



TITLE: Patient Non-Discrimination Policy	LAST REVIEWED DATE: 02/2024
SECTION: 1100.03	LAST REVISED DATE: 02/2024
POLICY OWNER: Director of Clinical Services	NEXT REVIEW DATE: 02/2027
ORIGINAL EFFECTIVE DATE: 03/2014	

POLICY:

Access Family Services, Inc. (AFS) is committed to fostering, cultivating and preserving a culture of diversity, equity and inclusion in all that we do.

AFS does not discriminate against any person on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, creed, ancestry, marital status, familial status, and military status, insurance status, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state, or federal laws, or ability to pay for health care in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by AFS directly or through a contractor or any other entity with which AFS arranges to carry out its programs and activities.

Any patient who believes they have been subjected to any kind of discrimination that conflicts with the company's policy should seek assistance through the Compliance Department at Compliance@axesspointe.org or (330) 564-2696.

An individual may 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/smartscreen/main.jsf>, or by mail or phone at:

Centralized Case Management Operations U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

Complaint forms are available at <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>