

## The Guidance Center Nondiscrimination Notice

The Guidance Center (TGC) complies with applicable Federal civil rights laws and does not discriminate on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression. TGC does not exclude people or treat them differently because of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

TGC:

- Provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:
  - qualified sign language interpreters, video remote interpreting or other aids for hearing impaired individuals
  - written information in multiple formats including large print, audio, accessible electronic formats, or other formats for visually impaired individuals
  
- Provides free language services to people whose primary language is not English, such as:
  - qualified interpreters or a language line
  - information written in other languages

If you need these services, contact 928-527-1899,

If you believe that TGC 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:

Member Services

2187 N. Vickey St.,

Flagstaff, AZ 86004

928-527-1899 (ask for member services)

Email: Go to [www.hotline-services.com](http://www.hotline-services.com) and type “the guidance center”

Fax: (928) 527-0028

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Guidance Center 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>.