

HAVEN

IN TOUCH

FALL 2017



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*Gayle
Mattson*
President of Haven and VNA/HFK

There is a significant gap in this country with regard to advanced illness and end-of-life care which needs to be addressed. Some even consider it a public health crisis. A 2013 survey released by The Conversation Project revealed that “while more than 9 in 10 Americans think it’s important to talk about their own and their loved ones’ wishes for end-of-life care, less than 3 in 10 have actually held these sorts of discussions.” Because most people don’t have these important discussions with each other, or with medical providers, many individuals are not aware they have a hospice benefit, resulting in less than half of the population being served by hospice. Further, people learn about hospice very late, with 10 percent served by hospice for less than one day, and 35 percent for one week or less. This results in members of our communities having either no quality end-of-life care or very limited support.

In response to this public health issue, Haven began to reposition itself earlier this year as an advanced illness care provider by expanding the Palliative Care Consultations program and adding an Advance Care Planning program. All Haven programs and services make advanced illness care a patient-centric experience while easing fear, tension and stress along with pain and symptoms. Haven is committed to reaching individuals earlier in their advanced illness journey so that everyone in our communities can have quality of life at the end of life.

Just a few decades ago, the culture around giving birth was very different and has evolved quickly into a more patient-centric experience that benefits the mother, child and family. This was achieved by a social movement which began in the 1970s to move away from a clinical approach to a more holistic approach. We need that same social movement to happen when it comes to end-of-life. By offering Advance Care Planning at no cost to individuals or their healthcare providers, Haven will not only create awareness but ignite action in bringing comfort, care and compassion to all members of our communities.

As we move into National Hospice and Palliative Care Month in November, Haven will be raising awareness about how advance care planning, palliative care, the Transitions program, and hospice care can benefit individuals and their families. I look forward to the opportunity to not only speak about the importance of advance care planning to Haven associates at our fourth quarter Town Hall Meetings, but to also speak at a variety of civic and service organizations.

Please assist our efforts in re-positioning Haven as the source for patients, their families and their healthcare providers to find answers to their advanced illness challenges by contacting civic, community, faith groups and healthcare provider groups you may be a member of and ask if a Haven representative can speak about how to live better with serious illness through our new programs and services. If you identify a speaking opportunity, please contact Haven Vice President of Business Development Patrick Allen at peallen@beyourhaven.org.

Once again, thank you for your ongoing support of Haven.

ON THE COVER...

Haven Executive Medical Directors Stefanie Lord, M.D. and Ellen Talos, M.D., HMDC. Read more about our providers, starting on page 8.

Haven Volunteer's Military Service Acknowledged with Honor Flight

World War II Veteran and Haven Volunteer Vera Gaffney will be one of over 20 World War II veterans who will be taking part in the Honor Flight Central Florida Network program in October. Honor Flight Central Florida Network serves veterans by flying them to Washington, D.C. to see the memorials a grateful nation has built in their honor at no charge to the veteran.

Vera served in the United States (U.S.) Marine Corps Women's Reserve where she earned the rank of staff sergeant. After training at The Naval Training School at Hunter College in New York and Camp Lejeune in North Carolina, she was stationed at the Marine Corps recruiting office in New York City where she did administrative work and was the chauffeur for the colonel who was in charge of the recruiting office.

"I enjoyed my years of service, especially working in the motor pool," said Vera who served from 1942 to 1945. "I am originally from Chicago, so being stationed in another big city like New York was exciting for me." Her next assignment was at the Marine Corps Air Station El Toro in California and then she was transferred to Marine Corps Base Quantico where she was discharged. She and her husband Hector, who served in the Medical Corps of the U.S. Navy, moved to Connecticut

after the war where Vera worked for a bus company in the administration office. Many years later, Vera came to Gainesville to be near her two sons, Brian and Kevin.

Each veteran on the Honor Flight will be accompanied by an Honor Flight Guardian Donor who will be at their side. Vera's son, Kevin will be accompanying her on the trip. The veterans will visit the World War II Memorial, the Korean War Memorial, the Vietnam Memorial, The Marine Memorial, the Air Force Memorial, the Navy Memorial and Arlington National Cemetery where they will observe the changing of the guard and laying of a wreath at the Tomb of the Unknown Soldier.

