

Peak Vista Community Health Centers (PVCHC) complies with applicable Federal<sup>1,2</sup> and State<sup>3</sup> civil rights laws and does not discriminate because of race, color, creed, religion, sex<sup>4</sup>, national origin, ancestry, Vietnam-era or disabled veteran status, age<sup>5</sup>, marital status, political beliefs, disability<sup>6,7</sup>, payer source, or any other basis prohibited by law, including insurance status.

PVCHC provides free accommodations and services to people with disabilities to communicate effectively with us, such as:

- Written information in other formats (large print, accessible electronic formats, and other formats as necessary and available)
- Qualified sign language interpreters

PVCHC provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

PVCHC also has the following available:

- Wheelchair scales
- High/Low exam tables
- Wheelchair accessible sites

For specific site information and to schedule services, contact the Customer Service Center at (719) 632-5700 or visit our website at [peakvista.org/resources/ada-accessibility](https://peakvista.org/resources/ada-accessibility).

If you believe that PVCHC has failed to provide these services or discriminated in another way on any basis listed above, you can file a grievance in person or by mail, fax, phone, or email:

PVCHC – Compliance  
ADA/Civil Rights/Section 1557 Coordinator  
3205 N. Academy Blvd, Suite 130  
Colorado Springs, CO 80917

**Patient Grievance Line:** (719) 344-7105  
**Fax:** (719) 344-7861  
**Email:** [compliance@peakvista.org](mailto:compliance@peakvista.org)

If you need help filing a grievance, the Compliance Department is available to help you at (719) 344-6600. For more information, visit our website at [peakvista.org/resources/patient-tips-and-guidelines](https://peakvista.org/resources/patient-tips-and-guidelines).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR), electronically through the OCR Complaint Portal, available at [ocrportal.hhs.gov/ocr](https://ocrportal.hhs.gov/ocr) 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

**Phone:** 1 (800) 368-1019  
**TDD:** 1 (800) 537-7697

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<sup>1</sup> 42 U.S. Code 18116 - Nondiscrimination

<sup>2</sup> Section 1557 of the Patient Protection and Affordable Care Act of 2010

<sup>3</sup> CRS 24-34-01 – Discrimination in places of public accommodations

<sup>4</sup> Civil Rights Act of 1964

<sup>5</sup> Age Discrimination Act of 1975

<sup>6</sup> Title II of the Americans with Disabilities Act of 1975

<sup>7</sup> Section 504 of the Rehabilitation Act of 1973