

Admissions, the provisions 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 individual/client/patient/student (and /or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with:

Crossroads/Holy Trinity Lutheran Church

Director: Sharon DeWitt Snow

Pastor: Pastor Jenn Casey

927 S. Providence Road

Wallingford, Pa 19085

Commonwealth of Pennsylvania

Department of Human Services

Bureau of Equal Opportunity

Philadelphia Regional Office

Room 225, Health & Welfare Bldg.

PO Box 2675

Harrisburg, Pa 17110

717-787-1127

Email:RA-PWBEOAO@pa.gov

(within 90 days of incident)

Office of Civil Rights

US Department of Health & Human Services

Centralized Case Management Services

200 Independence Ave. , SW

Room 509 HHH Building

Washington, Dc 20201

800-368-1019

TDD:800-537-7697

<https://www.hhs.gov/ocr/complaints>

Email: ocromplaints@hhs.gov

(within 180 days of incident)

PA Human Rights Commission

333 Market St, 8th Floor

Harrisburg, PA 17101

<https://www.phrc.pa.gov/Complaints/Pages/How-to-File-a-Complaint.aspx>

717-787-4410

TTY:717-787-7279

(Within 180 days of incident)