



**HOME OF THE INNOCENTS
NOTICE OF NON-DISCRIMINATION**

Home of the Innocents complies with applicable federal civil rights laws and does not discriminate or exclude individuals on the basis of race, religion, color, national origin, age, disability, or sex. Additionally, Home of the Innocents shall offer and provide the same high quality of service to all individuals served, regardless of their language and communication abilities.

Home of the Innocents shall coordinate and provide cost-free services to assist individuals with disabilities to communicate effectively. Home of the Innocents shall also coordinate and provide cost-free language interpretation services to individuals whose primary language is not English.

If the need for such services is identified upon admission or any time during the course of treatment, the designated staff person for your program will take the necessary steps to ensure the coordination of services such as:

- Written information in other formats, such as large print, audio, accessible electronic formats, etc.
- Language interpretation services by a qualified interpreter, either in person or via a certified telephonic interpretation service
- Translation services by a qualified translation service
- Telecommunications Relay Service (TRS) for individuals who are hearing- and/or speech-impaired
- Any other service needed to assist individuals with communication, based on the individual's identified needs
- If you believe Home of the Innocents has failed to provide these services or discriminated against you in any other way (on the basis of race, religion, color, national origin, age, disability, or sex), you may file a complaint directly with the Home of the Innocents ombudsman or with the U.S. Department of Health and Human Services.

All complaints made directly to Home of the Innocents will be reviewed by the Vice President of Quality Improvement and Corporate Compliance and may be filed either in person, by mail, or by calling the Corporate Compliance Hotline at 502.596.1050. Complaints made by mail may be sent to the following address:

Home of the Innocents
Attn: Corporate Compliance Department
1100 East Market Street
Louisville, KY 40206

You may 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 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, DC 20201

800.368.1019
800.537.7697 (TDD)

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

ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 877.904.8198.

