**Information About Non-Discrimination and Accessibility Requirements**

**Discrimination Is Against the Law**

**Orlando Orthopaedic Outpatient Surgery Center** complies with federal civil rights laws and does not discriminate on grounds of race, color, nationality, age, disability or sex.  **Orlando Orthopaedic Outpatient Surgery Center** does not exclude persons nor treats them differently because of their ethnic origin, color, nationality, age, disability or sex.

**Orlando Orthopaedic Outpatient Surgery Center**:

• Provides free services and assistance to persons with disabilities to communicate effectively with us, thru the following:

○ Sign language interpreters trained.

○ Information written in other formats (large print, audio formats electronic accessible, other formats)

• Provides free language services to people whose first language is not English, as the following:

* + - Staff trained.
    - Information written in other languages.
    - Language Interpretation Service via Phone, video or in-person

If you believe that **Orlando Orthopaedic Outpatient Surgery Center** has not provided these services or discriminated against you otherwise on grounds of ethnic origin, color, nationality, age, disability or sex, you can file a grievance to the following person:

* **Teri Collard**, MSN, RN, CSSM, CNOR; Nurse Administrator by mail at

45 W. Crystal Lake Street, Suite 300, Orlando, FL 32806,

by phone at (407) 608-6828.

or via email at tcollard@orlandoorthoasc.com.

You can file the claim in person or by mail, fax or email. If you need assistance doing so, please contact Teri Collard.

* You can also file a civil rights complaint to the Office for Civil Rights of the Department of Health and Human Services from us electronically through Office for Civil Rights Complaint Portal, available at [https://ocrportal.hhs.gov/ocr/portal/lobby.jsf,](https://ssl.translatoruser.net/bv.aspx?from=es&to=en&a=https%3A%2F%2Focrportal.hhs.gov%2Focr%2Fportal%2Flobby.jsf)
* By mail to the following address or by phone at the numbers listed below:

U.S. Department of Health and Human Services 200 Independence Avenue, SW

Room 509F, HHH Building, Washington DC 20201

1-800-368-1019, 800-537-7697 (TDD)

You can get the forms of claims on the web site [http://www.hhs.gov/ocr/office/file/index.html.](https://ssl.translatoruser.net/bv.aspx?from=es&to=en&a=http%3A%2F%2Fwww.hhs.gov%2Focr%2Foffice%2Ffile%2Findex.html)