

## United Methodist Homes Non-Discrimination Policy & Statement

At United Methodist Homes, we are committed to creating an inclusive, respectful, and supportive environment for all individuals. We do not discriminate on the basis of race, creed, color, blindness or other handicap, national origin, sexual orientation, military status, sex, age, disability, marital status, sponsorship, religion, medical condition, veteran status, insurance status, or any other characteristic protected under State and Federal laws.

Our most important responsibility is to provide compassionate, high-quality care to our residents while working toward the best possible outcomes. We do this by adhering to all applicable rules and regulations, including the Medicare Conditions of Participation, and by honoring the fundamental rights of each resident.

### Resident Rights

Residents receiving healthcare and other services at United Methodist Homes have clearly defined rights. These rights are provided in writing upon admission and are displayed in visible areas throughout our campuses. In order to uphold these rights, we are committed to the following:

- We do not make distinctions in admission, transfer, discharge, or care based on any protected characteristic or financial/insurance status.
- All residents are treated with dignity, autonomy, self-esteem, and respect for their civil rights.
- Residents are protected from physical, emotional, verbal, and sexual abuse or neglect.
- Residents' privacy and confidentiality are safeguarded in accordance with applicable laws and regulations, including HIPAA.
- We respect and protect residents' personal property and finances from loss, theft, misuse, or damage.
- Residents and/or their legal representatives are informed and involved in decisions about their care and treatment.
- Residents have the right to access their medical records and the right to consent to or refuse care after being informed of the medical consequences.
- All residents have the right to be free from physical and chemical restraints unless clinically justified and authorized.
- We honor the right of residents to make their own choices and participate fully in decisions affecting their lives and well-being.

### Reporting Concerns

United Methodist Homes maintains a confidential **Compliance Line** at **800-646-9066**, available 24 hours a day, 7 days a week. All calls are confidential, and callers may remain anonymous if they choose. We take all reported concerns seriously. No individual will face reprisal, retaliation, or punishment for reporting a compliance issue in good faith. Any team member, including supervisors, found retaliating against someone for reporting an issue will be subject to disciplinary action.

