

# **CuraWell LLC**

## **Notice of Non-Discrimination + Language Assistance + Accessibility (ACA Section 1557)**

Last Updated: December 19, 2025

Coverage: Texas with federal civil rights overlays (including Section 1557 of the Affordable Care Act, as applicable).

Civil Rights Coordinator: Grace Onyango (CuraWell LLC)

Contact: +1 (713) 489-4301 • [info@curawellwoundcare.com](mailto:info@curawellwoundcare.com) • 8206 Rustic Park Ct, Houston, TX 77083

This Notice communicates CuraWell's nondiscrimination commitments and the availability of language assistance services and auxiliary aids/services for individuals with disabilities.

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### 1. Notice of Non-Discrimination

CuraWell LLC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, or disability. CuraWell LLC does not exclude people or treat them less favorably because of race, color, national origin, sex, age, or disability.

### 2. Auxiliary Aids and Services for Individuals with Disabilities

CuraWell LLC provides appropriate auxiliary aids and services, free of charge and in a timely manner, when such aids and services are necessary to ensure effective communication. Auxiliary aids and services may include qualified sign language interpreters, written information in alternate formats (large print), and other aids as appropriate.

### 3. Language Assistance Services

CuraWell LLC provides language assistance services free of charge and in a timely manner for individuals with limited English proficiency, to ensure meaningful access to services. Language assistance services may include qualified interpreters and translated documents, as available and appropriate.

### 4. Reasonable Modifications and Effective Communication

Upon request, CuraWell LLC will make reasonable modifications to policies and procedures when necessary to ensure nondiscriminatory access, unless doing so would fundamentally alter the nature of the services. CuraWell aims to provide effective communication for individuals with disabilities and limited English proficiency.

### 5. Grievance Procedure (Internal)

If you believe that CuraWell LLC has failed to provide these services or has discriminated in another way, you may file a grievance with CuraWell's Civil Rights Coordinator.

**How to file:** Submit the grievance in writing (email or mail) or by phone if you need assistance. Include your name, contact information, the date(s) of the incident, and a description of what happened and what remedy you are seeking.

**Acknowledgment:** CuraWell will acknowledge receipt within 5 business days when contact information is provided.

**Investigation and decision:** CuraWell will review the grievance and issue a written decision within 30 days when reasonably possible. CuraWell may extend the timeframe for good cause and will notify you of the extension.

**Appeal:** If you disagree with the decision, you may request a review/appeal within 15 days of the decision. CuraWell will respond within 30 days when reasonably possible.

### 6. How to File a Civil Rights Complaint with HHS OCR

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR). Filing a complaint will not affect your access to services. OCR complaints generally must be filed within 180 days of the alleged discrimination, unless OCR extends the time limit for good cause.

## **Appendix A — Short-Form Notice (for small publications)**

CuraWell LLC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, or disability. CuraWell LLC provides free language assistance services and appropriate auxiliary aids and services for individuals with disabilities. If you need these services, contact the Civil Rights Coordinator at +1 (713) 489-4301 or [info@curawellwoundcare.com](mailto:info@curawellwoundcare.com).

## Appendix B — Taglines in Multiple Languages

If you speak one of the languages below, language assistance services are available to you free of charge. Call CuraWell at the number in Appendix C.

Español	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número de CuraWell.
Tiếng Việt	CHÚ Ý: Nếu bạn nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi CuraWell.
ភាសាខ្មែរ	សេចក្តីចម្លើយ: បើ អ្នក រៀន ភាសា ខ្មែរ, មាន ការ ប្រើប្រាស់ ជំនួយ ភាសា ឥត គិត ថ្លៃ ចំពោះ អ្នក ប្រើប្រាស់ លេខ ទូរស័ព្ទ របស់ កូរ៉ាវែល។
ភាសាខ្មែរ	សេចក្តីចម្លើយ: បើ អ្នក រៀន ភាសា ខ្មែរ, មាន ការ ប្រើប្រាស់ ជំនួយ ភាសា ឥត គិត ថ្លៃ ចំពោះ អ្នក ប្រើប្រាស់ លេខ ទូរស័ព្ទ របស់ កូរ៉ាវែល។
لغة عربية	لصحتنا. أن أجم اللغة الإنجليزية لدعمك، خدمة المساعدة اللغوية مجانية. اتصل بنا على رقم CuraWell.
ភាសាខ្មែរ	សេចក្តីចម្លើយ: បើ អ្នក រៀន ភាសា ខ្មែរ, មាន ការ ប្រើប្រាស់ ជំនួយ ភាសា ឥត គិត ថ្លៃ ចំពោះ អ្នក ប្រើប្រាស់ លេខ ទូរស័ព្ទ របស់ កូរ៉ាវែល។
Français	ATTENTION : si vous parlez français, des services d'aide linguistique gratuits sont disponibles. Appelez CuraWell.
Kreyòl Ayisyen	ATANSYON: Si w pale Kreyòl Ayisyen, sèvis asistans lang gratis disponib pou ou. Rele CuraWell.
Русский	ВНИМАНИЕ: Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки. Позвоните в CuraWell.
Português	ATENÇÃO: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis. Ligue para CuraWell.
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, may mga serbisyong tulong sa wika na libre para sa iyo. Tumawag sa CuraWell.
ودرا	សេចក្តីចម្លើយ: បើ អ្នក រៀន ភាសា ខ្មែរ, មាន ការ ប្រើប្រាស់ ជំនួយ ភាសា ឥត គិត ថ្លៃ ចំពោះ អ្នក ប្រើប្រាស់ លេខ ទូរស័ព្ទ របស់ កូរ៉ាវែល។
ភាសាខ្មែរ	សេចក្តីចម្លើយ: បើ អ្នក រៀន ភាសា ខ្មែរ, មាន ការ ប្រើប្រាស់ ជំនួយ ភាសា ឥត គិត ថ្លៃ ចំពោះ អ្នក ប្រើប្រាស់ លេខ ទូរស័ព្ទ របស់ កូរ៉ាវែល។
یسراف	سرتسد رد ناگاری تروصه ب ینابز کمک تامدخ، دینکی می تبحص یسراف رگا: هجوت دیریگب سامت CuraWell اب. تسامش
Deutsch	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Rufen Sie CuraWell an.

## **Appendix C — Contact Information**

CuraWell LLC  
8206 Rustic Park Ct, Houston, TX 77083  
+1 (713) 489-4301  
info@curawellwoundcare.com

Civil Rights Coordinator  
Grace Onyango (CuraWell LLC)

Requests for Auxiliary Aids / Language Assistance  
Call, email, or mail CuraWell using the contact information above.