DEPARTMENT: Corporate Compliance
SUBJECT: Non-Discrimination for Services (Residents & Families)
PURPOSE: There is no distinction in eligibility for or in the manner of providing resident/client services by or through Presbyterian SeniorCare Network.

POLICY:

There is no distinction in eligibility for, or in the manner of providing, resident/client services by or through Presbyterian SeniorCare Network and its affiliates. All communities of the Aging Services Network are available to all residents/clients and visitors, regardless of religious affiliation, national origin, creed, race, age, sex, color, ethnicity, sexual orientation, or marital, veteran or disability status (except when age exemptions apply). All persons and organizations that have occasion either to refer residents/clients for admission or recommend Presbyterian SeniorCare Network are advised to do so without regard to the resident’s/ client’s religious affiliation, national origin, creed, race, age, sex, color, ethnicity, sexual orientation, or marital, veteran familial or disability status.

Program services shall be made accessible to eligible individuals with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to equipment redesign, the provision of aids and the use of alternative service delivery locations. Reasonable accommodations to policies and procedures and structural modifications shall also be considered when appropriate and necessary for residents/clients with disabilities.

PROCEDURE:

Presbyterian SeniorCare Network offers any resident/client who believes he or she has been discriminated against the opportunity to file an internal complaint of discrimination by contacting: Corporate Compliance Office, Presbyterian SeniorCare, 1215 Hulton Road, Oakmont, PA 15139 or call 877-772-6735. If the matter involves a disability of a resident/client, the Section 504 Coordinator listed below can also be contacted for assistance. In the event that the internal procedure does not result in a resolution of the complaint, or if the resident/client/student prefers to file a complaint of discrimination with a government agency, the complaint may be filed with any of the following:

1. Section 504 Coordinator (Fair Housing Coordinator)
   Presbyterian SeniorCare
   1215 Hulton Road
   Oakmont, PA 15139
2. Department of Public Welfare  
   Bureau of Equal Opportunity  
   Western Region Office  
   301 Fifth Avenue  
   Suite 410, Piatt Place  
   Pittsburgh, PA 15222

3. Department of Public Welfare  
   Bureau of Equal Opportunity  
   Room 223, Health and Welfare Building  
   P.O. Box 2675  
   Harrisburg, PA 17105

4. PA Human Relations Commission  
   301 Fifth Avenue  
   Suite 390, Piatt Place  
   Pittsburgh, PA 15222

5. U.S. Department of Health and Human Services  
   Office for Civil Rights  
   Suite 372, Public Ledger Bldg.  
   150 South Independence Mall West  
   Philadelphia, PA 19106

6. U.S. Department of Housing and Urban Development (HUD)  
   Division of FHEO  
   Moorhead Federal Building  
   1000 Liberty Avenue, Suite 1000  
   Pittsburgh, PA 15222