

## **Non-Discrimination and Consumer Rights Policy**

Agency: Thrive Integrated Home Services, LLC

### **Policy Statement**

Thrive Integrated Home Services, LLC, provides services, makes referrals, and carries out all employment actions without discrimination. No individual shall be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any service, referral, or employment decision on the basis of race, sex, color, national origin, ancestry, religious creed, handicap or disability, or age.

### **Consumer Rights and Reasonable Accommodation**

Consumers have the right to be involved in service planning and to receive services with reasonable accommodation of their individual needs and preferences, except when the health or safety of the direct care worker would be placed at risk. Thrive Integrated Home Services, LLC, provides reasonable accommodation to consumers with disabilities and other individual needs to support safe, respectful, and effective service delivery.

### **Service and Referral Practices**

Services and referrals are based solely on consumer needs, availability of services, appropriateness of the requested services, and regulatory requirements. Protected characteristics are not considered in service delivery or referral decisions.

### **Employment Practices**

All employment actions are based on qualifications, competency, performance and business needs and are not influenced by any protected characteristic.

### **Right to File Complaints and External Reporting Information**

Consumers and their representatives are informed that they may file complaints regarding services, discrimination, or civil rights concerns with the Pennsylvania Department of Health and the local Area Agency on Aging Ombudsman Program. The Pennsylvania Department of Health complaint hotline number (1-800-254-5164) and the local Ombudsman contact information are provided to consumers prior to the start of services. Consumers may also report concerns directly to Thrive Integrated Home Services, LLC, without fear of retaliation.

### **Contents of the Non-Discrimination and Consumer Rights Information**

The information provided to consumers includes a statement that the agency does not discriminate, the consumer's right to reasonable accommodation of individual needs and preferences, how to report concerns or complaints to the agency, how to contact the Pennsylvania Department of Health and the local Ombudsman Program, and assurance that retaliation is prohibited.

**Dissemination of Information**

Prior to the commencement of services, Thrive Integrated Home Services, LLC provides each consumer, legal representative, or responsible family member with a written information packet that includes this non-discrimination policy and complaint reporting information. This information is disseminated by written packet, verbal review during intake or start of services, and documentation of receipt is maintained in the consumer record.

**Discrimination by a Consumer, Family Member, or Caregiver**

The agency does not tolerate discriminatory conduct by consumers, family members, visitors, employees, or contracted caregivers. Incidents are documented, expectations for respectful conduct are reviewed, and service arrangements may be modified or discontinued when necessary to protect staff and ensure safe service delivery, consistent with Chapter 611 and consumer rights requirements.

**Non-Retaliation**

Retaliation against any person who reports discrimination or participates in a complaint process is prohibited.

**Enforcement**

Violations of this policy may result in corrective action, up to and including termination of employment, removal from assignments, or termination of services in accordance with Chapter 611 and agency procedures.

Approved by: 

Title: Administrator

Date: 2/1/2026