



## Patient Rights

### Notice of Nondiscrimination-Long Notice

<b>Policy:</b> #328, #334	<b>Effective Date:</b> December 2020
<b>Other Regulations:</b> Section 1557	<b>Revision Date(s):</b> 06/24/2021

Castle Senior Living, Inc. complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Castle Senior Living does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Castle Senior Living provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats).

Castle Senior Living 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, please contact:

Castle Senior Living, Inc.  
10427 W. Lincoln Ave.  
Suite 1400  
West Allis, WI 53727  
Phone & Fax: 414-930-4432  
Email: [hospice@castlewi.com](mailto:hospice@castlewi.com)

If you believe that Castle Senior Living 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 the Section 1557 Compliance Coordinator below. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Section 1557 Compliance Coordinator is available to help you.

Castle Senior Living, Inc.  
13050 W. Cleveland Ave  
New Berlin, WI 53151  
Attn: Section 1557 Compliance Coordinator  
Phone & Fax: 1-888-500-4929  
Email: [quality@castlewi.com](mailto:quality@castlewi.com)



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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 Service  
200 Independence Ave 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>

#### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-500-4929 (TTY: 1-800-947-3529).

#### Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-500-4929 (TTY: 1-800-947-3529).

#### Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-500-4929 TTY: 1-800-947-3529).

#### German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-500-4929 (TTY: 1-800-947-3529).

#### Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم رقم والبيكم الصم هات- (TTY: 1-800-947-3529) 1-888-500-4929.

#### Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-500-4929 (TTY: 1-800-947-3529).

#### Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 번으로 전화해 주십시오. 1-888-500-4929 (TTY: 1-800-947-3529).

#### Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-500-4929 (TTY: 1-800-947-3529).



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#### Pennsylvanian Dutch

Wann du [Deitsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprouch. Ruf selli Nummer uff: 1-888-500-4929 (TTY: 1-800-947-3529).

#### Laotian

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-888-500-4929 (TTY: 1-800-947-3529).

#### French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-500-4929 (TTY: 1-800-947-3529).

#### Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-888-500-4929 (TTY: 1-800-947-3529).

#### Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-500-4929 (TTY: 1-800-947-3529) पर कॉल करें।

#### Albanian

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-888-500-4929 (TTY: 1-800-947-3529).

#### Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-500-4929 (TTY: 1-800-947-3529).