"Vera is one of those people you can't help but admire," said Haven Office Services Specialist Barbara Stalbaum. "She is a very unique person who is fun to be around. For a 94-year-old, Vera has so much energy. She gives to her family, her friends and her community." Volunteering for over 15 years at Haven, Vera has shared many stories with Barbara about her service in the Marines. "I imagine she was quite a spitfire driving the colonel around in a black Cadillac in New York City." 🍌



Rountree-Moore Ford Lincoln Presents Haven With a Continental Gesture

Rountree-Moore Ford Lincoln of Lake City recently presented Haven with a check for \$4,880 to support unreimbursed programs and services in Suwannee Valley. The funds were raised through the "Drive for Haven - A Continental Gesture" event held on May 20, 2017.

The event gave members of the community the opportunity to test drive the newly-redesigned 2017 Lincoln Continental. For every test drive, up to \$30 was donated to Haven. "Haven would like to express our gratitude to Rountree-Moore Ford Lincoln for hosting Drive for Haven - A Continental Gesture," said Haven Lake City Administrator Anita Howard. "A special thank you to all families, staff and community members who joined us at the Darby Pavilion to test drive the newly-redesigned 2017 Lincoln Continental for a great cause." 🍌



In the Photo (l. to r.): Rountree-Moore Ford Lincoln Inventory Manager Russell Waters, Haven Lake City Administrator Anita Howard, Rountree-Moore Ford Lincoln General Sales Manager Aaron Gresham and Haven Professional Liaison Lynn Sullivan.



Robin McCracken

Haven Volunteer Helps Honor a Life-Long Brotherhood

Robin McCracken has been helping Haven recognize its veteran patients through the We Honor Veterans program for approximately five years. “I got involved with Haven after meeting (Haven Veteran Volunteer) Mike Harrell at a veteran pinning ceremony to recognize a family friend,” said Robin who served as a sergeant in the United States (U.S.) Marine Corps and is a current member of the Marine Corps League Tri-County Detachment. “Mike took me under his wing to follow in his footsteps with this program.”

in Chiefland,” said Robin, a member of the Hardee family who founded Hardeetown in Chiefland. “The original Hardee family home is still standing.”

In addition to her volunteering efforts with Haven, Robin works full time as an executive assistant at the Levy County Sheriff’s office. She also serves as a member of the honor guard through the Marine Corps League, the Levy County Sheriff’s Office and the Haven Honor Guard which presents colors at Haven events. “We do colors for the annual Veterans Day luncheon and any other events Haven needs us for,” said Robin who spent time as a professor of humanities with a specialty in Asian humanities and taught abroad in Taiwan.

During her time volunteering with Haven, Robin has worked closely with Haven Chiefland Volunteer Coordinator Vondla Sullivan to support the We Honor Veterans program. “We appreciate all that Robin does to help Haven recognize our veterans in the Tri-Counties,” said Vondla. “We not only appreciate Robin’s dedication, we also appreciate the flexibility of the Levy County Sheriff’s Office to allow Robin to regularly perform veteran pinning ceremonies.”

Robin sees her time volunteering with Haven as a tremendous gift to her as well as a way to thank veterans for their service. “I know I am volunteering, but what it does for me is something that I can’t really explain,” said Robin. “It is a way for me to connect with veterans and the feeling that I get from them is so strong. It is a brotherhood that never goes away.”

Through the National Hospice and Palliative Care Organization’s “We Honor Veterans” program, Haven recognizes and appreciates our veterans of the U.S. Armed Forces and honors their service by customizing care to meet their unique physical, spiritual and emotional needs.

“This is a way for me to give back to veterans who have served our country and given so much,” said Robin who has lived all over the state of Florida but relocated to Levy County about five years ago. “The veterans love to relive some of their stories at this stage in their lives and veteran pinning ceremonies give them that opportunity.”

