

# COMMUNITY ACTION, INC.

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

## NON-DISCRIMINATION DELIVERY OF SERVICES POLICY

This Policy reaffirms all provisions of Community Action, Inc. services to consumers shall be made without regard to race, color, religious creed, disability, ancestry, national or ethnic origin (including limited English proficiency), age, sex/gender (including pregnancy, childbirth, or related 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, parental status, military service, veteran status, genetic information, AIDS or HIV status, citizenship, 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 consumer will be subjected to hate speech. Additionally, no person will retaliate against an individual for complaining about discrimination, filing charges, or participating in an investigation or lawsuit regarding discrimination.

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 aids, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any consumer who believes they have been discriminated against may file a complaint of discrimination within Community Action, Inc. at the address and phone number below. The office is open to the public 8:30 a.m. to 4:30 p.m., Monday through Friday.

**Community Action, Inc.**  
**Susan K. Fusco, Executive Director**  
**105 Grace Way, Punxsutawney, PA 15767-1209**  
**Telephone: 814-938-3302 Toll Free: 800-648-3381 Fax: 814-938-7596**

Consumers may also contact any of the following:

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)

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)

Pennsylvania Department of Human Services  
Bureau of Equal Opportunity  
301 Fifth Avenue  
Suite 410, Piatt Place  
Pittsburgh, PA 15222  
Telephone: (412) 565-7607  
TDD: (412) 880-0971  
Fax: (412) 880-0207  
(File within 90 days of incident)

Meetings of the Community Action, Inc. Board of Directors are open to the public. Meeting notices are published in the major newspapers of Clarion and Jefferson Counties and meeting schedules are available on Community Action, Inc.'s website ([www.iccap.org](http://www.iccap.org)) or by calling the office at (814) 938-3302. Individuals who desire to address the Board of Directors must provide one week's advance notice to the Board President, Community Action, Inc., 105 Grace Way, Punxsutawney, PA 15767.

