



QUALITY *Life* SERVICES™

## Non-discrimination Policy

**POLICY:** Quality Life Services shall comply with the provisions of the Federal Civil Rights Act of 1964 and the Pennsylvania Human Relations Act and all requirements imposed pursuant thereto to the end that no person shall, on the grounds of race, color, national origin, ancestry, age, sex, religious creed, or disability, be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination in the provision of any care or service. Specifically, Quality Life Services prohibits the segregation of buildings, wings, floors and rooms for reasons of race, color, national origin, ancestry, age, sex, religion, handicap or disability. In addition, discrimination is prohibited with respect to:

- a. the assignment of residents to rooms, floors and sections of our facilities;
- b. asking residents about roommate preferences;
- c. the assignment of staff to resident services;
- d. the granting of staff privileges of professionally qualified personnel;
- e. utilization of the nursing home and
- f. transfers of residents from their rooms.

As a recipient of Federal financial assistance, Quality Life Services does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, national origin, disability, or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, and in staff and employee assignments to patients, whether carried out by Quality Life Services directly or through a contractor or any other entity with which Quality Life Services 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 (nondiscrimination on the basis of race, color, national origin), Section 504 of the Rehabilitation Act of 1973 (nondiscrimination on the basis of disability), the Age Discrimination Act of 1975 (nondiscrimination on the basis of age), regulations of the U.S. Department of Health and Human Services issued pursuant to these three statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91 and applicable state laws.

Additionally, in accordance with Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42 U.S.C. § 18116, Quality Life Services does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of sex (including gender identity) in admission to, participation in, or receipt of the services and benefits under any of its health programs and activities, and in staff and employee

assignments, whether carried out by Quality Life Services directly or through a contractor or any other entity with which Quality Life Services arranges to carry out its programs and activities. Quality Life Services provides free aids and services to people with disabilities to communicate effectively and provides free language services to people whose primary language is not English.

In case of questions, please contact:

Provider Name: Quality Life Services

Contact Person/Section 504 Coordinator: Susie Tack-Beardsley

Telephone number: (724) 431-0770

**PROCEDURE:** Quality Life Services and each of its owned and operated nursing homes shall maintain the following records to show compliance with the requirements of this non-discriminatory policy:

- a. A copy of the admission policy which includes the date of its adoption, which sets forth in clear terms nondiscriminatory practices with regard to race, color, national origin, creed, ancestry, age, sex, religion, handicap or disability.
- b. A copy of a signed and dated notification to employees of this non-discrimination policy.
- c. Evidence that the non-discriminatory practices of each nursing home owned and operated by Quality Life Services have been publicized in the community at least every three years by one of the following methods: newspapers, television, radio, brochure, or yellow pages.
- d. Copies of the non-discrimination statement required under Section 1557 of the Affordable Care Act (42 U.S.C. § 18116) and its implementing regulations at 45 C.F.R. pt. 92 shall be posted in locations accessible to the facility's staff and the general public.
- e. Quality Life Services shall provide the Department of Health with a signed and dated copy of its non-discrimination policy within 30 days of the effective date of any change in this Policy.
- f. Each nursing home owned and operated by Quality Life Services has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. § 18116) and its implementing regulations at 45 C.F.R. pt. 92, issued by the U.S. Department of Health and Human Services.

## Language Assistance Services

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. 724.727.3451

### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 724.727.3451.

### Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 724.727.3451。

### Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 724.727.3451.

### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 724.727.3451.

### Pennsylvania Dutch

Wann du Deitsch schwetzsch, kantscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schpooch. Ruf selli Nummer uff: call 724.727.3451

### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 번으로 전화해 주십시오. 724.727.3451

### Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 724.727.3451.

### French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 724.727.3451.

### German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 724.727.3451.

### Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 724.727.3451.

### Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 724.727.3451.

### French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 724.727.3451.

### Mon-Khmer

ប្រយ័ត្ន: បរើសិនជាអ្នកនិយាយភាសាខ្មែរ, បសវាជំនួយខ្លួនកភាសា បោយមិនគិតគ្រួល គឺអាចមានសំរាប់បរើអ្នក។ ចូរ ទូរស័ព្ទ 724.727.3451។

### Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 724.727.3451.

### Arabic

ب رقم ات صل يد الامجان لك ت توافر ال لغوية المساعدة خدمات ف إن ال لغة، انكرت ت تحدث ك نت إذا ملاحظه  
724.727.3451 رقم .