

Barry County Community Mental Health Authority

Barry County Community Mental Health Authority (BCCMHA) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Barry County Community Mental Health Authority does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Barry County Community Mental Health Authority:

- Provides **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, Braille, other formats)
- Provides **free** language services to people whose primary language is not English or have limited English skills, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Services.

If you believe that BCCMHA has failed to provide these services or discriminated in another way on the basis of race, color, national origin, disability, or sex, you can file a grievance with:

Customer Service
500 Barfield Drive
Hastings, MI 49058
Phone: 866-266-4781 (TTY: 711)
269-948-8041 ext 168 (TTY: 711)
Fax: 269-948-9319
tiwilliams@bccmha.org

If you are an individual who is deaf or hard of hearing, you may contact the MI Relay Service at 711 to request their assistance in connecting you to Barry County Community Mental Health Authority. You can file a grievance in person, or by mail, fax or email. If you need help filing a grievance, Customer Service 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, Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You may also file a grievance 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:

US Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, DC, 20201

Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-266-4781 (TTY:711).
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。1-866-266-4781（TTY:711）まで、お電話にてご連絡ください
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-266-4781 (телетайп 711).
Serbo-Croatian	OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-866-266-4781 (TTY Telefon za osobe sa oštećenim govorom ili sluhom 711).
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-266-4781 (TTY: 711).