

Non-Discriminatory Policy:

Otterbein SeniorLife complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Otterbein does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Otterbein SeniorLife:

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 for one of the Otterbein Communities or Neighborhoods, contact the facility Director of Health Services or the facility Administrator. If you need these services for Home Health or Hospice, contact the Assistant Vice President of Home Health and Hospice.

If you believe that Otterbein has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

Otterbein SeniorLife Corporate Compliance Officer

[3855 Lower Market Street, Suite 300, Lebanon, OH 45036](https://www.otterbein.org/3855-Lower-Market-Street-Suite-300-Lebanon-OH-45036)

Phone - [1-800-299-3210](tel:1-800-299-3210)

Fax - 1-513-766-7436

Email – dani.jagucki@otterbein.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Otterbein Corporate Compliance Officer 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

[U.S. Department of Health & Human Services - Office for Civil Rights](#) , 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](#)

[1-800-368-1019, 800-537-7697](#) (TDD)

Complaint forms are available at [Filing with OCR](#) .