Hospice Family Care provides
- Free 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)
- 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 Hospice Family Care.

If you believe that Hospice Family Care 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:

Sonia Bradford, Manager of Compliance,
Hospice Family Care · 10000 Serenity Lane · Huntsville, AL 35803

(256) 850-1212 or fax (256) 880-2929 · sonia.bradford@hospicefamilycare.org
(888) 765-7408 Compliance Hotline

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Sonia Bradford 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

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F
HHH Building Washington, D.C. 20201