

Appendix A to Part 92—Notice Informing Individuals about Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement: Discrimination is Against the Law

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

Lutheran Sunset Ministries:

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 Lance Allen, Sunset Home Administrator, at (254) 675-8637 ex. 2222

If you believe that Lutheran Sunset Ministries 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: Lance Allen, Sunset Home Administrator; P.O. Box 71, Clifton, Texas 76634; phone (254) 675-8637, [TTY number—if covered entity has one]; fax (254) 675-3248; or lallen@lutheransunset.org.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Lance Allen, LSM's Civil Rights Coordinator, 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 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 <http://www.hhs.gov/ocr/office/file/index.html>

ATTENTION: If you speak Spanish, language assistance services, free of charge, are available to you. Call **1-800-225-5254**. Your customer code is **208160**.