

NOTICE OF NONDISCRIMINATION

Aspen Healthcare Services Inc and Aspen Hospice Care Inc comply with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). Aspen Healthcare Services Inc and Aspen Hospice Care Inc do not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2) sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes).

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- **Language assistance services.** Aspen Healthcare Services Inc and Aspen Hospice Care Inc will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:
 - Electronic and written translated documents
 - Qualified interpreters
 - Qualified bilingual/multilingual staff when available
- **Appropriate auxiliary aids and services.** Aspen Healthcare Services Inc and Aspen Hospice Care Inc will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
 - Qualified interpreters, including American Sign Language interpreters
 - Video remote interpreting
 - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
 - Qualified readers when available
- **Reasonable modifications.** Aspen Healthcare Services Inc and Aspen Hospice Care Inc will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please refer to Aspen Healthcare Services Inc and Aspen Hospice Care Inc's Notice of Availability of Language Assistance Services and Auxiliary Aids and Services, Alternative Communication policy, and Patient/Client Rights and Responsibilities.

For additional assistance, you may also contact the agency Administrator at (972) 316-2035.

If you believe Aspen Healthcare Services Inc and Aspen Hospice Care Inc has failed to provide these services or has discriminated in another way on the basis of race, color, national origin,

sex, age, or disability, you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Electronically: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Via mail:

U.S. Department of Health & Human Services
200 Independence Avenue, S.W. – 509F
Washington, D.C.20201