



NOTICE OF NONDISCRIMINATION FOR A MEDICAL PRACTICE WITH 15 OR MORE EMPLOYEES

Citizen Advocates, Inc. dba North Star Behavioral Health Services (NSBHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. NSBHS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

NSBHS:

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)

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, ask to speak to the Clinic Manager.

If you believe that NSBHS has failed to provide these services or discriminated in another way on basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Director of Behavioral Health Services, 31 Sixth St., Malone, NY 12953, phone: (518) 651-2313 or fax: (518) 483-3383, or our Corporate Compliance Officer at 31 Sixth Street, Malone, NY 12953, phone: (518) 651-2233 or fax: (518) 483-2242. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, your therapist is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of 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:

US Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

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