



Pathways of Maine (“Pathways”) complies with all Federal civil rights laws that relate to healthcare services. Pathways offers healthcare services to all clients without regard to race, color, national origin, age, disability, or sex. Pathways does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

To help you talk with us, Pathways provides services free of charge:

- Aids and services to people with disabilities
 - Skilled sign language interpreters
 - Written material in other formats (large print, audio, accessible electronic formats, Braille)
- Language services to people who speak another language or have limited English skills
 - Skilled interpreters
 - Written material translated in your language
 - Material that is simply written in plain language

If you need these services, contact the Office Manager at the office where you receive services.

If you think that Pathways failed to provide these services or treated you differently based on your race, color, national origin, age, disability, or sex, you can file a complaint. You can file a complaint in person, by mail, fax, or email. If you need help writing your complaint, we will help you. Call our Civil Rights Coordinator at (844) 852-4341, or TTY, 711. Mail your complaint to:

Civil Rights Coordinator
10304 Spotsylvania Avenue, Suite 300
Fredericksburg, VA 20408

You can also email your complaint to civilrightsreport@pathways.com. Or, fax your complaint to (540) 710-6447.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can mail it to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You can also send it to a website through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.