



NONDISCRIMINATION NOTICE

Discrimination is against the law. San Mateo County Behavioral Health and Recovery Services (BHRS) follows State and Federal civil rights laws. BHRS 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.

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, 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, 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. 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 BHRS 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 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 8 a.m. to 5 p.m. by calling 1-800-388-5189. Or, if you cannot hear or speak well, please call 711 or the California Relay Service at (800) 855-7100.



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/bhrs

- In writing: Fill out a complaint 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 doctor's office or OCFA and say you want to file a grievance.
- Electronically: Visit OCFA website at [Support for Clients & Family - San Mateo County Health](https://smchealth.org/bhrs).

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



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/bhrs

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