

JANE PAULEY COMMUNITY HEALTH CENTER NOTICE OF NONDISCRIMINATION

Last modified April 28, 2022

The Jane Pauley Community Health Center (JPCHC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin, sex (including sexual orientation, pregnancy and gender identity), age, or disability with regard to in admission to, participation in, or receipt of the services and benefits under any JPCHC programs, services or activities.

Jane Pauley Community Health Center:

- 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, please let the office know upon check in or by calling the office prior to appointment. If you believe Jane Pauley Community Health Center has failed to provide these services or discriminated in another way on the basis of race, color, religion, national origin, sex (including sexual orientation, pregnancy and gender identity), age, or disability with regard to in admission to, participation in, or receipt of the services and benefits under any JPCHC programs, services or activities, you can file a grievance with: JPCHC's office of Patient Experience, by mail at 1503 N. Mitthoeffer Rd. Indianapolis, IN 46229, or by phone at 317-743-5988.

If you need help filing a grievance, our Patient Experience representative is available to assist 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, at US Department of Health & Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, or by phone, at 1-800-368-1019. Complaint files are available at <http://www.hhs.gov/ocr/office/file/index.html>.