



Diversity and Non-Discrimination Statement

We believe that a diverse and inclusive environment strengthens our organization, improves the quality of care, and creates a culture where everyone feels safe, valued, and supported. We are dedicated to maintaining, now and into the future, a workplace and service environment free from discrimination, harassment, inequity, and bias.

Our DEI commitments apply to:

- All employees, contractors, interns, and trainees
- All clients, families, and caregivers receiving services
- All school partners, community partners, and external collaborators

We commit to:

- Cultivating an inclusive and equitable organizational culture
- Protecting and supporting staff at all levels
- Protecting and supporting clients and families through equitable access and culturally responsive services
- Holding ourselves accountable through continuous learning, evaluation, and improvement

Non-Discrimination Statement (Staff & Employment)

KCT is an Equal Opportunity Employer. We do not discriminate on the basis of actual or perceived:

- race, creed, color, religion
- alienage or national origin, ancestry, citizenship status
- age
- disability or handicap
- sex, gender identity, gender expression, or sexual orientation
- marital status
- veteran status
- accent or dialect
- genetic information
- or any other characteristic protected by federal, state, or local laws

This applies to all aspects of employment including recruitment, hiring, placement, promotion, training, compensation, benefits, and all conditions of employment.

Employees are encouraged to report concerns to their supervisor, through the designated communication form, or directly to the Ethics Officer assigned to their location.

Non-Discrimination in Client Access & Care

Cicero Therapies prohibits discrimination in access to any service we provide. All clients have equal opportunity to receive clinical services regardless of any of the protected characteristics listed above.

We ensure:

- equitable access to all programs
- culturally responsive treatment
- reasonable accommodations for disabilities
- transparent communication tailored to the needs of each family

Action-Oriented DEI Steps

We operationalize our DEI commitments through measurable, ongoing actions, including:

Staff Training & Development

- Annual and onboarding DEI training
- Cultural humility training integrated into competency assessments, including monthly and quarterly assessments
- Education on implicit bias, inclusive practices, and equitable care
- Required review of non-discrimination and reporting procedures

Inclusive Hiring & Workforce Representation

- Recruitment strategies to attract diverse talent
- Equitable promotion and advancement opportunities
- Removal of barriers for historically underrepresented groups
- Neurodiversity affirming

Equitable & Culturally Responsive Clinical Practices

- Incorporation of family preferences, cultural values, and linguistic needs in treatment
- Use of culturally sensitive assessments and interventions
- Adaptation of clinical approaches to respect the child's and family's background
- Neurodiversity affirming

Accessible Policies & Reporting

- Clear mechanisms for reporting discrimination or bias
- Prompt review and response to complaints
- Ongoing review of organizational policies to identify inequities

Accountability & Continuous Improvement

- Monitoring outcomes and feedback to identify disparities
- Updating training, procedures, and policies in response to data
- Engaging staff and families in ongoing dialogue

Cultural Humility SERVE Competency Behaviors

Cultural humility is a core expectation within Cicero Therapies and is embedded in our SERVE values:

S – Selflessness

- Recognizing and managing personal biases
- Seeking diverse input before making decisions
- Using inclusive language and adjusting communication respectfully

E – Empathy

- Demonstrating emotional presence across cultural differences
- Validating perspectives shaped by cultural or systemic experiences

R – Resource

- Connecting team members and families to culturally relevant supports
- Advocating for policy or procedural changes that reduce inequity

V – Value

- Honoring each individual's cultural identity
- Addressing microaggressions or exclusionary behaviors respectfully

E – Encouragement

- Engaging in self-reflection and ongoing learning
- Encouraging peers and clients to share culturally relevant insights

Translation Services & Language Access

Cicero Therapies ensures equitable communication by providing:

- Therapists fluent in the family's primary language when available
- Professional interpreting services through GLOBO as needed
- Closed captioning and accessibility supports
- Written materials available in multiple languages

Families and individuals with disabilities may request:

- Braille, large print, ASL interpretation
- Audio materials or captioning
- Other communication accommodations

Requests may be made directly to the clinic director or admin@kctherapy.com.

ADA Accessibility Statement

KCT is fully ADA-compliant and designed to support individuals with mobility, sensory, or other accessibility needs.

Accessibility features include:

- Accessible entrances and wide pathways (36 inches or greater)
- Ground-floor access to services
- Ramps and ADA-compliant restrooms
- Designated accessible parking

We remain committed to ensuring all facilities remain safe, welcoming, and inclusive.

Reporting Discrimination or Filing a Complaint

Concerns may be reported internally through the local clinic director or admin@kctherapy.com. Also, see below for external reporting information.

U.S. Department of Health and Human Services (HHS)

- **Mail:**
Centralized Case Management Operations
U.S. Department of Health and Human Services