



The Nord Center

prevention • treatment • advocacy

## Non-Discrimination Notice

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

The Nord Center provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters; and information written in other formats (large print, audio, accessible electronic formats, other formats).

The Nord Center provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, please contact The Nord Center Client Rights Officer.

If you believe that The Nord Center 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 The Nord Center Client Rights Officer in person at 6140 S. Broadway, Lorain, OH 44053; by calling 440.204.4330 (7-1-1 or 800.750.0750 if hearing impaired); or by emailing [Clients\\_Rights\\_Officer@nordcenter.org](mailto:Clients_Rights_Officer@nordcenter.org). If you need help filing a grievance, The Nord Center Client Rights Officer 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. 2020; 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.