



QUALITY *Life* SERVICES™

Discrimination is Against the Law

Quality Life Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. **Quality Life Services** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Quality Life Services 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)

Quality Life Services 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 Nursing Home Administrator.

If you believe that **Quality Life Services** 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: **Susie Beardsley, Chief Administrative Officer, 612 N. Main Street, Butler, PA 16001 (Phone: 724-431-0770 Fax: 724.445.7354724-431-4573) Email: sbeardsley@qualitylifeservices.com.**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, **Susie Beardsley, Chief Administrative Officer**, 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>.