

## **Nondiscrimination and Access to Services**

Bluebonnet Trails Community Services (BTCS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Bluebonnet Trails Community Services does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Bluebonnet Trails Community Services does:

- Provide people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats).
- Provide free language assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters.
  - Information written in other languages.



## **Nondiscrimination and Access to Services**

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact **Jessica Cook, BTCS Rights Protection Officer.**

If you believe that Bluebonnet Trails Community Services 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 Jessica Cook in person or by mail, fax, or email. If you need help filing a grievance, Jessica Cook is available to help you.

**Jessica Cook,  
BTCS Rights Protection Officer**

1009 N. Georgetown Street,  
Round Rock, TX, 78664

*Phone:* 512-244-8324 | *Fax:* 512-853-7066

*Email:* [ClientRights.Hotline@bbtrails.org](mailto:ClientRights.Hotline@bbtrails.org)

## **Nondiscrimination and Access to Services**

You can also file a civil rights complaint with the **U.S. Department of Health and Human Services, Office for Civil Rights**, by mail, phone, or electronically through the Office for Civil Rights Complaint Portal:  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

**U.S. Department of Health and  
Human Services**

200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

*Phone:* 1-800-368-1019  
*TDD:* 800-537-7697

*U.S. Department of Health and  
Human Services complaint forms are available online:  
<http://www.hhs.gov/ocr/office/file/index.html>.*