

Keys to Living Notice of Nondiscrimination

Keys to Living complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the current law on the definition of sex discrimination).

Keys to Living does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Keys to Living provides the following free of charge:

For individuals with disabilities:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, and other formats)
- Auxiliary aids and services necessary for effective communication
- Reasonable modifications to policies, practices, and procedures

For individuals with limited English proficiency:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact our Section 1557 Coordinator:

Ghislaine Spence, Operations Executive
1642 42nd St NE, Suite J, Cedar Rapids, IA 52402
319-377-2161 – jiss@keystoliveing.org

How to File a Grievance

If you believe that Keys to Living has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with our Section 1557 Coordinator using the contact information above. You may file a grievance in person, by mail, by fax, or by email. If you need help filing a grievance, the Section 1557 Coordinator is available to assist you.

How to File a Complaint with the U.S. Department of Health and Human Services

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, DC 20201
Toll-free: 1-800-368-1019; TDD: 1-800-537-7697

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>