

**PRESBYTERIAN SENIORCARE NETWORK
ADMINISTRATIVE POLICY AND PROCEDURE**

DEPARTMENT: Corporate Compliance **No.** AD.11

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