

SPECIAL KIDS CARE

NON-DISCRIMINATION STATEMENT

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

Special Kids Care:

- 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)

- 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, contact Angela Pena RN, Administrator San Antonio.

If you believe Special Kids Care 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:

Angela Pena RN
Administrator San Antonio
Special Kids Care
11124 Wurzbach, Suite 100, San Antonio TX 78230
Phone: 210-615-5242; Texas Relay number 800-735-2989
Email: apena@specialkidscare.com.

You can file a grievance in person or by mail, email or phone. If you need help filing a grievance, Angela Pena RN 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/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>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-628-7500 (TTY: 1-800-RELAY TX (735-2989))

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-628-7500 (TTY: 1-800-735-2989).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1- 866-628-7500 (TTY: 1-800-735-2989).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-628-7500 (TTY : 1-800-735-2989)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-628-7500 (TTY: 1-800-735-2989)번으로 전화해 주십시오.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-628-7500 (رقم هاتف الصم والبكم: 1-800-735-2989).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-866-628-7500 (TTY: 1-800-735-2989)۔

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-628-7500 (TTY: 1-800-735-2989).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-628-7500 (ATS : 1-800-735-2989).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-628-7500 (TTY: 1-800-735-2989) पर कॉल करें।

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-866-628-7500 (TTY: 1-800-735-2989) تماس بگیرید.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-628-7500 (TTY: 1-800-735-2989).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-628-7500 (TTY: 1-800-735-2989).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-628-7500 (телетайп: 1-800-735-2989).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-866-628-7500 (TTY:1-800-735-2989) まで、お電話にてご連絡ください。

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທ 1-866-628-7500 (TTY: 1-800-735-2989).