

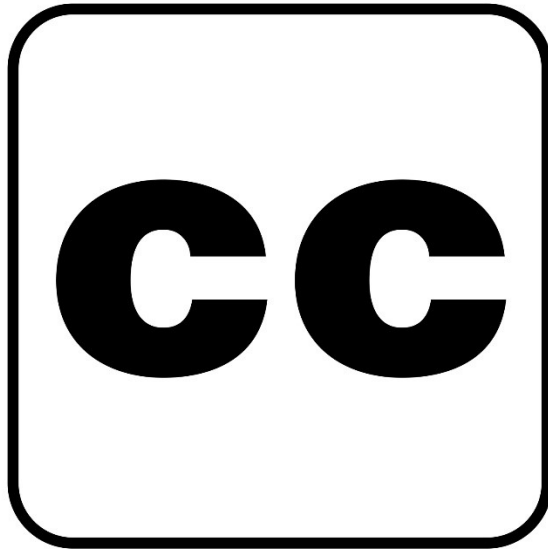
## Diversity, Equity, and Inclusion Policy

At Aggieland Autism Center, LLC we recognize the immense value that diversity brings — both within our team and among the patients we serve. We are steadfastly committed to nurturing an organizational culture that is inclusive, equitable, and celebrates the rich tapestry of backgrounds, experiences, and perspectives each individual contributes.

Our commitment is not merely a static proclamation; it is an ongoing and iterative journey. We continuously strive to:

1. **Develop an Inclusive and Equitable Organizational Culture:** By fostering an environment where all voices are heard, respected, and valued, we aim to create a sense of belonging for everyone. Regular training and workshops will be held to educate our team on the principles of diversity, equity, and inclusion.
2. **Protect and Support our Staff:** Every team member, irrespective of their race, gender, age, religion, disability, sexual orientation, or any other distinguishing characteristic, deserves to work in a safe, supportive, and respectful environment. We actively address and prevent discrimination, harassment, and any other form of injustice.
3. **Protect and Support our Patients:** We are dedicated to providing patient care that is culturally competent, sensitive, and responsive to the diverse needs of those we serve. Our treatments and interactions will always honor the individual backgrounds, beliefs, and experiences of our patients.
4. **Actionable Steps for Diversity, Equity, and Inclusion:** We pledge to consistently evaluate and improve our hiring practices, ensure representation in decision-making roles, solicit feedback from both staff and patients to inform our policies, and work with external experts to benchmark and guide our progress.
5. **Reporting and Complaints Procedure:** We actively encourage an environment of transparency and accountability. Any concerns, incidents, or feedback related to diversity, equity, and inclusion can be confidentially reported to our Human Resources department. We ensure that every complaint is treated seriously, objectively, and with utmost discretion. Retaliation against those who come forward with genuine concerns will not be tolerated. Our HR team is equipped and trained to address these reports, ensuring they are thoroughly investigated and that appropriate actions are taken.

By underscoring our commitment in this statement, we not only set a clear direction for our organization's current endeavors but also chart a course for the sustainable, inclusive growth we aspire to achieve.



### **Videos and Use of Closed Captioning**

Aggieland Autism Center, LLC is committed to ensuring our video content is accessible to everyone. As such, all of our videos, including those used for marketing, training, and social media, are hosted through a platform that includes a built-in closed captioning feature.

### **Accessing Closed Captioned Content:**

To enable closed captioning on our videos or for any inquiries related to this feature, please contact our Business Manager.

Business Manager  
Daniel Hawkins  
979-412-1423  
[daniel@aggielandautism.com](mailto:daniel@aggielandautism.com)



### **Accessibility**

Aggieland Autism Center, LLC makes every reasonable accommodation for patients who may have a documented disability to access our services. These accommodations include specialized equipment, technology, and the physical setup of our facilities, encompassing offices, common areas, and treatment spaces.

#### **Facility Accessibility:**

Our clinic space is handicap-accessible and provides easy access for a wide range of physical abilities.

#### **Requesting Additional Accommodations:**

For any additional accommodations, please contact your assigned therapist or our Business Manager.

Business Manager

Daniel Hawkins

979-412-1423

[daniel@aggielandautism.com](mailto:daniel@aggielandautism.com)

## Translation Services

Aggieland Autism Center, LLC believes that language should not be a barrier to accessing high-quality care. We provide translation services for our patients who speak languages other than English, at no cost to the patients, using a dedicated translation service/platform BoostLingo.

Boostlingo, LLC  
PO Box 160457  
Austin, TX 78716  
(347) 934-9440

### Accessing Translation Services:

To access our no-cost translation service, please contact our Business Manager.

### Multilingual Information:

To ensure clear communication about accessing our translation services, we have provided the translation service request information in multiple languages:

- **English:** "Requests for translation services should be made in writing. Please contact us at [info@aggielandautism.com](mailto:info@aggielandautism.com)."
- **Spanish (Español):** "Las solicitudes para servicios de traducción deben hacerse por escrito. Por favor, contáctenos en [info@aggielandautism.com](mailto:info@aggielandautism.com)."
- **Portuguese (Português):** "Solicitações para serviços de tradução devem ser feitas por escrito. Por favor, entre em contato conosco em [info@aggielandautism.com](mailto:info@aggielandautism.com)."
- **Chinese (简体中文):** "如果您需要翻译服务，请书面提出请求。请通过 [info@aggielandautism.com](mailto:info@aggielandautism.com) 与我们联系。"

This information should be prominently displayed in the center and on the website to ensure that all clients, regardless of their language proficiency, can access our translation services easily.

### Daniel Hawkins

**Business Manager** (Coordinador de Servicios de Idiomas)

**Aggieland Autism Center, LLC**

**3792 High Lonesome**

**College Station, TX 77845** (By appointment ONLY)

(SOLAMENTE con cita previa)

**979-412-1423**

[info@aggielandautism.com](mailto:info@aggielandautism.com)