

**DEPARTMENT OF HEALTH SERVICES  
COUNTY OF LOS ANGELES**



**SUBJECT:** AMERICANS WITH DISABILITIES ACT (ADA)  
COMPLIANCE

**POLICY NO. 189**

**PURPOSE::** The Department of Health Services (DHS) 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 hospital employees and members of the public who access services through the clinics, hospitals or administrative offices.

**DEFINITION::** To be covered by the Americans with Disabilities Act (ADA) provisions, and individual is considered to have a "disability" if that individual meets at least one of the following criteria:

1. Have a physical or mental impairment which substantially limits one or more major life activity (e.g., caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working.)
2. Have a record of such an impairment; or
3. Be regarded as having such an impairment.

**I. Title I of ADA - Employment**

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 an individual with a disability who meets the skill, experience, education and other job-related requirements of a position held or desired, and who, with or without reasonable accommodation, can perform the essential functions of a job.

The DHS 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, and making changes to equipment.

**II. Title II of ADA - Access to Public Services/Programs**

Qualified individuals with disabilities may not be denied access to or use of medical center or 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 people 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, as long as

they do not create undue hardship on County resources.

**PROCEDURE::**

**I. Information Complaint Procedure**

Pursuant to the ADA, the Department has adopted an informal complaint procedure to investigate and resolve general public and employee complaints which allege that the Department has not complied with the ADA. This procedure provides a mechanism for informal resolution of complaints at the local level. Individuals retain the right to file a complaint directly with the appropriate federal enforcement agency and or to file a grievance under established labor relations agreements. For full description of this procedure contact the facility ADA Coordinator and request the Americans with Disabilities Act - Information Complaint Procedure.

Any individual who believes he/she has been discriminated against because of disability, may contact the designated facility ADA Coordinator for information and assistance regarding the process for filing an informal complaint.

**II. Requests for Reasonable Accommodation**

Member of the general public or an employees that have a disability that is covered under the ADA are entitled to request reasonable accommodation(s) that do not pose an undue hardship to the Department. Reasonable accommodations may be requested for the following purposes:

1. To complete the admission process for programs, services, activities or events.
2. To participate in programs, services, activities or events.
3. To complete the employment application process.
4. To perform essential job functions,
5. To have the same benefits and privileges as non- disabled employees.
6. To obtain evacuation assistance in a time of emergency.

Individuals who require reasonable accommodations such as readers or sign language interpreters are required to give advance notice when making a request. For information on reasonable accommodations contact the facility ADA Coordinator.

Members of the general public or employees may contact the following individuals for assistance:

1. For Title I - Employment issues, contact the ADA Coordinator at (213) 240-7951;
2. For Title II - Access issues, contact the ADA Compliance Officer at (213) 240-8129; or
3. The Office of Affirmative Action Compliance at (213) 974-1275 (voice) or (213) 974-0911 (TDD).

**AUTHORITY::**

Americand with Disabilities Act, July 26, 1990 [Public Law 101-366], Titles I, II, III & IV

**REFERENCES:** Americans with Disabilities Act - Information Complain Procedure  
Voluntary Request for Reasonable Accommodation (ADA)  
Board Policy of Event Accessibility for Persons with Disabilities - July, 1998  
Board Policy of Non-Discrimination on the Basis of Disability in Employment &  
Programs - July 1994

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**EFFECTIVE DATE:**

**SUPERCEDES:**

**APPROVED:** Signature on File

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