

Non-Discrimination and Accessibility Policy

Policy Statement

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

Bivins Pointe 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)

Bivins Pointe 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 Danica McGuire, Administrator/Civil Rights Coordinator

If you believe that Bivins Pointe 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:

Danica McGuire, Administrator/Civil Rights Coordinator
6600 Killgore
Amarillo, TX 79106
806-350-2200 (phone)
806-350-2240 fax (fax)
danica.mcguire@bivinshomes.org (email)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Danica McGuire, Administrator/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 <https://www.hhs.gov/ocr/office/file/index.html>.