

NOTICE

DISCRIMINATION IS AGAINST THE LAW

Valley Care Clinics/Heart Clinic complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. **Valley Care Clinics/Heart Clinic** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Valley Care Clinics/Heart Clinic:

- 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 Marissa Castor, Civil Rights Coordinator

If you believe that [Facility] 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:

Marissa Castor, Civil Rights Coordinator
Valley Care Clinics/Heart Clinic
1400 W. Trenton Rd.
Edinburg, TX 78539
956-388-2145
956-289-5047
marissa.castor@uhsrgv.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, [Name], 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>.