

NONDISCRIMINATION & ACCESSIBILITY REQUIREMENTS

Riverstreet Manor complies with applicable state and federal civil right laws, and does not discriminate on the basis of race, creed, color, religion, national origin, sex (including pregnancy, sexual orientation and gender identity), handicap or disability (including Opioid Use Disorder or taking medication to treat OUD, if the person is not currently engaged in illegal drug use), source of sponsorship, source of payment, marital status, age, genetic disposition, or any other category protected by law.

This Facility provides the following:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters;
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters;
 - Information written in other languages.

If you need these services, please contact the Administrator.

If you believe that this Facility has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability (including Opioid Use Disorder or taking medication to treat OUD, if the person is not currently engaged in illegal drug use), or sex (including pregnancy, sexual orientation and gender identity) or any other category protected by law, you can file a grievance with the Administrator of Record.

440 N River St, Wilkes-Barre, PA 18702
(Facility Address)

570-825-5611
(Facility Phone Number)

LSipple@riverstreethc.com
(Administrator of Record Email)

*You can file a grievance in person or by mail, fax, or email.
If you need help filing a grievance, the Administrator of Record is available to help you.*

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for the Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW / Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>)