**NONDISCRIMINATION POLICY**

As a recipient of federal financial assistance, *Carol Langendoen and the Play Therapy Center of Oxford, LLC* do not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by *Carol Langendoen and the Play Therapy Center of Oxford, LLC* directly or through a contractor or any other entity with whom the *Carol Langendoen and the Play Therapy Center of Oxford, LLC* arranges to carry out its programs and activities. This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91. (Other Federal Laws and Regulations provide similar protection against discrimination on grounds of sex and creed.)

In case of questions concerning this policy, or in the event of a desire to file a complaint alleging violations of the above, please contact:

Carol Langendoen

Play Therapy Center of Oxford, LLC

662-638-3707

**PROCEDURE FOR COMMUNICATING INFORMATION TO PERSONS**

**WITH SENSORY IMPAIRMENTS**

*Carol Langendoen and the Play Therapy Center of Oxford, LLC* will take such steps as are necessary to ensure that qualified persons with disabilities, including those with impaired sensory or speaking skills, receive effective notice concerning benefits or services or written material concerning waivers of rights or consent to treatment. All aids needed to provide this notice are provided without cost to the person being served. For Persons With Hearing Impairments: Qualified sign-language interpreter for persons who are deaf/hearing impaired and who use sign-language as their primary means of communication, the following procedure has been developed and resources identified for obtaining the services of a qualified sign-language interpreter to communicate both verbal and written information:

Carol Langendoen will contact the University of Mississippi’s Office of Global Engagement Intensive English Program to identify a qualified interpreter to assist with the delivery of services.

For Persons With Visual Impairments: Reader/staff will communicate the content of written materials concerning benefits, services, waivers of rights, and consent to treatment forms by reading them out loud to visually impaired persons.

For Persons with Speech Impairments: Writing materials and computers are available

to facilitate communication concerning program services and benefits, waivers of rights, and consent to treatment forms.

**PROCEDURE FOR COMMUNICATION WITH PERSONS**

**OF LIMITED ENGLISH PROFICIENCY**

**POLICY:**

It is the policy of **Carol Langendoen and the Play Therapy Center of Oxford, LLC** to provide communication aids (at no cost to the person being served) to Limited English Proficient (LEP) persons, including current and prospective patients, clients, family members, interested persons, et al., to ensure them a meaningful opportunity to apply for, receive or participate in, or benefit from the services offered. The procedures outlined below will reasonably ensure that information about services, benefits, consent forms, waivers of rights, financial obligations, etc., is communicated to LEP persons in a language which they understand. Also, they will provide for an effective exchange of information between staff/employees and clients and/or families while services are being provided.

**PROCEDURE**:

1. Carol Langendoen and the Play Therapy Center of Oxford, LLCwill be responsible for

implementing methods of effective communication with LEP persons.

2. **Carol Langendoen, LCSW, Play Therapist** will:

 Maintain and routinely update a list of all bilingual persons, organizations, and staff

members who are available to provide bilingual services, and

 Develop written instructions on how to gain access to these services, i.e., contact

persons, telephone numbers, addresses, languages available, hours available, fees and

conditions under which the person(s) are available.

3. In order to ensure effective communication and to protect the confidentiality of

(client/patient) information and privacy, the **client** will be informed that the services

of a qualified interpreter are available to him/her at no additional charge. Only after having

been so informed, the **client** may choose to rely on a family member or friend in a

particular situation. The choice of the **client** and presence of an interpreter will be

documented after every visit.

**FACILITY ACCESSIBILITY POLICY**

**Access Notice**

**Carol Langendoen and the Play Therapy Center of Oxford, LLC** and all of its programs and activities are accessible to and usable by disabled persons, including persons with impaired hearing and vision. Access features include:

 Convenient off-street parking designated specifically for disabled persons.

 Curb cuts and ramps between parking areas and buildings.

 Level access into first floor level with elevator access to all other floors.

 Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria,

patient treatment areas, including examining rooms and patient wards.

 A full range of assistive and communication aids provided to persons with impaired

hearing, vision, speech, or manual skills, without additional charge for such aids:

**If you require any of the aids listed above, please let me know.**

*Carol Langendoen and the Play Therapy Center of Oxford, LLC* does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment. For further information about this policy, contact: *(****Carol Langendoen, 662-638-3707 )****.*