Family Health Services	Notice of Nondiscrimination Policy	ID #: QA1003 Effective: 06/2025
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Family Health Services (FHS) complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). FHS does not discriminate based on race, color, national origin (including language), age, disability, or sex (including gender identity). FHS does not discriminate based on health insurance, or coverage under that health insurance plan, and FHS will not discriminate if there is a need to use patient care decision support tools when making decisions regarding health care needs.

In compliance with Section 1557 and other federal civil rights laws, we provide individuals, when requested, with the following in a timely manner and free of charge:

- **Language assistance services.** FHS will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:
  - Electronic and written translated documents (available in at least the top 15 languages spoken in the state of Ohio)
  - Qualified interpreters

- **Appropriate auxiliary aids and services**. FHS will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
  - Qualified interpreters, including American Sign Language interpreters
  - Video remote interpreting
  - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)

- **Reasonable modifications.** FHS will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please discuss with a member of FHS's staff or your provider. For additional assistance, you may also contact FHS's 1557 Compliance Officer at 419-502-2800.

If you believe FHS has failed to provide these services or has discriminated in another way based on race, color, national origin (including language), sex (including gender identity), age, or disability, you can:

1. File a grievance with FHS's Risk Manager at 419-502-2800.
2. File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:
   - *Online*: https://www.hhs.gov/ocr/index.html
   - *Phone:* 800-368-1019, TDD toll-free: 800-537-7697
   - *Email:* OCRMail@hhs.gov
   - *Via mail:* U.S. Department of Health & Human Services 200 Independence Avenue, S.W. – 509F, Washington, D.C. 20201