



NONDISCRIMINATION STATEMENT - English

Discrimination is Against the Law

Total Senior Care, PACE complies with applicable Federal civil right laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Total Senior Care, PACE:

* 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)

* 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 Roxanne Padlo, Compliance Officer. If you believe that Total Senior Care, PACE 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:

Roxanne Padlo
Total Senior Care, Compliance Officer
519 N. Union St.
Olean, NY 14760

Telephone number: (716)379- 8474
Toll Free: 866-939-8613
TTY: 800-421-1220
Fax: (716) 379-8542
Email: rpadlo@totalseniorcare.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Roxanne Padlo, Compliance Officer, 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, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

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

519 N. Union St. Olean, NY 14760 | (716)379-8474 | (866)939-8613 | www.totalseniorcare.org