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Orthopaedic Associates of Duluth, PA, (OAD) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Orthopaedic Associates of Duluth, PA, does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Orthopaedic Associates of Duluth, PA 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)

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, let the front desk staff know and they will contact the Clinic Administrator to call for services.

If you believe that Orthopaedic Associates of Duluth, PA, 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: the Clinic Administrator, 1000 E 1<sup>st</sup> Street, Suite 400, Duluth, MN 55805, 218-625-1886, 218-722-6515[Fax], [june.waller@slhduluth.com](mailto:june.waller@slhduluth.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Clinic 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, 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>.