

NOTICE OF NON-DISCRIMINATION

Section 1557 of the Affordable Care Act (ACA) 12/2024

Always Best Care Senior Services complies with applicable Federal civil rights laws and does not discriminate in hiring or admissions, on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation and gender identity). Our Agency does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation and gender identity).

NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND AUXILIARY AIDS AND SERVICES

Always Best Care Senior Services:

- Provides free aids/services to individuals 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).

ATTENTION: For individuals whose primary language is not English (LEP) free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call our agency at (707)317-1740.

- Free language assistance services and auxiliary aids and services when necessary for compliance with Section 1557, to patients whose primary language is not English (LEP) such as:
 - Qualified interpreters.
 - Information written in other languages.Language Line Services (<http://www.language.com>/ 800-752-6096)

If you need these services, contact Rebecca Smith, Administrator

If you believe that Always Best Care Senior Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation and gender identity), you can file a grievance with:

Agency Name: Always Best Care Senior Services
Civil Rights Coordinator: Rebecca Smith
Civil Rights Coordinator Email: rsmith@abc-seniors.com
Agency Address: 479 Mason Street Ste 109, Vacaville, CA 95688
Agency Phone: (707)317-1740
Agency Fax: (707)471-4094

You can file a grievance in person or by mail, email or fax. If you need assistance filing a grievance, Rebecca Smith, our Civil Rights Coordinator 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, 1-800-368-1019, 800-537-7697 (TDD)

Employee Signature

Date