



Subject: Nondiscrimination in Services

To: Patients/Clients/Residents/Parents
From: Christine Axford, CEO, Berks Counseling Center

Christine Axford

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 may have been discriminated against, may file a complaint of discrimination with:

Berks Counseling Center
645 Penn Street 2nd Floor
Reading, PA 19601

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

US Equal Employment Opportunity Commission
801 Market Street, Suite 1000
Philadelphia, PA 19107-3126
Inquiries: 800-669-4000
TTY users only: 800-669-6820
<https://www.eeoc.gov/federal-sector/overviewfederal-sector-eeo-complaint-process>
Email: PDOContact@eeoc.gov

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

Pennsylvania Human Relations Commission
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