

HARBOR-UCLA MEDICAL CENTER

SUBJECT: AMERICANS WITH DISABILITIES ACT (ADA) COMPLIANCE

POLICY NO. 131

**PURPOSE:**

To ensure that all patients, workforce members, and members of the public are treated according to State, County and Federal guidelines for the Americans with Disabilities Act (ADA).

**POLICY:**

Harbor-UCLA Medical Center does not discriminate on the basis of disability in employment, or in admission and access to its services, programs or activities. This policy applies equally to workforce members, as well as members of the public who access services through the hospital.

Harbor-UCLA Medical Center is committed to a non-discriminatory work and public service environment where individuals are valued for their differences, as well as their similarities. Every workforce member and person engaged in business with the Medical Center has an ongoing responsibility to create a non-discriminatory environment through their personal contact and provision of care.

**DEFINITION:**

In order to be considered an individual with a disability and to be covered under the ADA provisions, an individual must meet at least one of the following:

- A. A physical or mental impairment that substantially limits one or more major life activities, (e.g., caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working). It also includes the operation of a major bodily function (e.g., immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions).
- B. A record of such an impairment.
- C. Regarded as having such an impairment.

EFFECTIVE DATE: 7/1/97

SUPERSEDES:

REVISED: 3/99, 9/06, 7/10, 1/11, 5/14, 7/17, 12/19

REVIEWED: 2/02, 10/04, 9/06, 7/10, 1/11, 5/14, 7/17, 12/19

REVIEWED COMMITTEE: N/A

APPROVED BY:

  
 Kim McKenzie, RN, MSN, CPHQ  
 Chief Executive Officer

  
 Anish Mahajan, MD  
 Chief Medical Officer

  
 Nancy Blake, PhD, RN, NEA-BC, FAAN  
 Chief Nursing Officer

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**WHAT IS COVERED:****A. Employment (Title I)**

The ADA protects qualified persons with disabilities from discrimination in hiring and promotion, pay, job training, benefits, referral, and other aspects of employment. A "qualified" individual with a disability is one who meets the skill, experience, education and other job-related requirements of a position held or desired, and who, with reasonable accommodation, can perform the essential functions of the job.

The medical center will provide reasonable accommodations that do not impose undue hardship. Based upon request, reasonable accommodations will be provided for qualified individuals to enable them to perform the essential functions of the job. These might include removing architectural barriers, adjusting a work schedule, or making changes to equipment.

**B. Access to Public Services/Programs (Title II)**

A qualified individual with disabilities may not be denied access to, or use of the medical center, clinic services, programs or activities. A "qualified" individual is one who meets the eligibility criteria for the services being offered.

To ensure treatment, a program access standard must be met. Each service must be accessible to, and useable by individuals with disabilities when viewed in its entirety.

Effective communication will be ensured in the form of auxiliary aids or services, including sign language interpreters, alternate format materials, or assistive listening devices to the extent possible. All access services will be provided at no cost to the user.

Harbor-UCLA Medical Center will provide reasonable accommodations as requested as long as they do not create undue hardship on County resources or services.

**PROCEDURE:**

Harbor-UCLA Medical Center has an ADA Coordinator to carry out the hospital's compliance with the non-discrimination requirements of ADA. If anyone believes that they have been discriminated against because of their disability, s/he may contact:

- A. The Medical Center's ADA coordinator at (424) 306-7700;
- B. The Employee Relations Section of the Department of Health Services/Human Resources at (323) 914-5002;
- C. The Office of the Los Angeles County-Chief Executive Office at (213) 202-5826 or (TTY) at (888) 478-3502.

\*Available for applicants, workforce members and members of the public.

**COUNTY OF LOS ANGELES**

**DEPARTMENT OF HEALTH SERVICES**

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**AUTHORITY:**

Department of Justice Regulations, Americans with Disabilities Act, Title II, Regulation 28, CFR  
Part 35 and Part 36 (2010).

ADA of 1990, as amended.

ADA, July 1990.

**CROSS REFERENCE:**

DHS Policy 189

Harbor-UCLA Medical Center, Policy #213-Equal Employment Opportunity