

NONDISCRIMINATION NOTICE

Discrimination is against the law. Turning Point Foundation follows State and Federal civil rights laws. Turning Point Foundation does not unlawfully 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.

Turning Point Foundation 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, braille, audio or accessible electronic formats)
- 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, call 805-652-0029 x 26. Or, if you cannot hear or speak well, please call 711 (California State Relay). Upon request, this document can be made available to you in braille, large print, audio, or accessible electronic formats.

HOW TO FILE A GRIEVANCE

If you believe that Turning Point Foundation has failed to provide these services or unlawfully 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 Ventura County Quality Management Department. You can file a grievance to the County by phone, in writing, in person, or electronically:

- By phone: between the hours of 8am and 5pm by calling 1-888-567-2122. Or, if you cannot hear or speak well, please call 1-800-735-2929.
- In writing: Fill out a complaint form or write a letter and send it to: Ventura County Behavioral Health – Quality Management Dept. 1911 Williams Dr. Suite 210, Oxnard, CA 93036
- In person: Visit Ventura County Behavioral Health and say you want to file a grievance.
- Electronically: Visit Ventura County Behavioral Health's website at www.vcbh.org.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call 916-440-7370. If you cannot speak or hear well, please call 711 (California State Relay).

- In writing: Fill out a complaint form or send a letter to: Department of Health Care Services Office of Civil Rights P.O. Box 997413, MS 0009 Sacramento, CA 95899-7413 Complaint forms are available at: <https://www.dhcs.ca.gov/discrimination-grievance-procedures>
- Electronically: Send an email to CivilRights@dhcs.ca.gov.

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, 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

Note: Upon request, this brochure/document can be made available in other languages and accessible formats.

Previa solicitud, este folleto/documento puede estar disponible en otros idiomas y formatos accesibles.