



Hope Enterprises, Inc.

(570) 326-3745  
(570) 326-1258 Fax  
www.hopeability.org

2401 Reach Road · Williamsport, PA 17701

**NON-DISCRIMINATION IN SERVICE DELIVERY  
POLICY STATEMENT  
JULY 1, 2019**

**IT IS THE POLICY OF HOPE ENTERPRISES, INC. TO PROVIDE SERVICES TO INDIVIDUALS WITH DISABLING CONDITIONS WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE, VETERAN OR DISABLED STATUS, MARITAL STATUS, LIFESTYLE, MEMBERSHIP IN AN ORGANIZATION, OR ANY LEGALLY PROTECTED STATUS.**

Hope Enterprises strives to ensure that no individual is denied fair and equal treatment in the provision of services by our agency. This includes, but is not limited to, admissions, placements, referrals, communications, and facility usage.

The above-mentioned policies shall be periodically brought to the attention of agency supervisors and shall be administered with a positive attitude. It is the responsibility of each supervisor of the Agency to ensure affirmative implementation of these policies to avoid any discrimination in the delivery of services. All employees are expected to recognize these policies and cooperate with their implementation. Violation of these policies is a serious disciplinary offense.

Individuals will be provided with reasonable accommodations to enable them to perform daily living and vocational skills and receive habilitation services other than when it would create an undue hardship on the agency. Examples of such reasonable accommodations include, but are not limited to, building modifications, equipment modifications, adjusting work spaces and areas, and special assistance equipment, assistive technology and computers. Individuals with speech and hearing impairments and limited English proficiency will be provided competent, free language assistance services such as interpreters, sign language, language cards and other assistive technology.

Upon admission and orientation to programs, each individual will be instructed, in an appropriate modality, to their civil rights and the grievance/problem solving procedures. Each individual will receive literature that documents those rights and procedures. Each individual will signify receipt of this information on the orientation checklist for their assigned program. In addition, this notice explaining HOPE's policy will remain posted at all agency sites and it is included in the Employee-Trainee Personnel Policies.

Employees and applicants or individuals receiving services shall not be subject to harassment, intimidation or retaliation because they have: (1) filed a complaint; (2) assisted or participated in an investigation, compliance review, hearing or any other activity related to the administration of any federal, stated, or local law requiring equal employment opportunity; (3) opposed any act or practice made unlawful by any federal, state, or local law requiring equal opportunity; (4) exercised any other legal right protected by federal, state, or local law requiring equal opportunity.

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Any individual who receives services from the agency (or their parent or guardian) who believes that an individual has been discriminated against is encouraged to bring the matter first to the attention of the President of HOPE Enterprises in writing. The Action Plan for Non-Discrimination in the Delivery of Services is available for review upon written request to the President. Any individual who believes that they have been discriminated against may file a complaint of discrimination with any of the following:

- ✓ **Mr. Robert Labatch, President of HOPE Enterprises, Inc.**  
2401 Reach Road, Williamsport, PA 17701  
(570) 326-3745
- ✓ **DHS Bureau of Equal Opportunity**  
Room 223, H&W Building,  
P.O. Box 2675, Harrisburg, PA 17120-2675  
(717) 705-8204
- ✓ **Pennsylvania Human Relations Commission/Central Region**  
Harrisburg Regional Office  
Riverfront Office Center, 1101 South Front Street, 5<sup>th</sup> Floor  
Harrisburg, PA 17104. (717) 787-9784 or (717) 787-7279 TDD
- ✓ **U.S. Department of Health and Human Services/Office for Civil Rights**  
Suite 372, Public Ledger Bldg., 150 S. Independence Mall West  
Philadelphia, PA 19106-9111
- ✓ **Office of Aging**  
555 Walnut Street, 5<sup>th</sup> Floor  
Harrisburg, PA 17101-1919  
(717) 783-7247
- ✓ **AAA-Area Agency on Aging**  
Lycoming/Clinton County Ombudsman  
(570) 323-3096

By and on behalf of  
HOPE Enterprises, Inc.

Mr. Robert Labatch, MSW, President