

NOTICE OF NON-DISCRIMINATION AND ACCESSIBILITY SERVICES

NON-DISCRIMINATION POLICY

VGM Group, Inc. dba HOMELINK (“HOMELINK”) complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, religion, age, sex, sexual identity, gender identity or expression, pregnancy, genetic information, military or veteran status, or any other characteristic protected by federal, state, or local laws.

LANGUAGE ASSISTANCE SERVICES

In accordance with Section 1557 of the Affordable Care Act and the Non-Discrimination in Health Programs and Activities final rule, HOMELINK provides language assistance services for individuals with Limited English Proficiency (LEP).

Free language services include:

- Qualified interpreters
- Information written in other languages

Refer to the following link for more information regarding the Office of Civil Rights Notice and Statement of Nondiscrimination for the most common non-English languages: <https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html#lep-resources>

ACCESSIBILITY SERVICES FOR INDIVIDUALS WITH DISABILITIES

In accordance with Section 504 of the Rehabilitation of 1973 and Section 1557 of the Affordable Care Act, HOMELINK provides free aids and services to ensure effective communication for individuals with disabilities, including:

- Qualified sign language interpreters
- Written information in other formats, such as:
 - Large print
 - Audio
 - Accessible electronic formats

HOW TO REQUEST ASSISTANCE

If you need language assistance or accessibility services, please contact HOMELINK using the information below.

Website: <https://www.vgmhomelink.com>

Phone: (800) 482-1993

We're here for good.

[vgmhomelink.com](https://www.vgmhomelink.com) • homelinkreferrals@vgm.com

Contact Information:

HOMELINK

1111 Van Miller Way, Waterloo, Iowa 50701

Phone & Fax: (800) 482-1993

FILING A GRIEVANCE

HOMELINK has adopted an internal grievance (a type of complaint) procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. § 18116) and its implementing regulations at 45 C.F.R. pt. 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Any person who believes they have been subjected to discrimination on the basis of race, color, national origin, sex, age, or disability may file a grievance under the procedure below. It is against the law for HOMELINK to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

Grievances must be in writing, containing the name and address of the person filing, a description of the action alleged to be discriminatory, date(s) of the incident(s), and the remedy or relief sought. Grievances must be submitted to the Section 1557 Coordinator, VGM Group, Inc., Human Resources Department, within sixty (60) days of the date the person filing the grievance became aware of the alleged discriminatory action. You can file a grievance in person, by mail, fax, or email. If you need assistance filing a grievance, Human Resources staff are available to help you at the contact information below:

Section 1557 Coordinator Contact Information:

Attn: Human Resources Department (Section 1557 Coordinator)

Email: hrdepartment@vgm.com

Mail: 1111 Van Miller Way, Waterloo, IA 50701

Fax: 319-274-4462

The Section 1557 Coordinator will conduct a thorough investigation of the grievance. The investigation process may be informal, but it will provide all interested persons with reasonable opportunity to submit evidence relevant to the grievance. The Section 1557 Coordinator will maintain the files and records of HOMELINK relating to such grievances. To the extent possible, and in accordance with the applicable law, The Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of the files and records relating to grievances and will share them only with those that need to know to resolve the matter.

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The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than thirty (30) days after its filing. The decision will include a notice to the complainant of their right to pursue further administrative or legal remedies.

The person filing the grievance may appeal the decision of the Section 1557 Coordinator by writing to Human Resources within fifteen (15) days of receiving the Section 1557 Coordinator's decision. The Chief Legal Officer will issue a written decision in response to the appeal no later than thirty (30) days after its filing.

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/smartscreen/main.jsf>, or by phone at 1-800-868-1019.

US Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH building, Washington, DC 20201