

COMMUNITY ACTION, INC.

***** NOTICE TO CONSUMERS *****

NON-DISCRIMINATION DELIVERY OF SERVICES POLICY

This Policy reaffirms Community Action, Inc. commitment to service consumers without regard to race, color, religion (including religious beliefs, observations, or practices), disability, ancestry, national or ethnic origin (including limited English proficiency), age (40 or older), sex (including pregnancy, childbirth, or related medical conditions), actual or perceived gender identity or expression, sexual orientation, lifestyle, political beliefs, union membership, participation or decision to refrain from participation in protected labor activities, marital status, familial status (only for housing), parental status, military service, veteran status, genetic information, AIDS or HIV status, citizenship, relationship to a person with a disability, possession of a General Equivalency Diploma (GED) instead of a high school diploma, use of a guide or support animal or because the user is a handler or trainer of guide or support animals, stereotypes or assumptions, whether the person is a victim of violent crime (including domestic violence), or other characteristics protected by federal or state law. No consumers will be subjected to hate speech, and no persons will retaliate against an individual for asserting their rights to be free from discrimination, including harassment. This includes complaining about discrimination; filing or being a witness to a complaint; assisting or participating in an investigation or lawsuit regarding discrimination; resisting sexual advances or intervening to protect others; and requesting an accommodation for a disability or religious practice.

Services shall be accessible to eligible disabled persons through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aid, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Consumers who believe they have been discriminated against may file a discrimination complaint with CAI at the address and phone number below. The office is open 8:30 a.m. to 4:30 p.m., Monday through Friday. Consumers may also contact the other entities listed below.

Community Action, Inc.

Chief Executive Officer

105 Grace Way, Punxsutawney, PA 15767-1209

Telephone: 814-938-3302 Toll Free: 800-648-3381 Fax: 814-938-7596

Pennsylvania Human Relations Commission
301 Fifth Avenue
Suite 390, Piatt Place
Pittsburgh, PA 15222
Telephone: (412) 565-5395
TTD: (412) 565-5711
Website: www.phrc.pa.gov
(File within 180 days of incident)

Pennsylvania Department of Human Services
Bureau of Equal Opportunity
Telephone: (412) 565-7607
TDD: (412) 880-0971
Fax: (412) 880-0207
Email: RA-PWBEOCRCQWESTERN@pa.gov
(File within 90 days of incident)

U.S. Department of Health & Human Services
Office of Civil Rights, Mid-Atlantic Region
801 Market Street, Suite 9300
Philadelphia, PA 19107-3134
Telephone: 800-368-1019
TDD: 800-537-7697
Fax: (202) 619-3818
Email: ocrmail@hhs.gov
Website: www.hhs.gov/civil-rights
(File within 180 days of incident)