



## ***PINES BEHAVIORAL HEALTH***

Branch County Community Mental Health Authority  
200 Vista Drive, Coldwater, Michigan 49036  
517.278.2129 Fax 517.279.8172 [www.pinesbhs.org](http://www.pinesbhs.org)

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 Kammy Ladd, 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:

Kammy Ladd  
Customer Services  
200 Vista Drive, Coldwater MI 49036  
517-178-2129  
[kladd@pinesbhs.org](mailto:kladd@pinesbhs.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kammy Ladd 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”*