

# Compliance Hotline #

This hotline number provides clients/patients/families and employees a confidential way to report facility and workplace concerns.

It is to be used when clients/patients/families and/or employees feel an issue has not been adequately resolved after following the proper complaint procedures or when confidentiality in reporting is desired.

844-873-1945

Your call will be answered Monday-Friday from 8:00 AM until 4:30 PM.

**NOTICE INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION  
AND ACCESSIBILITY REQUIREMENTS**

**DISCRIMINATION IS AGAINST THE LAW**

Grane Hospice Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Grane Hospice Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Grane Hospice Care:

- 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)
- 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 our Civil Rights Coordinator, Michael Ley.

If you believe that Grane Hospice Care has failed to provide these services or discriminated in any way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Civil Rights Coordinator: Michael Ley, Grane Hospice Care, 260 Alpha Drive, Pittsburgh, Pennsylvania 15238, 844-873-1945, [MLey@Granehospice.com](mailto:MLey@Granehospice.com). You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, Michael Ley, COO 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 by one of the following methods:

1. Electronically through the Office for Civil Rights Complaint Portal  
<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>,
2. Mail a complaint form to:  
Centralized Case Management Operations  
U.S. Department of Health and Human Services  
200 Independence Avenue, S.W.  
Room 509F HHH Bldg.  
Washington, D.C. 20201
3. Email a complaint form to:  
[OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

Complaint forms are available at <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

(Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-873-1945. هاتف الصم والبكم: 1-844-873-1945.

(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 1-844-873-1945.

(French) ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-873-1945.

(French Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-873-1945.

(German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-844-873-1945

(Gujarati) સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-873-1945

(Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-844-873-1945

(Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-873-1945

(Polish) UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-873-1945

(Portuguese) ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-873-1945

(Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-873-1945

(Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-873-1945

(Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-844-873-1945

(Urdu)

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال  
1-844-873-1945

(Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-873-1945