

# 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](http://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](mailto: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](mailto:ocrmail@hhs.gov)  
Website: [www.hhs.gov/civil-rights](http://www.hhs.gov/civil-rights)  
(File within 180 days of incident)