



**Nondiscrimination in Health Programs and Activities  
Affordable Care Act – Section 1557; Title VI of the Civil Rights Act of 1964,  
Section 504 of the Rehabilitation Act of 1973, Age Discrimination Act of 1975**

Volunteers of America complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender identity or sexual orientation. Volunteers of America does not exclude people or treat them differently because of race, color, national origin, age, disability, gender identity or sexual orientation.

Volunteers of America:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters, and
- 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, and
- Information written in other languages

If you need these services, ask a member of your care team.

If you believe that Volunteers of America failed to provide these services or discriminated in another way on the bases of race, color, national origin, age, disability, gender identity or sex, you can file a grievance with Volunteers of America.

Volunteers of America National Services  
7485 Office Ridge Circle, Eden Prairie Minnesota 55344

You can file a grievance in person by mail, fax or email. If you need help filing a grievance, Volunteers of America's Grievance Coordinator can 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 Suite 515F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD); 1-202-619-3818 (Fax)  
Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)

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