


TANDEM LIVING

TO: Residents and Resident Representatives

FROM: John Sauder, President 

SUBJECT: Non-discrimination in Services Policy Statement

DATE: January 31, 2025

Admissions, the provisions of services, and referrals of clients shall be made without regard to race (to include hair type, hair texture, or hair style), color, religious creed (to include all aspects of religious observances and practice, as well as belief), disability, ancestry, national origin (including Limited English Proficiency (“LEP”), age (40 and over), or sex (to include pregnancy status, childbirth status, breastfeeding status, sex assigned at birth).

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.

- **Accessibility Services:** Details about the provision of reasonable modifications and appropriate auxiliary aids and services for individuals with disabilities, including qualified interpreters and alternate formats such as braille or large print, free of charge and in a timely manner.
- **Language Assistance:** Information on the availability of language assistance services, including translated documents and oral interpretation, free of charge and in a timely manner for individuals with LEP.
- **Access Information:** How to obtain reasonable modifications, appropriate auxiliary aids and services, and language assistance services.

If you need these services, contact the Nursing Home Administrator or Personal Care Administrator.

Language Assistance Services is available from Cyracom free of charge.

Please Call **1-844-203-2025**, Enter account number **501024742**, and then the pin **6832**.

Any individual who believes they have been discriminated against, may file a complaint of discrimination with:

Facility Contact Information

Trillium Place by Tandem
living 1520 Harrisburg Pike
Lancaster, PA 17601
Phone: (717) 393-1301
Fax: (717) 393-1389
jbashoresteury@tandemlivingpa.org

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

(Within 90 days from the date of incident)

Office for Civil Rights

U.S. Department of Health and Human
Services Centralized Case Management
Operations
200 Independence Avenue, S.W.
Room 509 HHH Bldg. Washington, D.C. 20201
Customer Response Center: (800) 368-1019
TDD: (800) 537-7697

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

Email:

ocrcomplaint@hhs.gov

(Within 180 days from the date of incident)

Pennsylvania Human Relations Commission

333 Market Street, 8th Floor
Harrisburg, PA 17101
<https://www.phrc.pa.gov/Complaints/Pages/How-to-File-a-Complaint.aspx>

Inquiries: (717) 787-4410

TTY users only: (717) 787-7279

(Within 180 days from the date of incident)