



Discrimination is Against the Law

United Community and Family Services, Inc. “UCFS” complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently on the basis of race, color, national origin, age, disability, or sex.

UCFS:

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, bilingual)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in the patients primary language

If you need these services, ask the front desk staff, the site administrator, or your provider.

If you believe that UCFS 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 in person, by mail, fax or email with:

Sharon Laliberte VP of Quality Assurance and Compliance
47 Town St. Norwich CT 06360
Phone: 860-822-4148 Fax: 860-886-6124

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>