and must state the problem and the solution sought. We will issue a written decision on the grievance based on a preponderance of evidence no later than 30 days after its filing, including a notice of your right to pursue further administrative or legal action. You may also file an appeal of our decision in writing to the Administrator within 15 days at 900 Cooper Street, Jackson, MI, 49202. The Administrator will issue a written response within 30 days after its filing.

The availability and use of this grievance procedure does not prevent you from pursuing other legal or administrative remedies.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by using any of the following methods:

Submit electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Write to U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201. Complaint forms are available at: <http://www.hhs.gov/ocr/filing-with-ocr/index.html>

Call 1-800-368-1019 (toll free) or 1-800-537-7697 (TDD)

Albanian

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë.  
Telefononi në 1-800-379-1600 (TTY: 1-800-379-1600).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-379-1600 (رقم هاتف الصم والبكم: 1-800-379-1600).

Bantu - Kirundi

ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu.  
Woterefona 1-800-379-1600 (TTY: 1-800-379-1600).

Bengali

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-৮০০-৩৭৯-১৬০০ (TTY: ১-৮০০-৩৭৯-১৬০০)।

Burmese

သတိပြုရန် - အကယ်၍ သင့်လျော်သည့် ချမှတ်စကား ကို ချေဖျက်ပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အကြံပြု  
စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-379-1600 (TTY: 1-800-379-1600) သို့မဟုတ် ဝေဒနာဆိုင်ရာ။

Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ  
1-800-379-1600 (TTY: 1-800-379-1600)។

Cherokee

Hagsesda: iyuhno hyiwoniha [tsalagi gawonihisdi]. Call 1 – 800-379-1600 (TTY: 1-800-379-1600)

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 1-800-379-1600 (TTY: 1-800-379-1600)

Cushite (Oromo)

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-379-1600 (TTY: 800-379-1600)

Dutch

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-800-379-1600 (TTY: 1-800-379-1600).

Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-379-1600 (TTY: 1-800-379-1600) تماس بگیرید.

#### French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-379-1600 (ATS : 1-800-379-1600).

#### French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-379-1600 (TTY: 1-800-379-1600).

#### German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-379-1600 (TTY: 1-800-379-1600).

#### Greek

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-379-1600 (TTY: 1-800-379-1600).

#### Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.  
ફોન કરો 1-800-379-1600 (TTY: 1-800-379-1600).

#### Hebrew

1-800-379-1600 (TTY: 1-800-379-1600) אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט

#### Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-379-1600 (TTY: 1-800-379-1600) पर कॉल करें।

#### Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-379-1600 (TTY: 1-800-379-1600).

#### Indonesian

PERHATIAN: Jika Anda berbicara dalam Bahasa Indonesia, layanan bantuan bahasa akan tersedia secara gratis. Hubungi 1-800-379-1600 (TTY: 1-800-379-1600).

#### Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-379-1600 (TTY: 1-800-379-1600).

#### 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。1-800-379-1600 (TTY:1-800-379-1600) まで、お電話にてご連絡ください。

#### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-379-1600 (TTY: 1-800-379-1600) 번으로 전화해 주십시오.

#### Laotian

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-379-1600 (TTY: 1-800-379-1600).

#### Nepali

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-379-1600 (टिडिवाइ: 1-800-379-1600) ।

#### Nilotic

**PII KENE:** Na ye jam ně Thuonjan, ke kuony yeně koc waar thook atö kuka lëu yök abac ke cın wēnh cuatě piny. Yuopě 1-800-379-1600 (TTY: 1-800-379-1600)

#### Pennsylvania German/Dutch

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-379-1600 (TTY: 1-800-379-1600).

#### Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-379-1600 (TTY: 1-800-379-1600).

#### Portugese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-379-1600 (TTY: 1-800-379-1600).

#### Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-800-379-1600 (TTY: 1-800-379-1600) 'ਤੇ ਕਾਲ ਕਰੋ।

#### Romanian

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-800-379-1600 (TTY: 1-800-379-1600).

#### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-379-1600 (телетайп: 1-800-379-1600).

#### Serbo Croation

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-379-1600 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-379-1600).

