

Notice of Nondiscrimination in Service Delivery

The Mental Health Emergency Center complies with all applicable State and Federal Civil Rights laws. No person shall be excluded from participation, be denied benefits, or otherwise subject to discrimination in any manner on the basis of race, color, national origin or ancestry, age, sex, sexual orientation, gender identity, religion, political belief or affiliation, order of protection status, military status, physical or mental disability or association with a person with a disability, marital status, or pregnancy. This policy covers eligibility for the access to service delivery and treatment in all Mental Health Emergency Center programs and activities.

Mental Health Emergency 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
 - Information written in other languages
- Does not require individuals to rely on minor children, relatives, or friends to interpret

If you need these services at the Mental Health Emergency Center location, notify a facility representative.

How to File a Service Delivery Complaint

If you believe that Mental Health Emergency Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you are encouraged to promptly file a grievance with:

Civil Rights Coordinator

1525 N. 12th Street, Milwaukee, WI 53205

Phone: 833-921-5205

mhec.ethicspoint.com

You can file a grievance in person, by mail, or email. If you need help filing a grievance, a Patient Relations Representative or the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the State or Federal Department of Health and Human Services, Office for Civil Rights. Complaints may be filed electronically, by mail, or by phone.

Wisconsin Department of Health Services

Office of Civil Rights Compliance

One West Wilson St, Room 651

P.O. Box 7850, Madison, WI 53707-7850

Voice: 608.266.1258 TTY: 800.947.3529

Fax: 608.267.1434

Email: DHSCRC@dhs.wisconsin.gov

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

Voice: 800.368.1019, TDD: 800.537.7697

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Arabic (العربية)

تأخذنا مديقت يف صرفنا وفالفت مس ايس نع تاملو مع ولع لوصولنا تدرأ اذا ليجسنتلا بحتكم نم ابلط يجر يف، (Equal Opportunity in Service Delivery)، لفت غلب ةخسن ولع لوصولنا و

Chinese Simplified (简体中文)

如果您想了解我们的“提供服务均等机会”政策的相关信息，请在登记处咨询，工作人员会为您提供一份简体中文的政策副本。

Chinese Traditional (繁體中文)

如您想瞭解關於「提供服務均等機會」政策的資訊，請前往登記處諮詢，工作人員會為您提供一份繁體中文的政策副本。

Hmong (Hmoob)

Yog koj xav tau ntaub ntauv kev paub txog ntwam Kev Muaj Vaj Huam Sib Luag Txog Lub Cib Fim nyob rau tsab cai Kev Pab Cuam Xa Khoom thov nug tau nyob rau ntwam rooj sau npe thiab lawv yuav muaj ib daim theej tawm rau koj ua koj hom lus.

Spanish (Español)

Si desea información sobre nuestra política de igualdad de oportunidades en la prestación de servicios, consulte en el mostrador de inscripción y se le dará una copia en su idioma.

Russian (Русский)

Если вы хотите узнать более подробную информацию о нашей политике обеспечения равных возможностей при предоставлении услуг, обратитесь на регистрационную стойку, и копия этого документа будет предоставлена на нужном вам языке.

Korean (한국어)

서비스 제공 정책 내 기회균등에 대한 정보를 원하실 경우, 등록 창구에 문의하시면 원하시는 언어로 작성된 문서를 제공해드립니다.

Polish (Polski)

Jeśli chce Pan(i) uzyskać informacje na temat polityki równych szans w dostępie do usług, należy poprosić w rejestracji o jej kopię przetłumaczoną na język polski.