



## **DISCRIMINATION IS AGAINST THE LAW**

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

Northland Family Care, LLC provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
  - o Qualified sign language interpreters
  - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact our Practice Manager, Brad Carney.

If you believe that Northland Family Care, LLC 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:

Brad Carney  
9151 NE 81st Terrace, Suite 100  
Kansas City, MO 64158  
816-781-4740

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Administrator 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, DC 20201,  
1-800-368-1019, 800-537-7697 (TDD).

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