

**NOTICE INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION AND
ACCESSIBILITY
REQUIREMENTS**

DISCRIMINATION IS AGAINST THE LAW

Montpelier Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Montpelier Surgery Center does not exclude people or treat them differently because of race, color, national origin, age or sex.

Montpelier Surgery Center:

- 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, other formats).
- Provides free language services to people whose primary language is not English, Such as:
 - Qualified interpreters and Information written in other languages

If you need these services, contact Michelle Nguyen, Section 1557 Coordinator and Practice Administrator.

If you believe that **Montpelier Surgery Center** 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: Michelle Nguyen, 2340 Montpelier Dr, San Jose, CA 95116, 408-347-1875, FAX 408-484-6339, or email Michelle.Nguyen@surgerypartners.com . You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Michelle Nguyen is available to help you.

Procedure to file a complaint/ grievance:

- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The section 1557 Coordinator Michelle Nguyen, shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The section 1557 Coordinator, Michelle Nguyen, will maintain the files and records of **Montpelier Surgery Center** relating to such grievances. To the extent possible, and in accordance with applicable law, the section 1557 Coordinator, Michelle Nguyen, will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The section 1557 Coordinator, Michelle Nguyen, will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complaint of their right to pursue further administrative or legal remedies.

You can also 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:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, DC 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://hhs.gov/ocr/office/file/index.html>
Such complaints must be filed within 180 days of the date of the alleged discrimination.