



Brattleboro Retreat
MENTAL HEALTH AND ADDICTION CARE

Notice of Non-Discrimination

Discrimination is against the law. The Brattleboro Retreat is committed to treating patients, family, visitors, and employees in a non-discriminatory manner. The Brattleboro Retreat complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Brattleboro Retreat does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Brattleboro Retreat will provide translation and interpretation assistance to ensure effective communication of information and service in the language in which the patient is most comfortable. Services include:

- qualified sign-language interpreters
- qualified language interpreters for people whose primary language is not English
- information written in languages other than English.

If you believe that the Brattleboro Retreat 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:

Director of Patient Advocacy and Consumer Affairs

Brattleboro Retreat

1 Anna Marsh Lane

Brattleboro, VT 05302

(phone) 802-258-6118 (fax) 802-258-3787

You can file a grievance in person or by mail or fax. If you need help filing a grievance the Director of Patient Advocacy and Consumer Affairs 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 or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW.
Room 509F, HHH Building,
Washington, DC 20201
1-877-696-6775, 800-537-7697 (TDD).

New England Region (CT, ME, MA, NH, RI, VT)
Susan Rhodes, Regional Manager
Office for Civil Rights
U.S. Department of Health and Human Services
Government Center
J.F. Kennedy Federal Building, Room 1875
Boston, MA 02203
Customer Response Center: (800) 368-1019
Fax: (202) 619-3818
TDD: (800) 537-7697
Email: ocrmail@hhs.gov

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

French ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-802-258-6118.

Spanish ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-802-258-6118.

Chinese 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-802-258-6118。

Vietnamese CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-802-258-6118.

Nepali ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-802-258-6118.

Serbo-Croatian OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-802-258-6118.

German ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-802-258-6118.

Cushite XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-802-258-6118.

Italian ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-802-258-6118.

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-802-258-6118.

Russian ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-802-258-6118.

Tagalog PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-802-258-6118.

Portuguese ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-802-258-6118.

Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。
8116-852-208 -1. まで、お電話にてご連絡ください。

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-802-258-6118.