

Compliance

Federal and state laws give you the right to have your health care complaints heard, reviewed and resolved.

Please direct any complaints about Hospice of Lenawee as follows:

Executive Director, Travis Havens

Hospice of Lenawee: thavens@hospiceoflenawee.org

Michigan Department of Licensing & Regulatory Affairs

Mail:

Bureau of Health Care Services
Health Facilities Division
PO Box 30664
Lansing, MI 48909

Complaint Hotline: 800-882-6006
Phone: 517-241-4712

Community Health Accreditation Program (CHAP)
Call the toll-free Complaint Hotline at 1-800-656-9656, 24 hours a day, seven days a week.

Non-Discrimination

Hospice of Lenawee complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex.

Non-Discrimination Statement

English

Hospice of Lenawee complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. Hospice of Lenawee does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Hospice of Lenawee:

- 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 Executive Director, Travis Havens at thavens@hospiceoflenawee.org.

If you believe that Hospice of Lenawee 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: Executive Director, Travis Havens, 1903 Wolf Creek Hwy., Adrian, MI 49221, or thavens@hospiceoflenawee.org. You can file a grievance in person or by mail, or email. If you need help filing a grievance, Executive Director, Travis Havens 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>.

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-696-6775.

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-696-6775.

繁體中文 (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 1-877-696-6775。

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-696-6775.

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-696-6775 번으로 전화해 주십시오.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-696-6775.

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-696-6775.

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-696-6775.

Polski (Polish)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-696-6775.

Italiano (Italian)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-696-6775.

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-696-6775.

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-696-6775 まで、お電話にてご連絡ください。

Shqip (Albanian)

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-877-696-6775.

Bengali (Bengali)

বাঙালি

দৃষ্টি আকর্ষণ: আপনি বাংলা, ভাষা সহায়তা সেবা, নিখরচা কথা বলতে পারেন, আপনার জন্য উপলব্ধ. 1-877-696-6775 কল.

Serbo-Croatian (Serbian)

С р п с к о -хрватски (Српски)

П А Ж Њ А : Ако говорите српскохрватски, услуге помоћи језика, и то бесплатно, на располагању су вам. Цалл 1-877-696-6775.

العربية (Syriac/Assyrian)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-696-6775.