Despite her many relocations growing up due to her father’s work with Florida State Parks, Robin’s family has roots and heritage in Levy County. “We are one of the founding families

Robin McCracken performing a recent veteran pinning ceremony for Cecil Perrette



Loice Tucker

Quilting Ministry at First Baptist Middleburg Brings Comfort to Haven Veteran Patients

"My mother taught me how to quilt," said Loice Tucker a member of the Quilting Ministry at First Baptist Middleburg (FBM) who has been donating quilts to Haven for approximately six months. "Our church ministry has been creating quilts to donate to various organizations for over a decade."

The Quilting Ministry at FBM is for anyone who enjoys sewing and creating quilts for cancer centers, children's hospitals, nursing homes and more. The ministry also creates quilts for teams to take on mission trips.

While the Quilting Ministry at FBM creates many quilts with different colors and patterns, one thing stays consistent with the quilts Loice creates. "The quilts I put together are all red, white and blue," said Loice. "I have a lot of family members who are retired military, so it means a lot to me to create red, white and blue quilts to share with veterans."

The quilts Loice creates for Haven are given to veterans during veteran pinning ceremonies. "In the past, the quilts I created have been donated to the Gainesville Fisher House and the Malcom Randall VA Medical Center in Gainesville," said Loice. "I really enjoy being a part of the Quilting Ministry at FBM. Quilting is how we take care



Loice Tucker with a patriotic quilt she created.

of people and show our love. It is how I show my love for the military and veterans."

Volunteers are a vital member of the Haven Care Team. They provide companionship, support and assistance to patients residing at home, in assisted living facilities, nursing homes, hospitals and the Custead Care Center. They also reach out to grieving families, help staff the Attic Resale Store, assist with administrative tasks and serve on special event committees. Haven is proud to have more than 700 community members dedicating their time and talents to patients and families in 19 Florida counties. If you are interested in volunteering for Haven in Orange Park, please contact Haven Volunteer Coordinator Sandra Francis at 904-213-2639. 🍌



Meet Our Providers

Haven Provider Team Grows as Services Expand

In addition to providing comfort through the compassionate delivery of hospice services, Haven is now expanding its Palliative Care Consultation and Transitions programs as well as introducing Advance Care Planning services which has led to the growth of the Haven Medical Group. That team, which consists of physicians and nurse practitioners, is led by Haven's Executive Medical Directors Dr. Stefanie Lord and Dr. Ellen Talos.

"We believe that a larger team of providers will lead to more individualized care for our patients while allowing our programs to grow and help more people," said Dr. Talos who joined Haven in June 2011 and previously had her own private practice in family medicine at the Putnam Community Medical Center. She holds a certification as a hospice medical director and is currently an affiliated clinical assistant professor at the University of Florida College of Medicine.

Dr. Talos had an interest in hospice and palliative care since her medical school residency. "I always enjoyed being more involved and helping patients and their families," said Dr. Talos. "I have seen a lot of uncomfortable end-of-life experiences, and I see hospice and palliative care as a way to help make those experiences positive. I think these services along with Haven's new programs will allow our patients and their families quality time together when living with advanced illness and at the end of life."

Dr. Lord, who joined Haven in 2014 and primarily provided inpatient care in the E.T. York Care Center before becoming an executive medical director, understands the importance of the Advance Care Planning program to patients and their families." Through hospice care, oftentimes we would not see patients until the very end of their journey. With Advance Care Planning, we hope to reach

a lot of chronically ill people earlier to give them the opportunity to delineate their goals and wishes for their family and for their medical providers," said Dr. Lord.

Advance Care Planning starts with a conversation with an individual, their healthcare agent, and their doctor or a certified Advance Care Planning facilitator. Their healthcare goals, values and wishes will be documented in a format that they can keep and share with others at no cost to the individual or healthcare provider.

The Palliative Care Consultation and Transitions programs are also designed to reach individuals facing advanced illness challenges earlier in the process. "These programs offer support and guidance for people who might not be ready for hospice care. Through the Transitions program, nurses provide direction, volunteers provide support and referrals can be made to community resources," said



Dr. Lord who previously cared for patients at North Florida Regional Medical Center for 17 years. “The Palliative Care Consultation program is for that same population who might not be ready for hospice care or may still be seeking curative treatment.”

