

Notice Informing Individuals About Nondiscrimination and Accessibility Requirements

Country Villa Sheraton complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Country Villa North does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Country Villa Sheraton makes reasonable accommodations and 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)
- 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 the Director of Social Services at (323)734-9122.

If you believe that 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. The grievance policy is posted on the Consumer Board. You can also request a copy of Country Villa North's grievance policy from the Director of Social Services

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