



Nondiscrimination & Accessibility Notice

The Preserve at Mentor Ridge complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Free Aids and Services

The Preserve at Mentor Ridge 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, based on an individual's needs

If you need these services, please contact a staff member or supervisor.

Filing a Grievance

If you believe that we have 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 our office. You can file a grievance in person or by mail, phone or email. If you need help filing a grievance, our staff are available to help you.

The Preserve at Mentor Ridge

8161 Norton Parkway

Mentor, OH 44060

Phone: 440.975.1960

TTY: 711

Email: info@preservementor.com

Office for Civil Rights

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 (ocrportal.hhs.gov), 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 hhs.gov/ocr/office/file.