



MEMO TO: Service Recipients

FROM: Jody H. Wagner, Executive Director

RE: **NONDISCRIMINATION IN SERVICES POLICY STATEMENT**

DATE: February 2, 2026

Admissions, the provisions of services, and referrals of clients shall be made without regard to race (to include hair type, hair texture, or hairstyle), color, religious creed (to include all aspects of religious observances and practice, as well as belief), disability, ancestry, national origin (including Limited English proficiency), 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 aids, 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:

Erin Miller
ProBerco
840 William Lane
Reading, PA 19604-1551
610-372-4637, ext. 106
Fax: (610) 285-1020
Email: emiller@proberco.org

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/complaints>
Email: ocrcomplaint@hhs.gov
(Within 180 days from the date of incident)

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
(Within 90 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)


Jody H. Wagner, Executive Director/CEO

ProBerco enriches the lives of people with disabilities and their families by providing innovative community participation, community living, employment opportunities, and family support services.

840 William Lane, Reading, PA 19604-1551
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