

Notice of Nondiscrimination, Accessibility & Language Access

Canvas Health complies with applicable Federal and state civil rights laws. We do not discriminate or treat people differently because of race, color, creed, religion, national origins, marital status, age, disability, gender, gender identity, sexual orientation, pregnancy or pregnancy related condition, or sex.

Canvas Health provides free aids and services to help people communicate effectively with us, such as:

- Qualified sign language interpreters;
- Qualified spoken language interpreters, for people whose preferred language is not English;
- Written information in other languages and formats (such as large print, audio, accessible electronic formats, other formats)

You can also ask us for another reasonable modification, and we will consider it. If you need these services or a reasonable modification, contact 651-777-5222, TTY 651-770-6834 or ask an office receptionist. Our website is www.canvashealth.org.

If you believe that Canvas Health has failed to provide these services or discriminated in another way, you can file a grievance with our Civil Rights Coordinator, Dr. Khu Thao, CEO.

- In person or by mail: Canvas Health, 7066 Stillwater Blvd, Oakdale, MN 55128
- Email to kthao@canvashealth.org
- By phone: 651-777-522 | TTY 651-770-6834 | Fax: 651-251-5111

If you need help filing a grievance, Dr. Khu Thao is available to help you. We will investigate your complaint and respond to you within fifteen (15) days. You can appeal the outcome of your complaint by letting Dr. Khu Thao know.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services and/or Minnesota Department of Human Rights:

U.S. Department of Health and Human Services, Office for Civil Rights

- Electronically through their portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- By phone: 1-800-368-1019, 800-537-7697 (TDD)
- Or you may submit a written complaint in your own format to:
 - Email to OCRcomplaint@hhs.gov
 - By mail at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201

The Minnesota Department of Human Rights:

- By mail at: Minnesota Department of Human Rights, 540 Fairview Ave, Suite 201, St. Paul, MN 55104
- By phone: 651-539-1100 (TTY 711 or 800-627-3529) or toll free at 800-657-3704