Provided by our team of physicians and nurse practitioners, Haven’s Palliative Care consultations include a palliative care medical examination to address pain and symptoms as well as discussions with individuals and their caregivers about treatment goals, options and recommendations. A Haven palliative care specialist will follow up with the referring provider regarding goals, concerns and treatment. These services are paid for by Medicare Part B, Medicaid and most commercial insurers.

“We are expanding our team of providers so that we can meet the demands of the new programs and provide consultations in all of the communities that we serve in North Central Florida,” said Dr. Lord. “Haven is working more closely with facilities and hospitals to ensure more patients and families receive specialized care intended to alleviate suffering.”

Haven specialists coordinate care with other healthcare providers as well as visit individuals in a variety of settings such as hospitals, nursing homes, assisted living facilities and in private homes. As Haven Lead Advanced Registered Nurse Practitioner (ARNP), Danielle DiGenarro is working to grow Haven’s Palliative Care Consultation program at North Florida Regional Medical Center in Gainesville. “So much of Palliative Care is about pain and symptom management, but another huge benefit is the opportunity to have those discussions about end-of-life goals and make those decisions early,” said Danielle who joined Haven a little over a year ago. Immediately prior to joining Haven, Danielle focused on home palliative care as a nurse practitioner for the Palo Alto Medical Foundation in Fremont, California.

“I worked with one patient in particular who had early-onset dementia. The gentleman was in his late 60s and was not yet hospice eligible, but he and his family needed more care,” said Danielle. “Through the Palliative Consultation program, we were able to come in and assess the patient’s pain and symptoms

while providing caregiver support as the patient’s advanced illness progressed. The patient ultimately became hospice eligible and the transition went very smoothly; it allowed the family to focus on spending time together because all the decisions about care had been made.”

Danielle was drawn to palliative care and hospice while she spent seven years practicing inpatient cardiology with a focus on advanced heart failure at Duke University Medical Center. “Every day I was providing acute care to people who were not going to get better. I was starting to get burned out,” said Danielle. “Oftentimes, if a patient was not a candidate for the services that we provided, then they were referred to hospice. I got curious about hospice and wanted to learn more about it.”

When she and her family relocated to California, Danielle saw it as a chance to explore opportunities in the field of palliative care. “I thought I would ultimately get back into cardiology, but I fell in love with palliative care,” said Danielle. “I think this is a really important step in people’s lives, and it is an honor to be a part of it. Even though our patients are facing advanced illnesses, the services Haven offers makes such a positive emotional impact because patients see that we have a plan for their care and a plan to support their families.”

In addition to providing patients and families with physical and emotional support during a difficult time, Haven offers internships, clinical rotations, course instruction and lectures to future healthcare professionals from area colleges and universities, including medical students and residents at the University of Florida Health Shands Hospital and North Florida Regional Medical Center to ensure that these future healthcare professionals are educated on the positive impact that hospice can have firsthand. “We teach UF Students about hospice services,” said Dr. Lord. “And residents from Shands and North Florida Regional Medical Center come to Haven to do a rotation with us.” Their ability to articulate that knowledge and experience is key in making a positive first introduction of hospice services to patients and families. 🍌

Advance Care Planning starts with a conversation with an individual, their healthcare agent, and their doctor or a certified Advance Care Planning facilitator.

