



Notice of Nondiscrimination

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

VibrantCare provides aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters or written information in other formats. We also provide language services to people whose primary language is not English, such as qualified interpreters or information written in other languages. If you need these services, please contact a clinic representative. If you believe that VibrantCare 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 our Civil Rights Coordinator at:

2270 Douglas Blvd. Suite 216, Roseville, CA 95661
Phone (916) 789-8195, Fax (916) 782-0695
civilrights@vibrantcarerehab.com

Rest assured, it is against the law to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

The grievance filing process is:

- 1) Please make the grievance in writing within 60 days from the time you became aware of the alleged action.
- 2) Include your name, address, details of the complaint and any remedy or relief sought.
- 3) Our Civil Rights Coordinator will conduct an investigation, taking appropriate steps to preserve the confidentiality of the details and sharing them only with those who have a need to know.
- 4) A written decision on the grievance will be provided within 30 days after its filing.
- 5) An appeal of the decision may be made in writing to the Governing Board within 15 days of receiving the decision.
- 6) A written decision and response to the appeal will be made within 30 days

The availability and use of this grievance process does not prevent a person from pursuing other legal or administrative remedies, including filing a 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>. The Civil Rights Coordinator can help with arrangements for language assistance services and/or a barrier-free environment for individuals with limited English proficiency or disabilities.