



SAN MATEO COUNTY HEALTH

## BEHAVIORAL HEALTH & RECOVERY SERVICES

Quality Management  
1950 Alameda de las Pulgas  
Suite 157  
San Mateo, CA 94403  
650-573-3431 T  
650-525-1762 F  
smchealth.org

**“Nondiscrimination”**

### NONDISCRIMINATION NOTICE

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Discrimination is against the law. San Mateo County Behavioral Health and Recovery Services (BHRS) follows Federal civil rights laws. BHRS does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex.

BHRS 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, audio, accessible electronic formats, other 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, contact BHRS's Access Call Center 24 hours a day, 7 days a week by calling (800) 686-0101. Or, if you cannot hear or speak well, please call 711 or the California Relay Service at (800) 855-7100.

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### **HOW TO FILE A GRIEVANCE**

If you believe that BHRS 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 the Office of Consumer and Family Affairs (OCFA). You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact OCFA between 8am to 5pm by calling (800) 388-5189. Or, if you cannot hear or speak well, please call 711 or the California Relay Service at (800) 855-7100.
  - In writing: Fill out a grievance form, or write a letter and send it to:  
  
*Office of Consumer & Family Affairs  
1950 Alameda de las Pulgas, San Mateo CA 94403*
  - In person: Visit your provider's office or OCFA and say you want to file a grievance.
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### **OFFICE OF CIVIL RIGHTS**

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 Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

