

NON DISCRIMINATION STATEMENT

Imperial County Behavioral Health Services (ICBHS) complies with the Federal and State civil rights laws. ICBHS does not exclude people or treat them differently because of sex, race, color, religion, ancestry national origin, ethnic group identification, age, mental disability, physical disability, medical or physical disability, medical condition, genetic information marital status, gender, gender identity, or sexual orientation.

If you believe that ICBHS has discriminated you in any way, you may contact ICBHS Patient's Right Advocate at:

Gilda Adame, Patients' Rights Advocate

Address: 202 North 8th Street, El Centro, CA

Telephone: (442) 265-1561 **Fax:** (442) 265-1583

Or you may also file a complaint in person, by fax or by phone. If you need assistance, the Patients' Rights Advocate is available to assist you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call 1-800-368-1019. If you cannot speak or hear well, please call TTY/TDD 1-800-537-7697.
- In writing: Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services
200 Independence Avenue,
SW Room 509F, HHH Building
Washington, D.C. 20201

- Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

Imperial County Behavioral Health Services provides:

- Free aids and services to people with disabilities to help them communicate better, 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 Imperial County Behavioral Health Services Monday through Friday from 8:00 a.m. to 5:00 p.m. Or, if you cannot hear or speak well, please call (442) 265-1525 or 1-800-539-8868.



January 2, 2020