

NOTICE OF NON-DISCRIMINATION

Section 1557 of the Affordable Care Act (ACA) 12/2024

Personal Service Care, LLC complies with applicable Federal civil rights laws and does not discriminate in hiring or admissions, on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation and gender identity). Our Agency does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation and gender identity).

NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND AUXILIARY AIDS AND SERVICES

Personal Service Care, LLC:

- Provides free aids/services to individuals 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).

ATTENTION: For individuals whose primary language is not English (LEP) free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call our agency at (agency ph).

- Free language assistance services and auxiliary aids and services when necessary for compliance with Section 1557, to patients whose primary language is not English (LEP) such as:
 - Qualified interpreters.
 - Information written in other languages.Language Line Services (<http://www.language.com/> 800-752-6096)
If you need these services, contact Lisa Dolezel, Administrator.

If you believe that Personal Service Care, LLC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation and gender identity), you can file a grievance with:

Agency Name: Personal Service Care, LLC
Civil Rights Coordinator: Lisa Dolezel
Civil Rights Coordinator Email: Lisa@personalservicecare.com
Agency Address: 950 N. Collier Blvd. Ste 203, Marco Island, FL 34145
Agency Phone: (239) 427-4480
Agency Fax: (239) 376-0660

You can file a grievance in person or by mail, email or fax. If you need assistance filing a grievance, Lisa Dolezel, our Civil Rights Coordinator, 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, 1-800-368-1019, 800-537-7697 (TDD)