

Notice of Non-Discrimination English



Notice of Non-Discrimination:

Finger Lakes Community Health (FLCH) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Finger Lakes Community Health does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Finger Lakes Community Health

- 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)
- Provides 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, please request them when scheduling your appointment.

If you believe that Finger Lakes Community Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

Cultural Competency Program Manager
PO Box 423
Penn Yan, N.Y. 14527

Phone: (315) 531-9102 **TTY:** 711

Fax: (315) 531-9103

Email: 1557@flchealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Cultural Competency Program Manager is available to help you.

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

Phone: 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at:

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