

Non-Discrimination Notification

Class Home Care, LLC is firmly committed to providing safe, supportive, and equitable care to every individual we serve. We believe all people deserve respect, fairness, dignity, and opportunity—regardless of their personal characteristics or circumstances. In alignment with federal, state, and local civil rights laws, **Class Home Care, LLC** prohibits discrimination in **all** aspects of service delivery and employment.

Protected Classes

Class Home Care, LLC does not exclude, deny benefits to, or otherwise discriminate against any individual on the basis of:

- **Race**
- **Color**
- **National origin or ancestry**
- **Citizenship or immigration status**
- **Age**
- **Disability (physical, intellectual, mental health, or sensory)**
- **Sex, gender, gender identity, or gender expression**
- **Sexual orientation**
- **Religion, faith, or creed**
- **Marital or family status**
- **Pregnancy, childbirth, or related medical conditions**
- **Veteran or military status**
- **Genetic information**
- **Socioeconomic status**
- **Political beliefs (where applicable)**
- **Cultural background or linguistic needs**
- **Any other characteristic protected by federal, state, or local law**

This applies to all clients, participants, guardians, family members, employees, contractors, volunteers, visitors, and applicants.

Scope of Non-Discrimination

Class Home Care, LLC ensures nondiscrimination in:

- **Service eligibility and participation**
- **Intake, assessment, and referral processes**
- **Respite care, personal supports, transportation, community integration, and daily living skills services**
- **Scheduling and access to staff**
- **Care planning and individualized support**
- **Information and communication**
- **Complaint filing and grievance procedures**
- **Employment, hiring, training, and workplace practices**
- **Contractor and vendor engagement**
- **Client and family interactions**

No person will be treated unfavorably, denied care, or provided a lower standard of service because of a protected characteristic.

Equal Access & Service Commitment

Class Home Care, LLC is dedicated to:

- Providing **equal opportunity** to access all services and programs
- Ensuring all services are delivered in the **most integrated and least restrictive setting**
- Maintaining a **professional, culturally responsive, and trauma-informed environment**
- Ensuring that personal differences never interfere with the quality of care
- Promoting inclusion, dignity, safety, and respect for all individuals

- Creating a welcoming environment for diverse families and communities
- Ensuring all staff receive ongoing training on civil rights compliance, cultural competence, and inclusive care practices

We actively work to remove barriers and ensure that each person receives the support they need to live safely, confidently, and independently.

Language Access & Communication Support

To ensure full participation and understanding, **Class Home Care, LLC** provides:

- Qualified **interpreters**, including American Sign Language (ASL)
- Services and materials in **alternate formats**, such as large print, simplified text, or digital copies
- Bilingual staff when available
- Assistance for individuals who have limited English proficiency (LEP)
- Communication supports for individuals with cognitive, intellectual, or sensory impairments

These aids are provided **free of charge** and upon request.

Reasonable Accommodations

Class Home Care, LLC will provide reasonable modifications and accommodations for individuals with disabilities, including:

- Adjustments to service schedules
- Adapted communication methods
- Support for mobility, sensory, or cognitive limitations
- Safety supports or environmental modifications
- Extra time or assistance to complete forms
- Flexibility in meeting location, including in-home or virtual

Accommodations may be requested at any time without fear of denial or retaliation.

Anti-Harassment & Anti-Retaliation Policy

Class Home Care, LLC strictly prohibits:

- Harassment
- Intimidation
- Bullying
- Hostile treatment
- Retaliation for filing a complaint or participating in an investigation

Individuals who report concerns in good faith are protected by law and by agency policy.

How to File a Concern or Complaint

If you believe you have been discriminated against or treated unfairly based on a protected characteristic, you may file a complaint with:

Civil Rights Compliance Officer

Class Home Care, LLC

1320 Mendota St., Suite 111

Madison, WI 53714

Phone: **608-361-8917**

Email: **michelet@classhomecare.net**

Website: **www.classhomecare.net**

Complaints may be submitted:

- Verbally
- In writing
- Through email
- In person
- Through a guardian or representative

All complaints will be investigated promptly, fairly, and confidentially to the fullest extent possible.

External Filing Options

Individuals may also file a discrimination complaint directly with:

U.S. Department of Health and Human Services (HHS)

Office for Civil Rights (OCR)

Wisconsin Department of Health Services (DHS)

Civil Rights Compliance Office

Other applicable state or federal agencies

Class Home Care, LLC will cooperate fully with all civil rights investigations.

Policy Review & Staff Responsibilities

- All employees and contractors must comply with this policy as a condition of employment.
 - Violations may result in disciplinary action, up to and including termination.
 - This policy is reviewed annually and updated in accordance with changes in law.
 - Staff receive training on:
 - Cultural competence
 - Disability rights
 - ADA/Section 504
 - Title VI and Title VII
 - CLTS and IRIS civil rights expectations
 - Trauma-informed care
 - Harassment and retaliation prevention
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Our Mission

Class Home Care, LLC remains committed **to providing exceptional, personalized care — including CLTS services — through compassionate and skilled caregivers.** Every person deserves the right to receive care free **from discrimination**, and we take this responsibility seriously.