


SUBJECT: Non-Discrimination in Services Policy Statement

TO: All Patients/Parents/Guardians

FROM: Melissa Straker LPC, ACS – Clinical Director

 **LPC ACS**

Admissions, the provisions of services, and referrals of patients shall be made without regard to race, color, religious creed, disability, ancestry, national origin, 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 Patients/Parents/Guardians who believes they have been discriminated against, may file a complaint of discrimination with:

Melissa Straker LPC, ACS – Clinical Director
LifeBack of Pennsylvania LLC
10 S. Clinton St. Suite 100
Doylestown PA, 18901
Phone PA: (267)- 935-9925
Phone NJ: (609)-482-3701
Fax: (609)-482-3702
Email: melissa.straker@lifebacknj.com

Commonwealth of Pennsylvania
Department of Human Services
Bureau of Equal Opportunity
Room 225, Health & Welfare Building
P.O. Box 2675
Harrisburg, PA 17120
Inquiries: (717)-787-1127
Email: RA-PWBEOAO@pa.gov

Office for Civil Rights
U.S. Department of Health and Human
Services
Centralized Case Management Operations
200 Independence Avenue, S.W.
Room 509F HHH Bldg
Washington, D.C. 20201
Customer Response Center: (800) 368-1019
TDD: (800) 537-7697
<https://www.hhs.gov/ocr/complaints>
Email: ocrmail@hhs.gov

Pennsylvania Human Relations Commission
(PHRC)
333 Market Street, 8th Floor
Harrisburg, PA 17101
<https://www.phrc.pa.gov/File-a-complaint>
Inquiries: (717) 787-4410
TTY users only: (717) 787-7279