## Policy: PASAO.022

**NON-DISCRIMINATION**

**AGENCY POLICY:**

Services are provided, referrals are made, and employment actions are made without regard to race, sex, color, national origin, ancestry, religious creed, handicap, or age and posted conspicuously in the agency office and Policy Manual.

In accordance with title VI of the Civil Rights Act of 1964 and its implementing regulation, the agency will not, directly or through contractual arrangements discriminate on the basis of race, color, or national origin in its admissions or its provision of services and benefits, including assignments of transfers or referrals to or from the agency. Staff privileges (if appropriate) are granted without regard to race, color, or national origin.

In accordance with Section 504 of the Rehabilitation Act of 1973 and its implementing regulation, the agency will not directly or through contractual arrangements, discriminate on the basis of disability in admission, access, treatment or employment. The agency Administrator will serve as the section 504 Coordinator.

In accordance with the Age Discrimination Act 1975 and its implementing regulation, the agency will not directly or through contractual or other arrangements, discriminate on the basis of age in the provision of services, unless age is a factor necessary to normal operations or the achievement of any statutory objective.

When any change in policy, a signed and dated copy of this revised policy shall be submitted to the State Survey Agency within 30 days of the effective change.

**PRODECURE:**

1. On admission the Agency Representative provides the patient/family a written copy and orally reviews the agency Non-Discrimination Policy.
2. The client and staff is notified in writing of the person they are to notify at the agency if a problem or concern occurs.
3. The client and staff signature on the Consent form and Non-Discrimination Policy indicated the receipt and review of this information.
4. When needed, Unforgettable Caregivers will provide reasonable accommodations to its patients. We will also provide reasonable accommodations to our employees/ applicants who meet the qualifications of a position, so that they may perform the essential job functions of the position.
5. All patients and staff are informed upon admission/orientation that complaints of discrimination may be filed with the Office of Equal Opportunity, Pennsylvania Department of Health, and/or the Pennsylvania Human Relations Commission (PHRC). \*See contact details (below) for making discrimination complaints.

State Hotline. **Phone: 1-800-254-5164.** You may also send complaints to: **Department of Health, Division of Home Health 555 Walnut Street, Forum Place, 7th. Floor, Suite 701, Harrisburg, PA 17101**

**Bureau of Equal Opportunity complaints**

Lori Millar, Director  
Bureau of Equal Opportunity  
Tel: (717) 787-1127

Tanya Ingram, Manager  
Contract Compliance/Supplier Diversity Unit  
Tel: (717) 705-8204

Wesley Alexander  
Limited English Proficiency  
Tel: (717) 783-1286

Beverly Oliver, Regional Manager  
Southeast Region  
Tel: (215) 560-2230

Bruce Williams, Regional Manager  
Western Region  
Tel: (412) 565-5028

**PA Human Relations Commission (PHRC) Regional Office COMPLAINTS - Forms can be downloaded here.** [**https://www.phrc.pa.gov/File-A-Complaint/ComplaintForms/Pages/default.aspx**](https://www.phrc.pa.gov/File-A-Complaint/ComplaintForms/Pages/default.aspx)

**Forms must be mailed your completed forms to the office in the county where the discrimination occurred.**

Harrisburg Regional Office

333 Market Street, 8th Floor

Harrisburg, PA 17101-2210  
(717) 787-9780

(717) 787-7279 TTY users only

Office Hours: 8:30 a.m. to 5:00 p.m. M-F

Philadelphia Regional Office

110 North 8th Street, Suite 501  
Philadelphia, PA 19107  
(215) 560-2496  
(215) 560-3599 TTY users only

Office Hours: 8:30 a.m. to 5:00 p.m. M-F

Pittsburgh Regional Office

301 Fifth Avenue  
Suite 390, Piatt Place  
Pittsburgh, PA 15222  
(412) 565-5395  
(412) 565-5711 TTY users only

Office Hours: 8:30 a.m. to 5:00 p.m. M-F