

**APPENDIX F**  
**EQUAL OPPORTUNITY IN EMPLOYMENT AND SERVICE DELIVERY STATEMENT**

**U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**DEPARTMENT OF HEALTH SERVICES FUNDED PROGRAMS**

**HEALTH CARE FACILITIES AND HEALTH CARE PROVIDERS**

Mayo Clinic Health System is an equal opportunity employer and service provider. If you need special assistance to access this material in an alternate format or need it to be translated to a different language, please call 715-233-3644 (Voice); or if you are deaf and/or hard of hearing, call us through Wisconsin Relay at 711 or 800-947-6644 (TTY/TDD).

This institution is prohibited from discriminating on the basis of race, color, national origin, disability age, sex, gender identity, sexual orientation or religion. The Federal Health Care Provider Conscience Protection Laws prohibit recipients of certain HHS federal financial assistance from discriminating against certain health care providers because of the provider's refusal or willingness to participate in sterilization procedures or abortions contrary to or consistent with the provider's beliefs or moral convictions. These prohibitions apply to employment and service delivery.

If you feel that someone or this institution has discriminated against you based on a protected basis, you may file an informal discrimination complaint with [Patient Experience Department](#), Equal Opportunity Coordinator.

To assist us in complying with all applicable equal opportunity rules, regulations, and guidelines, we have appointed Human Resource Director for Employees and Patient Experience Director for Patients, (telephone: 715-838-5017) as Equal Opportunity Coordinator. You are encouraged to discuss any perceived discrimination problems in employment or service delivery with him/her.

You may also file a formal discrimination complaint with the Department of Health Services (DHS). Any consumer that receives services and benefits funded by the HHS or USDA may file a civil rights complaint by contacting Wisconsin DHS, Office of Affirmative Action and Civil Rights Compliance (AA/CRC). To file a complaint, write:

Civil Rights Compliance Officer  
P.O. Box 7850  
1 West Wilson Street, Room 656  
Madison, WI 53707-7850  
608-266-9372 (Voice), 608-266-0583 (Fax)  
Wisconsin Relay Services 711 or 1-888-701-1251 (TTY)

Anyone can file written complaints with the Office of Civil Rights. It is recommended that you use the [Civil Rights Discrimination Complaint Form Package](#). You can also request a copy of this form from an [OCR regional office](#). If you need help filing a complaint or have a question about the complaint or consent forms, please email OCR at [OCRAMail@hhs.gov](mailto:OCRAMail@hhs.gov).

OR

To file a complaint of discrimination regarding any program receiving federal financial assistance through the U.S. Department of Health and Human Services (HHS), write:

HHS Director, Office of Civil Rights  
200 Independence Avenue, S.W.,  
Room 509-F, HHH Building  
Washington, D.C. 20301 or  
Toll Free 800-368-1019 or 800-537-7697 (TDD)

Complaints can also be directed to:  
HHS Office for Civil Rights-Region V  
233 N. Michigan Avenue, Suite 240  
Chicago, IL 60601  
Toll Free 800-368-1019  
800-537-7697 (TDD)  
312-886-1807 (Fax)

**Federal Health Care Provider Conscience Protection Laws complaints must be filed at the Federal level** with the HHS Office for Civil Rights (OCR).

We recommend that you use the Civil Rights Discrimination Complaint Form Package, which can be found on the federal website at <http://www.hhs.gov/ocr/civilrights/complaints/discrimhowtofile.pdf>. However, you also may file a complaint by mail, fax or email. If you need help filing a complaint, please email HHS OCR at [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov).

For further information, contact:  
Director, Office for Civil Rights  
U.S. Department of Health and Human Services  
200 Independence Avenue, SW - Room 506-F  
Washington, D.C. 20201  
Toll Free 1-800-368-1019, 1-800-537-7697 (TDD)  
Email: [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov)  
Website: <http://www.hhs.gov/ocr>

**Mayo Clinic Health System**, DHS, and HHS are equal opportunity service providers and employers.