NOTICE TO THE PUBLIC
NON-DISCRIMINATION STATEMENT AND ACCESSIBILITY REQUIREMENTS

The Department of Health and Mental Hygiene (the Department) complies with applicable Federal
civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of
race, color, national origin, age, disability, or sex.

The Department, upon request:

- Provides free aids and services to people with disabilities to communicate effectively with
  Department staff, 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 contact the Department's health program, service, local health
department or health insurance marketplace directly.

If you believe that the Department has failed to provide these services or discriminated in another way
on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:
Delinda Johnson, Equal Access Compliance Unit, Office of Equal Opportunity Programs, Maryland
Department of Health and Mental Hygiene, 201 West Preston Street, Room 514, Baltimore, Maryland
21201, 410-767-6600 (voice), 1-800-735-2258 (TTY), (410) 333-5337 (Fax),
delinda.johnson@maryland.gov (email).

You may file a grievance in person or by mail, fax, or email. If you need help filing a grievance,
Delinda Johnson 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, 1-800-868-1019, 800-537-7697 (TDD).


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Interpreter Services Are Available for Free

Help is available in your language: 410-402-7398 (TTY: 1-800-735-2258)
These services are available for free.

Español/Spanish

አማርኛ/Amharic
አማርኛ እንተወስቀ ሰማይታ በእንከሰ: 410-402-7398 (TTY:1-800-735-2258)

العربية/Arabic
ملحوظة: إذا كنت تتحدث لغة أخرى، فإن خدمات المساعدة اللغوية تتوفر لك بالمجمل. اتصل برقم 410-402-7398 (رقم هاتفي
الصم والبكم: (1-800-735-2258).

中文/Chinese
用您的语言为您提供帮助：410-402-7398 (TTY: 1-800-735-2258)。这些服务都是免费的

فارسی/Farsi
خط تلفن کمک به زبانی که شما صحبت می کنید: 1-800-735-2258 (خط تماس افراد ناشنوند 410-402-7398)

Français/French

ગુજરાતી/Gujarati
સંબંધી મહામ માટે અલગ તંધુરો: 410-402-7398 (TTyr:1-800-735-2258). સેવાઓ મહત્ત્વ હું માટે

kreyòl ayisyen/Haitian Creole

Igbo
Português/Portuguese

Русский/Russian

Tagalog

اردو/Urdu).
xiberdar: gendar aro dardo yolti pein, to ap koy ziban kii madh kee kheelam mettee demestep biplala.
410-402-7398 (TTY: 1-800-735-2258).

Tiếng Việt/Vietnamese

Yoruba/Yoruba
NOTICE TO THE PUBLIC
NON-DISCRIMINATION POLICY STATEMENT AND
COMPLAINT PROCEDURE

The Secretary of the Department of Health and Mental Hygiene by law and policy prohibits discrimination against anyone on the basis of race, color, age, national origin, sex, religion or disability.

This non-discrimination policy applies to all facilities and programs operated directly by the Department as well as providers of health services who receive federal funds or are a sub-recipient of federal funds including, but not limited to, Medicare A or Medicaid.

Anyone who believes that an act of discrimination has taken place in the areas of delivery of services, treatment procedures, or any other areas as detailed by Federal Civil Rights law, has a right to file a complaint and is entitled to a prompt investigation.

PROCEDURES FOR FILING A COMPLAINT

1. Write or call the following:
   Equal Access Compliance Unit
   Office of Equal Opportunity Programs
   Maryland Department of Health and Mental Hygiene
   201 West Preston Street, 5th Floor, Baltimore, Maryland 21201
   410-767-6600 (Voice), 1-800-735-2258 (TTY)
   Website: http://dhmh.maryland.gov/oeop

2. Write or call the Director of the facility or program where the alleged discriminatory act took place, with copies to the Equal Access Compliance Unit.


This information is required by Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, the Omnibus Budget Reconciliation Act of 1981 (Block Grants) and the Federal Executive Order 13166.

Individuals with disabilities may contact all of the above agencies via the Maryland Relay System, 1-800-735-2258.

English  May 2014