



Victor Community Support Services-San Bernardino
NONDISCRIMINATION NOTICE

Victor Community Support Services (VCSS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex or limited English proficiency. VCSS does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, or limited English proficiency. In addition, VCSS prohibits discrimination on any other basis protected by federal, state, or local law.

VICTOR COMMUNITY SUPPORT SERVICES:

- 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 Victor Community Support Services at 1-909-890-5930 (TTY/TDD 711).

HOW TO FILE A GRIEVANCE:

If you believe that Victor Community Support Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, or limited English proficiency, you can file a grievance with: Compliance Officer. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Compliance Officer is available to help you.

- **By phone:** Contact the Compliance Officer between 8:00 A.M. to 5:00 P.M. by calling (888) 881-1802. Or, if you cannot hear or speak well, please call TYY/TDD 711.

- **In writing:** Fill out a complaint form or write a letter and send it to:

Victor Community Support Services
Attn: Compliance Officer
1360 East Lassen Avenue
Chico, CA 95973

Complaint Forms are available at: <https://www.victor.org>

- **In person:** Visit a Victor Community Support Services site and say you want to file a grievance.
- **Email:** 36ComplianceTeam@victor.org

COUNTY OF SAN BERNARDINO OFFICE OF COMPLIANCE AND ETHICS

You can also file a civil rights complaint with the County of San Bernardino Office of Compliance and Ethics

- **By mail or phone at:**

County of San Bernardino
Office of Cultural Competency and Ethnic Services
303 E. Vanderbilt Way, CA 92415
Phone # (909) 386-8223 (TTY 711)

- **By E-mail:** ACA_1557@dbh.sbcounty.gov

Complaint forms are available at: http://wp.sbcounty.gov/dbh/wp-content/uploads/2018/07/ACA_1557_Grievance_Form_18_07_17_mh.pdf

OFFICE OF CIVIL RIGHTS

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights

- **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>.

- **Electronically:** Visit the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>



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English	ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-909-890-5930 (TTY: 711).
Español (Spanish)	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-909-890-5930 (TTY: 711).
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 1-909-890-5930 (TTY: 711).
Tagalog (Tagalog- Filipino)	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-909-890-5930 (TTY: 711).
한국어 (Korean)	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-909-890-5930 (TTY: 711) 번으로 전화해 주십시오.
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1-909-890-5930 (TTY: 711)。
Հայերեն (Armenian)	ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-909-890-5930 (TTY (հեռատիպ) 711):
Русский (Russian)	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-909-890-5930 (телетайп: 711).
فارسی (Farsi)	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-909-890-5930 (TTY: 711) تماس بگیرید.
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。1-909-890-5930 (TTY:711) まで、お電話にてご連絡ください。
Hmoob (Hmong)	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-909-890-5930 (TTY: 711).
ਪੰਜਾਬੀ (Punjabi)	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-909-890-5930 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।
العربية (Arabic)	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برق 1-909-890-5930 (رقم هاتف الصم والبكم: 711).
हिंदी (Hindi)	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-909-890-5930 (TTY: 711) पर कॉल करें।



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ภาษาไทย (Thai)	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-909-890-5930 (TTY: 711).
ខ្មែរ (Cambodian)	ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-909-890-5930 (TTY: 711)។
ພາສາລາວ (Lao)	ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ແຈ້ງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-909-890-5930 (TTY: 711).