

## NOTICE OF NONDISCRIMINATION

VNA Alliance complies with applicable Federal civil rights laws and does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

VNA Alliance

- 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 and other formats)
- Provide 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 our Compliance and Ethics Manager

If you believe that VNA Alliance has failed to provide these services or discrimination in another way on the basis of race, color, national origin, age, disability, or sex you can file a grievance with:

Amy Shortall-Cardillo, MSN, RN, COS-C, WCC  
CCSS Director of Quality & Compliance  
18360 Conneaut Lake Road, Suite 2  
Meadville, PA 16335  
724-352-6200 x4493  
724-816-2169 (cell)  
[ashortall-cardillo@concordiavn.org](mailto:ashortall-cardillo@concordiavn.org)



You can file a grievance in person or by mail or email. If you need help filing a grievance, our Director of Compliance and Education 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 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  
1-800-868-1019 TDD 800-537-7697**

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