

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

The Centers for Kidney 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 Shannon Silvey, Civil Rights Coordinator.

If you believe that The Centers for Kidney 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 Shannon Silvey, Civil Rights Coordinator, 1133 Medical Drive, Tyler, TX 75701, Telephone Number (903) 595-5486, Fax (903) 595-5128, Email: [info@ckcdocs.com](mailto:info@ckcdocs.com). You can file a grievance in person, by mail, fax or email. If you need help filing a grievance, Shannon Silvey, Civil Rights Coordinator 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>.