

AAANM NON-DISCRIMINATION NOTICE

The Area Agency on Aging of Northwest Michigan [AAANM] complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). AAANM does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex, consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2).

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- **Language assistance services.** AAANM will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:
 - Electronic and written translated documents
 - Qualified interpreters
 - Bilingual/multilingual staff
- **Appropriate auxiliary aids and services.** AAANM will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
 - Qualified interpreters, including American Sign Language interpreters
 - Video remote interpreting
 - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
- **Reasonable modifications.** AAANM will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

If you believe AAANM has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, sex, age, or disability, you can:

1. File a grievance with AAANM:
 - Electronically:* <https://www.aaanm.org/submit-a-complaint/>
 - Via Mail:* Director, Compliance
Area Agency on Aging of Northwest Michigan
PO Box 5946
Traverse City, MI 49696
 - Via Phone:* 231-282-9222
 - Via Email:* compliance@aaanm.org
2. File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:
 - Electronically:* <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
 - Via Mail:* U.S. Department of Health & Human Services
200 Independence Avenue, S.W. – 509F
Washington, D.C. 20201
 - Via Phone:* 1-800-368-1019; 1-200-537-7697 (TDD)