

Discrimination is Against the Law

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

Serra Physical Therapy:

- 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
 - Information written in other languages

If you need these services, contact Susan Rhodes, Regional Manager, Office of Civil Rights.

If you believe that Serra Physical Therapy 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

Susan Rhodes, Regional Manager, Office of Civil Rights.

US Department of Health and Human Services

Government Center

JF Kennedy Federal Building, Room 1875

Boston, MA 02203

Customer Response Center (800) 368-1019

Fax (202) 619-3818

TDD: (800) 537-7697

Email: ocrmail@hhs.gov

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Susan Rhodes is available to help you.

You can also file a civil right complaint with the US Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Right 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

(800) 368-1019

TDD: (800) 537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>