



Program of All-Inclusive Care for the Elderly

Title VI Program and Nondiscrimination Notices

Effective Date: May 20, 2025

Revised: May 20205

Title VI Program

PACE Place operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with PACE Place by calling (904) 428-0400 or by visiting the administrative offices at 5450 Ramona Blvd, Jacksonville, FL 32205. A complainant may file a complaint directly with the Federal Transit Administration by contacting the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590. If information is needed in another language, call (904) 428-0400.

Nondiscrimination Notices

PACE Place complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Center for Elders' Independence does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PACE Place 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)
- 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 your PACE Center Director.

If you believe that PACE Place 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 in person, in writing or orally by phone. If you need help filing a grievance, PACE Place staff are available to help you.

PACE Place



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Attn: Quality Department
5450 Ramona Blvd
Jacksonville, FL 32205

Phone: (904) 428-0400

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, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD/TTY)

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>

Language Assistance Services

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1 (904) 428-0400 (TDD/TTY: 1 (904) ???-????).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (904) 428-0400 (TDD/TTY: 1 (904) ¿??-¿???).