

## **Nondiscrimination in Services Policy**

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

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.

Any parent, client or resident (and/or their guardian) who believes they have been discriminated against may file a complaint of discrimination with:

*Director of Human Resources  
Keystone Community Resources, Inc./  
Keystone Independent Living, Inc.  
100 Abington Executive Park, Suite B  
Clarks Summit, PA 18411  
Telephone: (570) 702-8000  
Fax: (570) 702-8093*

*Department of Public Welfare  
Bureau of Equal Opportunity  
Room 223 Health & Welfare Bldg.  
PO Box 2675  
Harrisburg, PA 17105-2675  
Telephone: (717) 787-9695  
Fax: (717) 772-4366*

*Department of Public Welfare  
Bureau of Equal Opportunity  
Northeast Regional Office  
Room 331 Scranton State Office Bldg.  
100 Lackawanna Ave.  
Scranton, PA 18503-1923  
Telephone: (570) 963-4342  
Fax: (570) 963-3370  
PA Human Relations Commission  
Pennsylvania Place, Suite 300  
301 Chestnut Street  
Harrisburg, PA 17101-2702*

*Telephone: (717) 787-4410  
Fax: (717) 787-0420*

*U.S. Department of Health and Human Services  
Office of Civil Rights  
Suite 372, Public Ledger Building  
150 South Independence Mall West  
Philadelphia, PA 19106-1911  
Telephone: (215) 861-4441  
TDD: (215) 861-4440  
1-800-368-1019*