



Policy Title:	CIVIL RIGHTS COMPLAINT POLICY & PROCEDURE		
Effective Date:	10.11.2016		
Purpose	This policy defines Volunteers of America policy on equal opportunity treatment of all individuals.		
Regulation Reference:	https://www.dol.gov/oasam/regs/statutes/sec504.htm		

POLICY:

It is the policy of Volunteers of America MN / WI to provide service to all persons without regard to race, color, national origin, handicap, or age. The same requirements are applied to all and there is no distinction in eligibility for, or in the manner of providing services. All services are available without distinction to all program participants regardless of race, color, national origin, handicap, or age. All persons and organizations having occasion either to refer persons for services, or to recommend our services are advised to do so without regard to the person’s race, color, national origin, handicap, or age.

The person designated to coordinate with Section 504 of the Rehabilitation Act of 1973 (non-discrimination against the handicapped) is: Alicia Cline Holum, Division Director for Senior Service, who can be reached at 952-945-4007.

CIVIL RIGHTS COMPLAINT PROCEDURE:

The services, facilities, and benefits of this program are for the use of all older people regardless of race, color, sex, religion, disability, or national origin.

Any individual who feels he / she has been denied the opportunity to participate in this program and wishes to file a complaint of discrimination should write to the following office:

Minnesota Department of Health
 Equal Opportunity Access Division
 PO Box 64997
 St Paul, MN 55164-0997
 Phone: 651-431-3040
 TTY: 1-800-627-3529

Minnesota Department of Human Services
 Freeman Building
 625 Robert Street North
 St Paul, MN 55155
 TTY: 651-296-1283
 Phone: 651-539-1100

Effective Date:	10.11.16	Revision Date(s):	07.29.19
Approval:	Division Director, Program Manager / Registered Nurse		