

NONDISCRIMINATION NOTICE

Discrimination is against the law. Alpine County Behavioral Health Services (ACBHS) follows State and Federal civil rights laws. ACBHS does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

ACBHS provides:

- ✚ Free aids and services to people with disabilities to help them communicate better, such as:
 - TTY telephone access
 - Written information in other formats (large print, audio, accessible electronic formats, other formats as needed)
- ✚ Free language services to people whose primary language is not English, such as:
 - Qualified interpreters (via Language Line)
 - Information written in other language (Spanish available)

If you need these services, contact ACBHS Monday through Friday between 8am-5pm (excluding weekends and holidays) by calling 530-694-1816 or by calling 1-800-318-8212 at any time.

You may also request these services in person at the ACBHS main office located at 40 Diamond Valley Road, Markleeville, CA. 96120.

Or, if you cannot hear or speak well, please call the TTY line at 530-694-9138.

HOW TO FILE A GRIEVANCE

If you believe that ACBHS has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with ACBHS. You can file a grievance by phone, in writing, or in person:

- ✚ **By phone:** Contact ACBHS between 8am-5pm (excluding weekends and holidays) by calling **530-694-1816** or by calling **1-800-318-8212** at any time. If you cannot hear or speak well, please call the **TTY line at 530-694-9138**.
- ✚ **In writing:** Fill out a Grievance and Appeal Form (available at the main ACBHS office or online), or write a letter and send it to:

**Alpine County Behavioral Health Services
40 Diamond Valley Road
Markleeville, CA. 96120
ATTN: Discrimination Grievance Coordinator**

- ✚ **In person:** Visit the ACBHS at the address listed above and say you want to file a grievance.

The electronic version (PDF file) of the Grievance and Appeal Form can be found online at www.alpinecountyca.gov under Behavioral Health Department in the Forms link.

OFFICE OF CIVIL RIGHTS

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of 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**

- ✚ **Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>