



Hospice of Wichita Falls, Inc. (HOWF) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)).

Hospice of Wichita Falls, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Hospice of Wichita Falls, Inc.:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as
 - Qualified sign-language interpreters
 - Written information in other formats (large print, audio, accessible electronic 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 reasonable modifications, appropriate auxiliary aids and services, or language assistance services, please contact HOWF Civil Rights Coordinator, Charla Brown, RN.

If you believe that Hospice of Wichita Falls, Inc. 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:

Charla Brown, RN, Civil Rights Coordinator
4909 Johnson Road
Wichita Falls, TX 76310
Phone: (940) 691-0982
Fax: (940) 687-1294
E-mail: charla.brown@howf.org

You can file a grievance in person or by mail, fax, or e-mail. If you need help filing a grievance, please contact Charla Brown, RN.

You can also file a civil rights complaint electronically with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

A complaint can be filed 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: <https://www.hhs.gov/ocr/office/file/index>

Main Campus | 4909 Johnson Road, Wichita Falls, TX 76310 | 940.691.0982
Inpatient Care Center | 4400 Cypress Avenue, Wichita Falls, TX 76310 | 940.691.7100
www.howf.org