



Principal Office: 2030 Portage Street, Kalamazoo MI, 49001

Phone: 269-553-8000

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

Kalamazoo Community Mental Health and Substance Abuse Services:

- 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 our Customer Services Office. .

If you believe that Kalamazoo Community Mental Health and Substance Abuse Services 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:

Teresa Lewis, LBSW
Customer Services Manager
2030 Portage Street - Kalamazoo, MI 49001
Phone: 1-877-553-7160 or TTY: 711
Fax: 269-364-9992
TLewis@kazooomh.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Customer Services will 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>.

Serving Kalamazoo County

Language Identification Tag-Lines

"ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-877-553-7160 (TTY: 711)."

Tag Line Table

Please assist customers to access interpretation services based on their identified language.

Number	Language	Number	Language	Number	Language
1	Spanish	6	Polish	11	Korean
2	Arabic	7	Albanian	12	Vietnamese
3	German	8	Italian	13	Bengali
4	Chinese	9	Tagalog	14	Japanese
5	Croatian	10	Hindi	15	Russian

- (1) "ATENCIÓN: Si habla **español**, hay servicios gratuitos de asistencia con el idioma para usted. Llame al 1-877-553-7160 (TTY: 711)."
- (2) "مبارقة رسالة) 1-877-553-7160 ب - ات صل لك وم تاحة مجانية، ل غوية، مساعدة خدمات ف توجد ال عرب ية، ت تحدث ك نت إن: انه ت به" 711)."
- (3) "ACHTUNG: Sollten Sie **deutsch** sprechen, steht Ihnen ein Sprachenhilfe-Service kostenlos zur Verfügung. Sie können uns unter folgender Telefonnummer erreichen: +1-877-553-7160 (TTY: 711)."
- (4) "请注意: 如果您说中文, 您可以利用我们免费提供的语言帮助服务。详情请致电 1-877-553-7160 (TTY: 711) 。"
- (5) "OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-877-553-7160 (TTY- 711)."
- (6) "UWAGA: Jeśli mówi Pan/Pani **po polsku**, oferujemy bezpłatną pomoc językową. Proszę zadzwonić pod numer 1-877-553-7160 (TTY/tel. dla niesłyszących: 711)."
- (7) "VINI RE: Në qoftë se flisni **shqip**, keni në dispozicion shërbim falas për t'ju ndihmuar me gjuhën. Telefononi 1-877-553-7160 (TTY-teletext: 711)."
- (8) "ATTENZIONE: Si parla **italiano**, servizi gratuiti di assistenza linguistica, sono a vostra disposizione. Chiamare 1-877-553-7160 (TTY: 711)."
- (9) "TALA: Kung kayo ay nagsasalita ng **Tagalog**, ang serbisyo ng tulong sa wika (language assistance services), ay available upang magamit ninyo, nang walang bayad. Tumawag sa 1-877-553-7160 (TTY: 711)."
- (10) "ध्यान दें: यदि आप **हिन्दी** बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ मुफ्त में उपलब्ध हैं। 1-877-553-7160 (TTY: 711) पर कॉल करें।"
- (11) "주의: 귀하가 **한국어**를 할 경우, 한국어 언어 지원 서비스를 무료로 사용할 수 있습니다. 1-877-553-7160 (TTY 문자 전화기: 711)로 전화하십시오."
- (12) "LƯU Ý: Nếu quý vị nói **tiếng Việt**, các dịch vụ hỗ trợ ngôn ngữ được cung cấp cho quý vị miễn phí. Vui lòng gọi số 1-877-553-7160 (TTY: 711)."
- (13) "আপনার দৃষ্টি আকর্ষণ করছি: আপনি যদি বাংলাভাষী হ'ন এবং যদি আপনার ভাষাগত সাহায্যের প্রয়োজন হয়, তাহলে নিখরচায় সাহায্য পতে ফোন করুন: ১-৮০০-৮৯০-৩৭৯২ (TTY: 711) 1-877-553-7160 (TTY: 711)."
- (14) ご注意: 日本語で対応しているアシスタンスサービスを無料でご用意しております。1-877-553-7160 (TTY: 711)へお電話下さい。
- (15) «ВНИМАНИЕ! Если вы говорите на **русском** языке, вам предоставляется бесплатное языковое обслуживание. Звоните по тел.: 1-877-553-7160 (телефон с текстовым выходом: 711)».