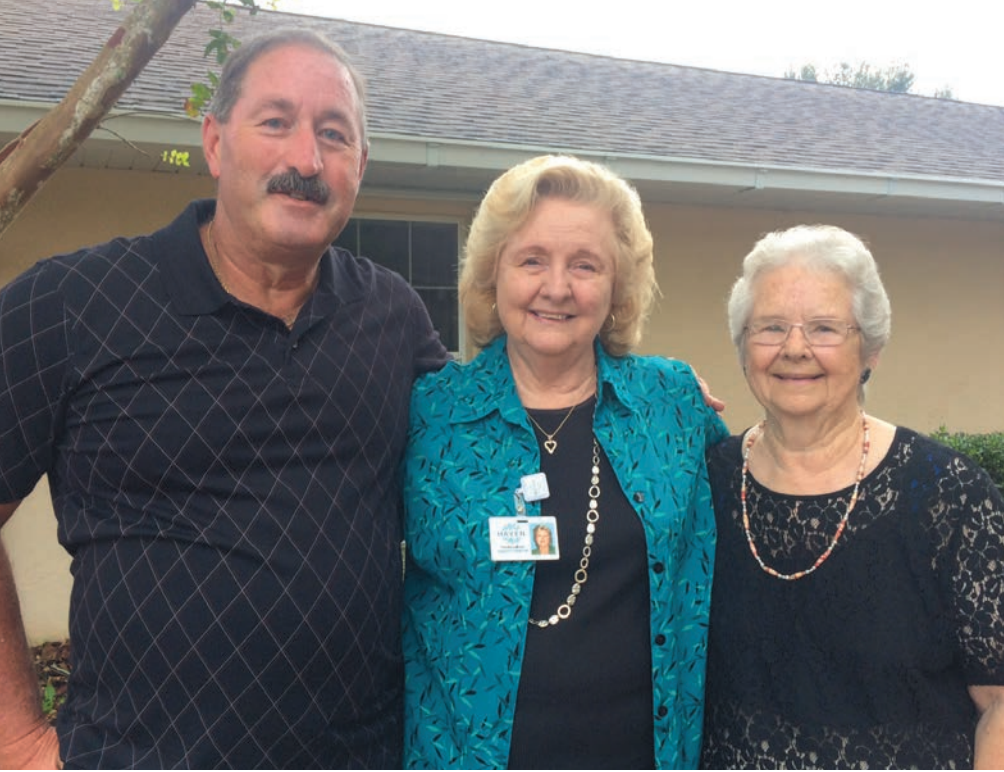


In the photo (l. to r.) Back Row: Autumn McBeth, MSN, FNP; Cynthia Boucher, MSN, ANP-BC; Laura Yantes, RN, MSN, FNP; Samantha Inanbett, AGPCNP-BC; Kathleen Russell, MSN, ANP-BC, ACHPN; Neel Karnani, M.D., FAAFP, FAAHPM; Augusto De Leon, M.D.; and Patrick Woloszyn, M.D.

Middle Row: Shirley Aldrich, ARNP; Lily Allin, MSN, FNP; Mary Schupp, DNP, ARNP, FNP-BC, CUNP, ACHPN; Joni Donahoo, DNP, ANP-BC; Katie Youngblood, DNP, ARNP, FNP-C; and Kinsley Giebeig, ARNP, FNP-C.

Front Row: Shayna Rich, M.D., ACLS; Stephanie Lord, M.D.; Ellen Talos, M.D., HMDC; and Geraldine Bichier, M.D.





In the photo (l. to r.) Haven Volunteer Terrell Burge, Haven Chiefland Volunteer Coordinator Vondla Sullivan and Haven Volunteer Betty Sue Edwards.

Betty Sue Edwards

*No One Dies Alone Volunteer
Proving Age is Just a Number*

Through the newly introduced No One Dies Alone Program, Haven has set a goal to ensure that no one dies alone in the communities we serve. "I think it is a great program," said 83-year-old Haven Volunteer Betty Sue Edwards who has been with Haven for over nine years. "It is an honor to be there with someone at the end of their life."

When an individual does not have family nearby as end of life approaches, Haven's specially-trained volunteers will be there to answer questions, hold a hand and be a supportive presence for all patients who need it. Volunteers are trained to know what to expect and how to provide comfort to individuals who do not have loved ones with them.

"I really enjoy doing things to help others and brighten their day," said Betty Sue who worked as a receptionist at a bank in Mayo prior to retiring. "I just like helping people and providing them with comfort, care and compassion."

Betty Sue decided to become a volunteer after Haven cared for her husband in 2007. "I wanted to find a way to give back to an organization that gave us such wonderful care in 2007," said Betty Sue. "I have really enjoyed being around everyone that I have met at Haven, especially (Chiefland Volunteer Coordinator) Vondla Sullivan because she provides so much encouragement, really inspires me and makes me want to serve."

