



ADVANCED WOUND CARE SERVICES LLC NON-DISCRIMINATION POLICY

Effective Date: January 1, 2026

Practice Name: Advanced Wound Care Services LLC

Contact: compliance@awc-services.com

Purpose: The purpose of this policy is to affirm that Advanced Wound Care Services LLC provides services without discrimination and in compliance with applicable federal and state civil rights laws. This policy ensures equal access to quality wound care and related services for all individuals.

Sections:

1. Statement of Non-Discrimination
2. Scope
3. Equal Access to Services
4. Staff Responsibilities
5. Complaint Process
6. Communication of Policy

1. **STATEMENT OF NON-DISCRIMINATION** - Advanced Wound Care Services LLC does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of:

- Race
- Color
- National origin
- Age
- Disability
- Sex, gender identity, or sexual orientation
- Religion
- Marital status
- Veteran status
- Any other characteristic protected under federal or state law in admission to, participation in, or receipt of services and benefits, or in employment.

2. **SCOPE:** This policy applies to all staff, contractors, volunteers, and affiliates of Advanced Wound Care Services LLC, and covers all services, educational programs, outreach, and patient interactions.

3. **EQUAL ACCESS TO SERVICES**

- All patients will receive fair and equal access to services, regardless of ability to pay or insurance status.
- Care will be provided in a manner that respects cultural and linguistic needs.

- Patients with disabilities will be provided with reasonable modifications and auxiliary aids/services at no cost (e.g., interpreters, accessible materials, mobility accommodations).
- Patients with limited English proficiency (LEP) will be offered language assistance services free of charge.

4. **STAFF RESPONSIBILITIES**

- Leadership will ensure ongoing compliance with federal and state civil rights laws.
- All staff are responsible for treating patients, caregivers, and colleagues in a respectful, non-discriminatory manner.
- Training on non-discrimination, cultural competency, and implicit bias will be provided annually.

5. **COMPLAINT PROCESS**

- Patients, caregivers, staff, or community members who believe they have been discriminated against may file a complaint with:
 - The **Advanced Wound Care Services LLC** - compliance@awc-services.com
 - The **Office for Civil Rights (OCR), U.S. Department of Health and Human Services**
- Complaints can be submitted in person, in writing, by phone, or by email.
- All complaints will be investigated promptly, and no retaliation will be taken against individuals who file a complaint.

6. **COMMUNICATION OF POLICY**

- A copy of this Non-Discrimination Notice will be posted:
 - On the practice website
 - As part of patient intake materials
 - In patient education handouts
- The notice will be available in English and other languages commonly spoken in the service area.