

## **Notice of Nondiscrimination and Accessibility: Discrimination is Against the Law**

ProMedica complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, ancestry, religion, sex/gender (including pregnancy), sexual orientation, gender identity or gender expression, age, physical or mental disability, military or protected veteran status, citizenship, familial or marital status, genetics, or any other legally protected category.

ProMedica provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
  - ○ Qualified sign language interpreters (utilizing VRI and On-Site resources)
  - ○ Written information in other formats (large print, audio, accessible electronic formats)
- Free language services to people whose primary language is not English, such as:
  - ○ Qualified interpreters (utilizing VRI, OPI, and On-Site resources)
  - ○ Information written in other languages

If you need these services, contact ProMedica Customer Service at 844-810-1634 or, go to the nearest registration area or information desk.

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If you believe that ProMedica has failed to provide these services or discriminated in another way on the basis of race, color, national origin, ancestry, religion, sex/gender (including pregnancy), sexual orientation, gender identity or gender expression, age, physical or mental disability, military or protected veteran status, citizenship, familial or marital status, genetics or any other legally protected category, you can file a grievance. You may file a grievance in person or by mail, fax, or email.

ProMedica  
100 Madison Ave., MSC-S38805, Toledo, Ohio 43604  
Phone: 419-291-7700  
Toll Free: 844-810-1634  
TTY: 7-1-1, or 800-750-0750 (Ohio Relay Service)  
Fax: 567-585-9494  
Email: [inclusion@promedica.org](mailto:inclusion@promedica.org)

If you need assistance in filing a grievance, please reach us using the contact information listed above.

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 or phone at:

U.S. 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>.

