

NON-DISCRIMINATION NOTICE

Discrimination is against the law. **San Fernando Recovery Center** follows State and Federal civil rights laws. **San Fernando Recovery Center** 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.

San Fernando Recovery Center 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, braille, audio or accessible electronic 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 **San Fernando Recovery Center**, between Monday through Friday, 7:00 a.m. to 5:00 p.m. by calling 747-500-9405. Or, if you cannot hear or speak well, please call (TTY 711). Upon request, this document can be made available to you in braille, large print, audio, or accessible electronic formats.

HOW TO FILE A GRIEVANCE

If you believe that **San Fernando Recovery Center** 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 Los Angeles County Department of Public Health, Bureau of Substance Abuse Prevention and Control. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact Substance Abuse Prevention and Control, between Monday through Friday, 8:00 a.m. through 5:00 p.m. by calling 1-888-742-7900 press 7. Or, if you cannot hear or speak well, please call TTY 711.
- In writing: Fill out a complaint form or write a letter and send it to:

Substance Abuse Prevention and Control

Attn: Complaints and Investigations

1000 S. Fremont Avenue, Building A-9 East, 3rd Floor

Alhambra, California 91803

- In person: Visit your treating provider **San Fernando Recovery Center** and say you want to file a grievance.
- Complaint forms are available at: <http://publichealth.lacounty.gov/sapc/PatientPublic.htm>
- Electronically: Send an e-mail to
SAPC_compliance@ph.lacounty.gov

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (California State Relay)**.
- In writing: Fill out a complaint form or send a letter to:

**Department of Health Care Services Office
of Civil Rights**

**P.O. Box 997413, MS 0009 Sacramento, CA
95899-7413**

Complaint forms are available at:

<https://www.dhcs.ca.gov/discrimination-grievance-procedures>

- Electronically: Send an email to CivilRights@dhcs.ca.gov.
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OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can 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>