

Notice of Nondiscrimination and Accessibility Requirements

MaineHealth organizations meet all applicable federal civil rights laws. MaineHealth organizations do not discriminate on the basis of race, color, national origin, age, disability, or sex. MaineHealth organizations do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

MaineHealth organizations provide:

Free aids and services to people with disabilities to communicate effectively with us, 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 believe Maine Behavioral Healthcare 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 by contacting the appropriate Compliance Coordinator as listed below:

Jonathan Crimmins
Patient Safety & Complaints Specialist 1
MaineHealth Integrated QS
Patient Safety & Compliance
Phone: 207-661-6330
Email: Jonathan.Crimmins@MaineHealth.org

You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, Russell Thayer is available to help you. You also can 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:

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201
Email: OCRComplaint@hhs.gov
Phone: 1-800-368-1019
1-800-537-7697 (TDD)

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