

Notice of Non-Discrimination

Discrimination is Against the Law



Casa de la Luz and Casa de la Luz Palliative Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Casa de la Luz and Casa de la Luz Palliative Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Casa de la Luz and Casa de la Luz Palliative Care:

- 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)
- Provides free language services to people whose primary language is not English, such as
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Casa de la Luz Quality and Compliance Director at 520.544.9890. Office hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday.

If you believe that Casa de la Luz or Casa de la Luz Palliative Care 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:

Casa de la Luz Quality and Compliance Director
7740 North Oracle Road
Tucson, AZ 85704
Phone: 520.544.9890
Fax: 520.544.9894
Email: QCandClinicalITGRPD@casahospice.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance the Casa de la Luz Quality and Compliance Director 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 of Civil Rights Compliant Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.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 <https://www.hhs.gov/ocr/complaints/index.html>