

Family Health Network of Central New York, Inc. (FHN) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. FHN does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

FHN:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - TTY availability
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters

If you need these services, please notify the front desk staff.

If you believe that FHN has failed to provide these services or discriminated in another way on the basis of race, color, national origin, disability, or sex, you can file a grievance with Ann Homer, Corporate Compliance and Privacy Officer, 85 South West Street, Homer, NY 13077; telephone 607-753-3797; facsimile 607-753-6677. You can file a grievance in person, or by mail or fax. If you need help filing a grievance, Ann Homer, Corporate Compliance and Privacy Officer, 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, DC 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>