



DISCRIMINATION IS AGAINST THE LAW

The Visiting Nursing Association of WNY, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. The Visiting Nursing Association of WNY, Inc. does not exclude people or treat them differently because of race, color, religion, sex, national origin, disability, sexual orientation, gender identify or expression, physical appearance, source of payment, or age.

Visiting Nursing Association of WNY, Inc.:

- 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 Lisa Buckley, Director of Quality Improvement.

If you believe that the Visiting Nursing Association of WNY, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, religion, sex, national origin, disability, sexual orientation, gender identify or expression, physical appearance, source of payment, or age, you can file a grievance with:

Lisa Buckley, Director of Quality Improvement
650 Airborne Parkway
Cheektowaga, NY 14225
Telephone: 716-630-8000 Fax: 716-630-8660
Email: lbuckley@kaleidahealth.org

You can also file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Lisa Buckley, Director of Quality Improvement, 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, DC 20201
1-800-368-1019
1-800-537-7697 (Telecommunication Device for the Deaf)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.