Betty Sue's appreciation for Haven's staff and Vondla in particular is mutual. "She is the only volunteer I have that does all nights. She recently volunteered for two all night shifts at the Tri-Counties Care Center which were 12 to 14 hour shifts," said Vondla. "In addition to her participation in the No One Dies Alone program, Betty Sue does spiritual support for our chaplain at local facilities, and she visits patients in their homes for several hours to allow family members to attend appointments." 🍌

Terrell Burge

Bronson Minister has a Passion for Helping Others

"I have been in the ministry for well over 30 years, so helping people doesn't seem like a chore to me. It brings me a lot of joy," said Terrell Burge a minister with the Bronson Community Church and a Levy County School Board bus driver. "I just try to help Haven wherever I can."

Terrell's role as a volunteer with Haven is ever changing. He offers his services to patients and families wherever they are needed and is always willing to help out. "I have mowed grass, helped move furniture and even installed two air conditioning units," said Terrell who has been volunteering with Haven for over two years. "It is not really that complicated to install an air conditioning unit. It was a great opportunity to meet some really wonderful people."

For Terrell, helping people at Haven is a family affair. His wife cares for patients as a licensed practical nurse in the Tri-Counties. "Debbie really enjoys the work she does at Haven," said Terrell. "I really admire the folks that do hospice work, and I sometimes do not know how they do it. It really

depends on your perspective, and I think everyone at Haven has a really great outlook on things."

His passion for helping others aligns perfectly with Haven's mission of honoring life by providing, comfort, care and compassion to those we serve. "These families are going through such a difficult time and sometimes cannot get anyone to help them. It makes me happy that I can brighten their day," said Terrell. "I always tell Vondla, all you have to do is call and ask me for what you need."

"It says so much about Terrell as a person that he works full-time for the Levy County School Board, serves as a minister at his church and still finds time to volunteer at Haven," said Haven Chiefland Volunteer Coordinator Vondla Sullivan. "He is always willing to do any miscellaneous tasks for our patients and their families, and due to his background as a minister, he is always available to provide spiritual support and offer comfort." To become a volunteer in the Tri-Counties, please contact Haven Volunteer Coordinator Vondla Sullivan at 352.493.2333. 🍌



NICE NOTES



Dear Compassionate Haven staff:
Thank you for the exceptional care you gave to our beloved husband/father during his five-day stay at your remarkable facility. Brent passed peacefully in his sleep, no longer in pain and without fear. Constant visits from family and friends as well as the kind, professional, respectful, gentle, wise and supportive care of the E.T. York Hospice Care Center staff, doctors and nurses gave him dignity and peace of mind which he was richly deserving. No words can adequately express our gratitude for all that you have done for our family.

With love and appreciation,
Naomi Williams and Family

Dear Haven Staff:

As May 3rd approaches, I am once again reminded of how peacefully my mom left this world and entered Heaven.

Four years have passed and time heals our loss, but we are forever grateful for your part in helping us to understand and accept her transition.

Gratefully, Donna Mark



To Everyone at Haven:

My family and I would like to thank everyone for your kind and excellent care of my mother, Hortense Hill. We will never forget how you took care of her and us.

Sincerely,
Karen Schroder



Alexis Macaulay with her American Foxhounds.

Macaulays to Host ViVA! 2018 at The Perry Plantation

“Growing up I was a horse crazy kid,” said Alexis Macaulay who spent a great deal of time visiting with the neighbor’s horse “over the back fence” and taking riding lessons before she had her own horse which she encourages to this day as a best practice for young riders. It wasn’t long before Alexis wanted a new challenge and riding English style provided that opportunity. “Once a year, my instructor would take me and another student to a fox hunt in Memphis and that is where I learned about fox hunting and developed a love for the hounds.”

The drag-foxhunting club Misty Morning Hounds is just one of the operations at The Perry Plantation which includes a working hay and horse farm as well as horse boarding. “It is a working farm and there is just activity all of the time,” said Alexis. The property is also host to a variety of special events and will be the location for Haven’s ViVA! 2018 on April 7, 2018. The cuisine, entertainment, music and activities will center around the theme of ViVA! La France and include wine and champagne tastings. For more information, visit www.BeYourHaven.org/viva.

