

NPCS

Non-Discrimination Policy — Therapy Services

Effective Date: June 29, 2019 | Last Reviewed: July 5, 2026

1. Purpose

NPCS is committed to providing therapy services in an environment that is welcoming, respectful, and free from discrimination. This policy affirms our commitment and describes the standards that apply to the delivery of all clinical and support services, as well as the procedure for raising concerns.

2. Policy Statement

NPCS does not discriminate against any client or prospective client on the basis of race, color, ethnicity, national origin, ancestry, religion or creed, sex, gender identity or expression, sexual orientation, pregnancy, age, physical or mental disability, medical condition, genetic information, marital or family status, veteran or military status, immigration or citizenship status, socioeconomic status, source of payment, or any other characteristic protected by applicable federal, state, or local law.

This commitment applies to every aspect of our services, including:

- Acceptance of new clients and intake decisions
- Scheduling, wait-list management, and session availability
- Assessment, diagnosis, treatment planning, and delivery of therapy
- Referrals, terminations, and transitions of care
- Fees, billing practices, or payment arrangements
- Communications, facilities, and telehealth access

3. Accessibility and Reasonable Accommodations

Consistent with the Americans with Disabilities Act and applicable law, NPCS provides reasonable accommodations to ensure that individuals with disabilities have equal access to our services. This includes accessible facilities and telehealth options, and auxiliary aids and services where needed. Clients may request an accommodation at any time by contacting our Director of Operations and Development at 469-362-8004 x0 or by email at dewey@npcs.com.

4. Culturally Responsive Care

Our clinicians strive to provide care that respects each client's cultural background, identity, values, and beliefs. Clinical decisions — including referrals — are based solely on clinical appropriateness, scope of competence, and the client's best interests, never on a protected characteristic.

5. Staff Responsibilities

All NPCS employees, contractors, trainees, and volunteers are required to comply with this policy and with the ethical codes of their respective professions. Violations may result in corrective action up to and including termination of employment or affiliation.

6. Reporting Concerns

Any client who believes they have experienced discrimination in connection with NPCCS services is encouraged to report the concern to our Executive Director, Dr. Elyse Deleski, LMFT-S at 469-362-8004, x250 or by email at deleski@npcs.com. Reports may be made verbally or in writing, and anonymously if preferred. NPCCS will review all reports promptly, maintain confidentiality to the extent possible, and prohibit retaliation against anyone who raises a concern in good faith.

Clients also have the right to file a complaint with external bodies, including the U.S. Department of Health and Human Services, Office for Civil Rights (www.hhs.gov/ocr), or the applicable state licensing board.

7. Legal References

This policy is informed by applicable law, which may include Title VI of the Civil Rights Act of 1964, Section 1557 of the Affordable Care Act, the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, the Age Discrimination Act of 1975, and applicable state and local non-discrimination laws.

8. Review

This policy is reviewed at least annually and updated as needed to reflect changes in law and practice.

Approved by: _____ Date: _____