

**LCDF Transportation Program Notice of Non-Discrimination**

La Clinica de Familia (LCDF) complies with applicable Federal civil rights laws and does not discriminate on the basis of color, race, gender, age, religion, national origin, ethnicity, culture, language, disability, genetic information, sex (including pregnancy), sexual orientation, gender identity or expression, socioeconomic status, veteran’s status, marital or familial status, source of payment or any other basis protected by applicable federal, state, or local law, in admission, treatment, visitation, or participation in our programs, services, and activities or employment.

LCDF will:

* Provide free aids and services to people with disabilities to communicate effectively with us, such as:  
    - Qualified sign language interpreters  
    - Written information in other formats (large print, audio, accessible electronic formats, other formats)
* Provide free language services to people whose primary language is not English, such as:  
    - Qualified interpreters  
   - Information written in other languages
* Make reasonable accommodations for patients in accordance with federal, state, and local laws

If you need these services, contact any member of the staff.

If you believe that LCDF has failed to provide these services or discriminated in another way, or if you feel you have been retaliated against, you can file a grievance with:

Compliance Officer  
385 Calle de Alegra   
Las Cruces, NM 880051  
Telephone: 575-526-1105

You can file a grievance in person or by mail, or phone. If you need help filing a grievance, the CO 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/smartscreen/main.jsf>, by phone at 1-800-368-1019 or TDD 1-800-537-7697

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
[1-800-368-1019](tel:1.800.368.1019), [1-800-537-7697](tel:1.800.537.7697) (TDD)  
Complaint forms are available at [HHS.gov/ocr/office/file/index.html](https://www.mmclc.org/admin/pages/add/HHS.gov/ocr/office/file/index.html).

You may also file a complaint with the New Mexico Department of Transportation. For more information on the New Mexico Department of Transportation’s civil rights program, and the procedures to file a complaint, please call 1-800-554-0936 or 505-795-1401; or visit NMDOT’s administrative offices at 1120 Cerrillos Road, Santa Fe, NM 87504. For more information, visit [www.dot.state.nm.us.](http://www.dot.state.nm.us/)

A complainant may file a complaint directly with the Federal Transit Administration (FTA), Office of Civil Rights, Attention: Title VI/ADA Program Coordinator, 1200 New Jersey Avenue, SE, Washington, DC 20590. Phone: (888) 446-4511. Dial 7-1-1 for TDD

If information is needed in another language please contact LCDF at 575-526-1105.