Alexis promises VIVA! 2018 attendees that their experience will be memorable. "After passing the beautiful knotted oaks dressed with Spanish moss and going through the gate, the fields just open up. It is like stepping out from your familiar world onto an English manor." Attendees may also see some of the wildlife that inhabits the property and the surrounding areas such as herds of deer, hawks, owls, sandhill cranes, bald eagles, wild turkey and even the occasional panther. "It is almost like a documentary," said Alexis of the daily sights and sounds of the wildlife. "I still can't believe we live here. It is so wonderful."

Alexis and Walter "Mac" Macaulay bought the 527-acre Perry Plantation property in 1999 which once belonged to the fourth governor of Florida Madison Starke Perry. Originally, this property was the site of the historic Fort Crane, the first civilian fort in the state of Florida which was named after Colonel Ichabod Crane, the namesake for the protagonist in Washington Irving's *The Legend of Sleepy Hollow*.

"We didn't know about the history of the property when we bought it, but the neighbors told us all about it," said Alexis whose brother-in-law, an amateur archaeologist, has collected buttons from soldier's uniforms, pottery and other period items using a metal detector on the property.



Alexis, an interior designer, built their 7,500 square foot residence with Mac, who completed all of the custom woodwork himself. Taking 10 years to complete, the residence includes amenities such as an English-style pub "The Flews & Dewlap Inn" with a sailing theme and dining area for approximately 50 to 75 fox hunt club members.

The property also includes a kennel home for a pack of 50 American Foxhounds. "Our hounds are handled from the first day, so they are people orientated. They can be hugged and pet." The dogs are companions but they are also working partners who "hunt" for bags of scrap meat and dog biscuits scented with anise during the drag foxhunting events with hunt club members. "We put some tricks on the line to keep them on their game."

"Most people have a love of riding which evolves into riding for hunting, and that is what happened to me," said Alexis. "When you are on the hunt, you detach from everyday problems and stress. Your focus is in the moment and you are just on sensory overload - admiring a huge spider web reflecting the morning sunlight, the sounds of the ride and the smells of the fresh country air. You are on an adrenaline high because everything is spur of the moment." 🍌



Mac and Alexis Macaulay at a recent Downton Abbey themed event at The Perry Plantation


VIVA! 2018
APRIL 7, 2018
5:30 P.M.
at The Perry Plantation






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

Haven:

- 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 Haven Customer Service, 4200 NW 90th Blvd., Gainesville, FL 32606, by phone 1-800-727-1889, by fax 1-352-379-6290, or by email to cscmail@havenhospice.org.

If you believe that Haven 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 Haven's Director of Compliance, 4200 NW 90th Blvd., Gainesville, FL 32606, by phone 1-800-727-1889, by fax 1-352-379-6290, or by email to compliance@havenhospice.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Director of Compliance 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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

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

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-727-1889.

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ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-727-1889.

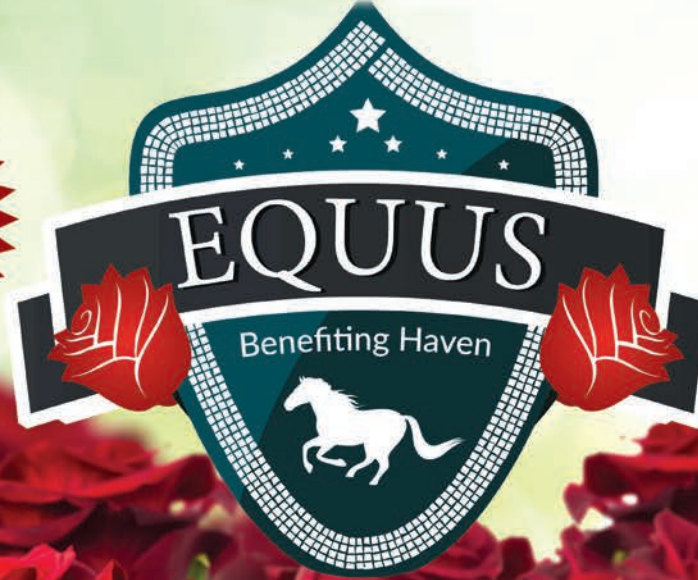
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-727-1889.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-727-1889 번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-727-1889.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-727-1889.

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-727-1889.



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