

NOTICE OF NONDISCRIMINATION POLICY

Discrimination is against the law. Medical Associates of Northwest Arkansas (MANA) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MANA does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

At MANA clinics we 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 need these services, please let us know.

If you believe that MANA 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 with:

Vickie Crittenden, *Director of Human Resources and Civil Rights Coordinator*
3383 N. MANA Court, Suite 201, Fayetteville, AR 72703
(479) 571-6780 Fax: (479) 571-6770
vickie.crittenden@mana.md

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Vickie Crittenden, Civil Rights Coordinator 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, 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, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.