

DIVERSITY STATEMENT

Lumen Pediatric Therapy is committed to fostering an inclusive and diverse environment where all individuals, regardless of age, race, gender, ethnicity, culture, language, religion, national origin, sexual orientation, socioeconomic status, or disability, are treated with respect and dignity.

Due to this commitment, Lumen Pediatric Therapy provides:

- Free aides and services, such as qualified language interpreters, for people with disabilities to communicate effectively with Lumen staff
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services, such as qualified interpreters, for people whose primary language is not English
- Services information written in other languages

We firmly adhere to a zero-tolerance policy when it comes to discrimination, harassment, or any form of hostile actions or communication.

We recognize the importance of embracing and celebrating human experiences and backgrounds. Discrimination and harassment are not tolerated within our organization, and we expect the same standards to be upheld by our employees, clients, and all those we engage with. As such, should any person, be it employee or client, feel that they are being discriminated against, harassed, or have been subjected to hostile actions or communication, Lumen Pediatric Therapy will take immediate action to investigate the occurrence and take appropriate action.

If you believe that Lumen Pediatric Therapy has failed to provide these services or discriminated in another way, you can file a grievance either in person or by mail or email to our Concierge Manager listed below:

Katie Kravitz, Concierge Manager
Address: 26210 Harper Ave. St. Clair Shores, MI 48081
Phone: 888-485-8636
Email: KKravitz@lumenkids.com

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
Address: 200 Independence Avenue SW Room 509F HHH Building Washington, D.C. 20201
Phone: (800) 368-1091
Phone: (800) 537-7697 (TDD)
Complaint forms available at <https://www.hhs.gov/ocr/complaints/index.html>