



## NONDISCRIMINATION NOTICE

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Discrimination is against the law. Napa County Mental Health follows Federal civil rights laws. Napa County Mental Health does not 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.

Napa County Mental Health 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

For help, you may call Monday through Friday, 8am – 5pm at 707-299-1968. If you have trouble speaking or hearing, please call TTY/TTD number (707) 299-1770, Monday through Friday, 8am – 5pm for help.



## **HOW TO FILE A GRIEVANCE**

If you believe that Napa County Mental Health has failed to provide these services or 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 Napa County Quality Management. You can file a grievance by phone, in writing, in person, or electronically:

- **By phone:** Contact Napa County Mental Health, Monday through Friday, 8am – 5pm by calling (707) 299-1968. Or, if you cannot hear or speak well, please call TTY/TTD (707) 299-1770.
- **In writing:** Fill out a grievance form, or write a letter and send it to:  
Napa County Mental Health  
2751 Napa Valley Corporate Drive, Building B, Napa, CA 94559-3721
- **In person:** Visit your provider's office or Napa County Mental Health and say you want to file a grievance.

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## **OFFICE OF CIVIL RIGHTS**

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>.