

DISCRIMINATION IS AGAINST THE LAW

Northern Nevada HOPES complies with applicable Federal civil rights laws and is a [National Health Services Corps site](#), and does not discriminate in the provision of services to individuals based on their inability to pay, race, color, national origin, age, disability, sex, sexual orientation, gender, religion or veterans status. Northern Nevada HOPES does not exclude people or treat them differently because of their inability to pay, race, color, national origin, age, disability, sex, sexual orientation, gender, religion or veterans status.

Northern Nevada HOPES:

- 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)
 - 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, contact the Northern Nevada HOPES' Clinic Scheduler or designee.

If you believe that Northern Nevada HOPES has failed to provide these services or discriminated in another way on the basis of inability to pay, race, color, national origin, age, disability, or sex, sexual orientation, gender, religion or veterans status, you can file a grievance with:

Linda Barnes, Compliance/Risk Mgmt Director; Civil Rights Coordinator
580 W 5th Street, Reno, NV 89503
Phone: (775) 786-4673 | Fax: (775) 236-1448
lbarnes@nnhopes.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Linda Barnes, Director of Compliance & Risk Management, is available to help you.

If you believe that Northern Nevada HOPES has discriminated on the basis of race, color, national origin, age, disability, sex 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>

- By mail at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

- By phone at 1-800-368-1019, 800-537-7697 (TDD)

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