

## HILLCREST CONVALESCENT CENTER NONDISCRIMINATION POLICY

As a recipient of Federal financial assistance, Hillcrest Convalescent Center (“Hillcrest”) complies with the applicable Federal civil rights laws and does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, disability, sex, or age, in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Hillcrest directly or through a contractor or any other entity with which Hillcrest arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Affordable Care Act, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, 91, and 92.

Hillcrest provides:

(1) Free aids and services to people with disabilities to communicate effectively with us, such as:

- (a) Qualified sign language interpreters
- (b) Written information in other formats (large print, audio, accessible electronic formats, other formats)

(2) Free language services to people whose primary language is not English, such as:

- (a) Qualified interpreters
- (b) Information written in other languages.

If you need these services, contact Ted Smith.

If you believe that Hillcrest 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:

T. Ted Smith, Administrator,  
1417 West Pettigrew Street, Durham, N.C. 27705  
919-286-7705 (Phone)  
TDD or State Relay number: 711 or 1-800-735-2961  
919-286-3772 (Fax)  
E-mail: [info@hillcrestnc.com](mailto:info@hillcrestnc.com)

You can file a grievance in person or by mail, fax, or e-mail. If you need help filing a grievance, Ted Smith 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>