



### **DISCRIMINATION IS AGAINST THE LAW**

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

#### **Madison Medical Resort:**

- 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 Harold Hammond, Civil Rights Coordinator

If you believe that **Madison Medical Resort** 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: Harold Hammond, Civil Rights Coordinator, 4311 Oak Lawn Avenue, Suite 400, Dallas, Texas 75219, 972-303-9000, 972-303-9700 Fax, [hhammond@foursquarehealthcare.com](mailto:hhammond@foursquarehealthcare.com). You can file a grievance in person or by mail, fax or e-mail. If you need help filing a grievance, Harold Hammond, Civil Rights Coordinator 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, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>