

BHcare Notice of Non-Discrimination

Discrimination is against the law.

BHcare follows federal civil rights laws and Connecticut law. BHcare does not discriminate, exclude people, or treat people differently because of who they are.

What Discrimination Means

Treating someone unfairly or excluding them because of their:

- Race or color
- National origin, language, or immigration status
- Religion
- Sex, including sexual orientation, gender identity, or sex characteristics
- Disability
- Age

Our Commitment to You

BHcare is committed to fair and equal access to services for everyone.

We will:

- Treat you with respect and dignity
- Use respectful and non-judgmental language
- Communicate in ways you can understand
- Take concerns about discrimination seriously

Free Help for Disabilities and Language Needs

BHcare provides free communication aids and language services to people who need them.

This help may include:

- Qualified sign language interpreters
- Assistive listening devices
- Written materials in other formats
- Spoken language interpreters
- Translation of important documents

If you need this help, please ask any staff member nearby, or contact the Compliance Team:



203-483-2630 ext. 6369



complyline@bhcare.org

If You Believe Discrimination Has Occurred

You have the right to file a complaint. You will not be treated differently or lose services for doing so.

You may:

- Contact BHcare's Client Rights Officer at complyline@bhcare.org
- Contact the Compliance Team: 203-483-2630 ext. 6369
- File a grievance online or by paper form using this link:
<https://www.cognitoforms.com/BHcare1/ComplaintGrievanceForm>

If you need help filling out a form or contacting Compliance, we will help you at no cost.

We will keep your complaint as private as the law allows.

You May Also File a Complaint With Government Agencies

You do not have to file a complaint with BHcare before contacting a state or federal agency.

**U.S. Department of Health and Human
Services - Office for Civil Rights (OCR)**

1-800-368-1019

<https://www.hhs.gov/ocr>

OCRMail@hhs.gov

**CT Commission on Human Rights and
Opportunities - (CHRO)**

450 Columbus Blvd, Hartford, CT 06103

(860) 541-3400

<https://portal.ct.gov/CHRO>