

PUBLIC NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the Department of Health Care Services (DHCS) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: DHCS does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: DHCS will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities, so they can participate equally in DHCS' programs, services, and activities, including qualified sign language interpreters, documents in braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: DHCS will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in DHCS offices, even where pets are generally prohibited.

The ADA does not require DHCS to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Requests for auxiliary aids or services or complaints that a DHCS program, service, or activity is not accessible to persons with disabilities should be directed to:

ADA Coordinator
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413
Phone: (916) 440-7370 or TTY 711 (CA State Relay)
CivilRights@dhcs.ca.gov

[Review DHCS's discrimination grievance procedures.](#) DHCS will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

This information can be provided in an alternative format upon request.