

## Discrimination is Against the Law

San Joaquin County Behavioral Health Services (SJCBS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SJCBS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

SJCBS provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters
- Written information
- 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 SJCBS Access Managed Care at (209) 468-9370. If you believe that SJCBS 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:

SJCBS Quality Improvement (QI) Office  
1212 North California Street  
Stockton, CA 95202  
Telephone: (209) 468-9393 or Fax: (209) 468-8485

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the QI Office 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>

Español ( <u>Spanish</u> )	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (209) 468-9370.
繁體中文 (Chinese)	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (209) 468-9370。
Tiếng Việt (Vietnamese)	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (209) 468-9370.
Tagalog (Filipino)	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (209) 468-9370.
한국어 (Korean)	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 전화주세요 (209) 468-9370.
Հայերեն (Armenian)	ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվալսան աջակցություններ: Չանզուհարեք (209) 468-9370.
فارسی (Farsi)	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (209) 468-9370 تماس بگیرید.
Русский (Russian)	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (209) 468-9370.
日本語 (Japanese)	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。(209) 468-9370、お電話にてご連絡ください。
العربية (Arabic)	ملحوظة إذا كنت تتحدث اذكر اللغة فإن خدمات المساعدة في اللغو تتوافر لك بالمجان اتصل برقم (209) 468-9370.
ਪੰਜਾਬੀ (Punjabi)	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤਾਮਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। (209) 468-9370 'ਤੇ ਕਾਲ ਕਰੋ।
ខ្មែរ (Cambodian/Khmer)	ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរទូរស័ព្ទ (209) 468-9370.
Hmoob (Hmong)	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (209) 468-9370.
हिंदी Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (209) 468-9370 पर कॉल करें।
ภาษาไทย (Thai)	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (209) 468-9370.