



# THE PHOENIX RESIDENCE, INC.

## Nondiscrimination Practices

### The Phoenix Residence, Inc. provides...

- Services without discrimination based on race, color, national origin, sex, age, or disability.
- Appropriate accommodations for people with disabilities in a timely manner and free of charge when they are needed to perform services. Appropriate accommodations include assistive devices and services, interpreters and information in alternate formats.
- Timely language assistance services for people with limited English proficiency (LEP) free of charge when they are needed to perform services. Language assistance services include translated documents and oral language interpretation.
- Information on how someone can obtain accommodations or language assistance services.
  - o *If you need accommodations or language assistance, please contact HR, 651-227-7655 (or specifically Nikki Bechel, nbechel@phoenixresidence.org or 651-746-9661).*
- The name and contact information of an employee of your organization someone can contact to file a complaint about any of the items covered in the nondiscrimination notice.
  - o *Please contact HR, 651-227-7655 (or specifically Nikki Bechel, nbechel@phoenixresidence.org or 651-746-9661).*
- Information about filing a complaint with the Office for Civil Rights (OCR).
  - o *Please contact HR, 651-227-7655 (or specifically Nikki Bechel, nbechel@phoenixresidence.org or 651-746-9661) to file a complaint about any of the items covered in the nondiscrimination notice.*
- If you believe you have been discriminated against based on race, color, national origin, disability, age, sex, religion, or due to a failure to provide language assistance services, you may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR). You may file a complaint for yourself or on behalf of someone else. [[hhs.gov](https://www.hhs.gov)]



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## How to File a Complaint

You can file a complaint in any of the following ways:

- **Online:**
  - Submit a complaint electronically through the OCR Complaint Portal at <https://ocrportal.hhs.gov> [[HHS.gov](https://www.hhs.gov) , [ocrportal.hhs.gov](https://ocrportal.hhs.gov)]
- **By Mail**
  - Send a written complaint to:
    - U.S. Department of Health and Human Services  
Office for Civil Rights  
Centralized Case Management Operations  
200 Independence Avenue, S.W., Room 509F  
Washington, D.C. 20201 [[HHS.gov](https://www.hhs.gov)]
- **By Email**
  - [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov) [[HHS.gov](https://www.hhs.gov)]

### Time Limit for Filing

Complaints generally must be filed within 180 days of the date you knew that the discrimination occurred. OCR may extend this deadline for good cause. [[HHS.gov](https://www.hhs.gov)]

### Assistance and Accessibility

Language assistance services are available free of charge to help you file a complaint. OCR also provides help for individuals with disabilities. For assistance, contact OCR at:

- Phone: 1-800-368-1019
- TDD: 1-800-537-769



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	Language	Tagline (Free Language Assistance Notice)
	<b>Spanish / Español</b>	Los servicios de asistencia lingüística están disponibles sin costo.
	<b>Hmong / Hmoob</b>	Kev pab txhais lus muaj pub dawb.
	<b>Somali / Soomaali</b>	Adeegyada caawinta luqadda waa bilaash.
	<b>Vietnamese / Tiếng Việt</b>	Các dịch vụ hỗ trợ ngôn ngữ được cung cấp miễn phí.
	<b>Russian / Русский</b>	Услуги языковой помощи предоставляются бесплатно.
	<b>Oromo / Afaan Oromoo</b>	Tajaajilli deeggarsa afaanii kaffaltii malee ni kennama.
	<b>Karen / ကညီ</b>	ဘာသာစကားအကူအညီကို အခမဲ့ရရှိနိုင်ပါသည်။
	<b>Arabic / العربية</b>	تتوفر خدمات المساعدة اللغوية مجاناً.
	<b>Amharic / አማርኛ</b>	ነጻ የቋንቋ እገዛ አገልግሎቶች ይገኛሉ።
	<b>French / Français</b>	Des services d'assistance linguistique sont offerts gratuitement.
	<b>Khmer / ខ្មែរ</b>	សេវាជំនួយភាសាមានឥតគិតថ្លៃ។
	<b>Lao / ລາວ</b>	ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ.
	<b>Chinese (Mandarin) / 中文</b>	提供免费的语言协助服务。
	<b>Hindi / हिन्दी</b>	निःशुल्क भाषा सहायता सेवाएँ उपलब्ध हैं।
	<b>Filipino / Tagalog</b>	May lib्रेng tulong sa wika na magagamit.