

OZARK CENTER
AN AFFILIATE OF FREEMAN HEALTH SYSTEM
NOTICE
INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION
AND ACCESSIBILITY REQUIREMENTS AND NONDISCRIMINATION STATEMENT

DISCRIMINATION IS AGAINST THE LAW

Ozark Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR 92.101 (a) (2)). Ozark Center does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex. This notice is available at Ozark Center website: <https://www.freemanhealth.com/ozark-center>

Ozark Center:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids, or language assistance, contact a Support Services representative or your provider. If you believe that Ozark Center 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 Ozark Center's Director of Risk and Quality Improvement, 1105 E. 32nd Street, Ste. 2, Joplin, MO 64804, 1-417-347-7705 [Phone], 1-417-347-9656 [Fax], pecahalan@freemanhealth.com [Email]. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Ozark Center Director of Risk and Quality Improvement is available to help 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 or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019 [Phone], 1-800-537-7697 [TDD]; Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

You can also file a civil rights complaint with the Missouri Department of Social Services, Office for Civil Rights by mail or phone at: Department of Social Services, Office for Civil Rights, P.O. Box 1527, Jefferson City, MO 65102, 1-800-776-8014 [Phone], or 1-866-735-2460 [TTY]; 1-800-735-2966 [Fax].