



**Spectrum**

227 Thorn Ave., PO Box 631, Orchard Park, New York, 14127-0631

Phone: (716) 662-2040

Toll Free: (800) 466-2040

Fax: (716) 662-0019

E-Mail: [Spectrum@spectrumhumanservices.org](mailto:Spectrum@spectrumhumanservices.org)

**Spectrum Human Services** complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Spectrum Human Services does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

**Spectrum Human Services** provides 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)

**Spectrum Human Services** provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please notify any staff member who will assist you in facilitating a communication service.

If you believe that Spectrum Human Services 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:

Sara Oche  
Compliance Officer  
227 Thorn Avenue,  
Orchard Park, NY 14127  
Office: 716.539.5387 Fax: 716.662.0019  
E-Mail: [oches@shswny.org](mailto:oches@shswny.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, any staff member is available to assist you with contacting the Compliance Officer.

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>.