

Nondiscrimination Notice

Under the Affordable Care Act Final Rule for federally funded health programs and activities, Bethany Christian Services (Bethany) and its subsidiaries do not discriminate on the basis of race, color, national origin, sex, age, or disability.

In order to assist those with disabilities or Limited English Proficiency Bethany will do the following:

- Provide 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)
- Provide 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, please contact your local Bethany branch office.

If you believe that Bethany has failed to provide the above services or discriminated in another way on the basis of race, color, national origin, sex, age or disability, you may file a grievance with:

Director of Quality and Risk Management
901 Eastern Ave NE
Grand Rapids, MI 49503
[616-965-8001](tel:616-965-8001); jbeimers@bethany.org

You may file a grievance by phone, mail, or email. If you need help filing a grievance, the Director of Quality and Risk Management is available to help you.

You may 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](tel:1.800.368.1019), [800.537.7697](tel:800.537.7697) (TDD).

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