

Non-Discrimination and Availability of Services Notice

Collingswood Nursing & Rehabilitation Center ("Collingswood") and all employees of Collingswood comply with applicable Federal civil rights laws and do not discriminate against, exclude, or treat people differently on the basis of race, color, ethnicity, national origin, age, language, physical or mental disability, religion, sex, sexual orientation, and gender identity or expression.

Collingswood:

- 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); and
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages

If you need these services, you or your representative may inform a member of your treatment team, such as a nurse, advance practice practitioner, or physician.

If you or your representative believe that Collingswood has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you or your representative may contact the Compliance Hotline at 877-733-8635 to initiate a formal complaint or grievance.

You can also file a grievance by mail, fax or email using the following contact information:

Attn: Compliance Officer
Collingswood Nursing & Rehabilitation Center
299 Hurley Avenue
Rockville, MD 20850
Fax: 301.838.0416
Email: compliance@collingswoodnursing.com

If you need help with submitting your grievance, you may obtain assistance from the Compliance Officer or other appropriate point of contact at Collingswood at 301.762.0700.

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, 1-800-868-1019, 800-537-7697 (TDD).

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

Nondiscrimination statement for significant publications and significant communications that are small-size:

Collingswood complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: Language Interpreter Service Available

- Collingswood Nursing & Rehabilitation Center provides free language services, such as qualified interpreters and information written in other languages, to people whose primary language is not English.
- If you speak a primary language other than English, language assistance services, free of charge, are available to you.
- Please contact any staff member for assistance or dial 301.762.8900.