

Accessibility & Language Assistance Information

At United Services, Inc., we are committed to ensuring our programs, services, facilities, and digital resources are accessible to all individuals, including people with disabilities, sensory needs, language barriers, and other access-related challenges.

We believe accessibility is part of compassionate, person-centered care. We continually work to improve access across our physical locations, communications, technology, and community services.

Website Accessibility

We strive to make our website accessible and usable for all visitors by adhering to recognized accessibility standards and best practices, including support for screen readers, keyboard navigation, and mobile accessibility.

If you have trouble accessing information on this website, encounter a barrier, or need content provided in an alternative format, please contact us so we can assist you promptly.

Accessibility Assistance Request

Please use the form below to request assistance, accommodation, auxiliary aids, language access support, or to report an accessibility concern.

Accessibility Assistance Form

Name:

Preferred Method of Contact

☐ Phone
☐ Email
☐ Mail
☐ Text Message

Phone Number

Email Address

What type of assistance or accommodation are you requesting?

☐ Website accessibility support
☐ Language interpretation or translation
☐ ASL interpreter
☐ Printed materials in alternative format
☐ Mobility/access assistance
☐ Communication support
☐ Assistance in completing forms
☐ Other: _____

Please describe the issue, barrier, or accommodation request:

Which location, service, or webpage does this relate to?

Preferred Language (if applicable):

Best Time to Contact You:

Additional Information:

Contact Information

If you need immediate assistance or would prefer to speak directly with someone, please contact:

Client Rights Officer:

United Services, Inc.
1007 N. Main Street,
Dayville, CT 06241

Phone: 860-774-2020
Email: info@usmhs.org
TTY/Relay: 711

For crisis-related concerns, please contact our 24/7 Crisis Services directly: 860.774.2020 / 860.456.2261

Nondiscrimination Statement

United Services, Inc. does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation, religion, or any other protected status in the administration of its programs, services, or employment practices.

Reasonable accommodation and language assistance services are available free of charge.

Nondiscrimination & Accessibility Notice

United Services, Inc. complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, religion, gender identity, sexual orientation, or any other protected status in the administration of its programs, services, activities, or employment practices.

United Services does not exclude individuals or treat them differently because of disability, race, color, national origin, sex, or age.

In accordance with:

- The Americans with Disabilities Act (ADA)
- Section 504 of the Rehabilitation Act of 1973
- Section 1557 of the Affordable Care Act (ACA)

United Services:

- Provides reasonable accommodations for individuals with disabilities
- Provides appropriate auxiliary aids and services free of charge to ensure effective communication
- Provides language assistance services, including qualified interpreters and translated materials, free of charge
- Makes reasonable modifications to policies, practices, and procedures when necessary to provide equal access to services and programs
- Strives to ensure accessibility across physical facilities, programs, communications, and digital resources

Examples of available assistance may include:

- Qualified sign language interpreters
- Written information in alternative formats
- Language interpretation services
- Assistance accessing digital content
- Communication supports for individuals with sensory, cognitive, or mobility-related disabilities

If you need accommodations, accessibility support, language assistance, or auxiliary aids and services, please contact:

Client Rights Officer:

United Services, Inc.
1007 N. Main Street,
Dayville, CT 06241
Phone: 860-774-2020
Email: **info@usmhs.org**
TTY/Relay: 711

Filing a Civil Rights or Accessibility Grievance

If you believe that United Services, Inc. has failed to provide appropriate accommodations or has discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance.

Grievances may be filed in person, by mail, by phone, or by email.

Submit a Grievance To:

Client Rights Officer:

United Services, Inc.
1007 N. Main Street,
Dayville, CT 06241
Phone: 860-774-2020
Email: **info@usmhs.org**
TTY/Relay: 711

You may also file a civil rights complaint with the **U.S. Department of Health and Human Services:**

Office for Civil Rights (OCR)

HHS Office for Civil Rights Complaint Portal

HHS Civil Rights Information