




Continuing Care Retirement Community

DATE: November 29, 2016

SUBJECT: Nondiscrimination in Services – Residential Living

TO: Residents/Resident Representative

FROM: Jeffrey S. Truhan, CEO/Administrator 

The Shook Home operates a continuing care retirement community and provides housing for persons 65 years of age and older in its residential living units. The Shook Home conducts its operations in accordance with the Fair Housing Act (The Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988) and the Affordable Care Act. The Shook Home does not discriminate against any person because of race, color, religious creed, ancestry, union membership, age, gender, sexual orientation, gender identity or expression, national origin (including Limited English Proficiency), AIDS or HIV status or disability.

The Shook Home does not exclude people or treat them differently because of race, color, national origin (including Limited English Proficiency), age, disability, sex, religious creed, ancestry, union membership, sexual orientation, gender identity or expression, genetic information, or AIDS or HIV status. No individual will be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination in admissions, referrals, the provision of any care or service, or participation in any programs or activities.

The Shook Home shall provide free aids and services to people with disabilities to communicate effectively with us, such as:

1. Qualified sign language interpreters.
2. Written information in other formats (large print, audio, accessible electronic formats, and other formats).

The Shook Home provides free language services to people whose primary language is not English, such as:

1. Qualified interpreters
2. Information written in other languages

If you need these services, contact Sandra Walsh, Director of Human Resources/Corporate Compliance.

If you believe that The Shook Home has failed to provide these services or discriminated in another way on the basis of race, color, national origin (including Limited English Proficiency), age, disability, sex, religious creed, ancestry, union membership, sexual orientation, gender identity or expression, genetic information, or AIDS or HIV status, you can file a grievance with:

Sandra Walsh, Director of Human Resources/Corporate Compliance/
Civil Rights Coordinator

The Shook Home and the Quarters at the Shook
55 South Second Street, Chambersburg, PA 17201
717-264-6815 , Ext 6313 or 717-262-6313
Fax - 717-264-0380
Sandyw@shookhome.org

You (Resident/ Resident Representative) can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, Sandra Walsh is available to help you.

You can also file a Civil Rights complaint electronically through the Office for Civil Rights Complaint Portal, by mail, or by phone at:

U.S. Department of Health & Human Services
Office for Civil Rights
200 Independence Ave., SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
Electronically through the Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

U.S. Department of Housing and Urban Development
Assistant Secretary for Fair Housing and Equal Opportunity
Washington, DC 20410

English

ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-717-264-6815

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-717-264-6815

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-717-264-6815

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-717-264-6815

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-717-264-6815

Pennsylvania Dutch

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-717-264-6815

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-717-264-6815번으로 전화해 주십시오

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-717-264-6815

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-717-264-6815 (رقم هاتف الصم والبكم):

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-717-264-6815

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-717-264-6815

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-717-264-6815

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-717-264-6815

French Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-717-264-6815

Mon-Khmer, Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលុយ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-717-264-6815

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-717-264-6815