



PINES BEHAVIORAL HEALTH

200 Orleans Boulevard, Coldwater, Michigan 49036
517.278.2129 Fax 517.279.8172 www.pinesbhs.org
An affiliate of Venture Behavioral Health

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

Pines Behavioral Health:

- 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 Shirley Nystrom, Customer Services Specialist.

If you believe that Pines Behavioral Health 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:

Shirley Nystrom
Customer Services
200 Orleans Blvd, Coldwater MI 49036
517-178-2129
snystrom@pinesbhs.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Shirley Nystrom 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, 1-800-537-7697 (TDD).
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

“Life should be enjoyed...not endured”