
TRINITY COUNTY BEHAVIORAL HEALTH SERVICES NONDISCRIMINATION NOTICE

Discrimination is against the law. Trinity County Behavioral Health Services (TCBHS) Substance Use Disorder (SUD) Services follows State and Federal civil rights laws. TCBHS SUD Program 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.

TCBHS SUD Program 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 Trinity County Behavioral Health Services between 8:00 A.M and 5:00 P.M. Monday through Friday by calling (530) 623-1362 Or, if you cannot hear or speak well, please call (530) 598-9376

HOW TO FILE A GRIEVANCE

If you believe that TCBHS SUD 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 TCBHS Compliance Officer. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact TCBHS Compliance Officer M-F between 8 A.M and 5 P.M. by calling (530) 623-1362. Or, if you cannot hear or speak well, please call (530) 598-9376
- In writing: Fill out a complaint form or write a letter and send it to:

TCBHS Compliance Officer
P.O Box 1640 Weaverville, CA 96093
- In person: Visit your doctor's office or TCBHS and say you want to file a grievance.
- Electronically: Visit TCBHS's website at <https://www.trinitycounty.org/Behavioral-Health>

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 (Telecommunications Relay Service)**.
- In writing: Fill out a complaint form or send a letter to:

Michele Villados
Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413

Complaint forms are available at
http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- Electronically: Send an email to CivilRights@dhcs.ca.gov.

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>.