

## Non-Discrimination and Availability of Services Notice

Potomac Valley Nursing & Wellness Center (“Potomac Valley”) and all employees of Potomac Valley comply with applicable Federal civil rights laws and do not discriminate against, exclude, or treat people differently on the basis of race, color, ethnicity, national origin, age, language, physical or mental disability, religion, sex, sexual orientation, and gender identity or expression.

Potomac Valley:

- 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, other formats); and
- 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, you or your representative may inform a member of your treatment team, such as a nurse, advance practice practitioner, or physician.

If you or your representative believe that Potomac Valley has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you or your representative may contact the Compliance Hotline at 877-733-8635 to initiate a formal complaint or grievance.

You can also file a grievance by mail, fax or email using the following contact information:

Attn: Compliance Officer  
Potomac Valley Nursing & Wellness Center  
1235 Potomac Valley Road  
Rockville, MD 20850  
Fax: 301.838.0513  
Email: [compliance@potomacvalley.com](mailto:compliance@potomacvalley.com)

If you need help with submitting your grievance, you may obtain assistance from the Compliance Officer or other appropriate point of contact at Potomac Valley at 301.762.0700.

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, DC 20201, 1-800-868-1019, 800-537-7697 (TDD).

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

Nondiscrimination statement for significant publications and signification communications that are small-size:

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