

MEMORANDUM

DATE: January 16, 2023

TO: Residents, Families, Responsible Parties, and Employees

FROM: Tonya Moyer, NHA
Administrator

SUBJECT: Nondiscrimination in Services Policy



PUBLIC NOTICE OF NON-DISCRIMINATION POLICY

Crawford County Care Center complies with applicable Federal Civil Rights laws and does not discriminate on the basis of race, color, religious creed, ancestry, national origin (including limited English proficiency), age, disability, or sex. The Care Center does not exclude people or treat them differently because of race, color, religious creed, ancestry, national origin (including limited English proficiency), age disability, or sex.

Admissions, the provision of services and referrals of residents shall be made without regard to race, color, religious creed, ancestry, national origin (including limited English proficiency), age disability, or sex.

An open and equitable personnel system will be established and maintained. Personnel policies, procedures and practices will be designed to prohibit discrimination on the basis of race, color, religious creed, ancestry, national origin (including limited English proficiency), age disability, or sex. Employment opportunities shall be provided for applicants with disabilities and reasonable accommodation (s) shall be made to meet the physical or mental limitations of qualified applicants or employees.

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

The Care Center provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, or other formats). The home provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact Social Services or RN Manager at 814-763-2445 for assistance.



If you believe that the Care Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin (including limited English proficiency), age, disability, or sex, you may file a grievance with the Administrator. You may file a grievance in person, by mail, fax or phone. If you need assistance, Social Services are available to help.

A civil rights complaint may be filed with the U.S. Department of Health and Human Services, Office for Civil Rights, by mail or phone listed below or electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. If you have any questions or need help filing a civil rights, conscience or religious freedom, or health information privacy complaint, you may email OCR at OCRMail@hhs.gov or call the U.S. Department of Health and Human Services, Office for Civil Rights toll-free at: 1-800-368-1019, TDD: 1-800-537-7697.

Available assistance:

Crawford County
Board of Commissioners
903 Diamond Park
Meadville, PA 16335
Phone: 814-333-7300
Toll Free: 800-982-9019
Fax : 814-337-0457

Department of Health
Division of Nursing Care Facilities
19 McQuiston Drive
Jackson Center, PA 16133

PA Human Relations Commission
Pittsburgh Regional Office
5th Avenue Room
Suite 390, Piatt Place
Pittsburgh, PA 15222-1210

Office of Civil Rights
Department of HHS
Suite 372, Public Ledger Building
150 S. Independence Mall West
Philadelphia, PA 19106-9111

Commonwealth of PA
Department of Human Services
Bureau of Equal Opportunity
Western Regional Office
301 5th Avenue
Suite 410, Piatt Place
Pittsburgh, PA 15222-1210

Commonwealth of PA
Department of Human Services
Bureau of Equal Opportunity
Room 223
Health & Welfare Building
PO Box 2675
Harrisburg, PA 17110