

## Appendix F

### Notice

#### PROGRAM ACCESSIBILITY FOR PERSONS WITH DISABILITIES Section 504 Rehabilitation Act

The Department of Human Services and all of its programs and activities are accessible to and useable by persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory disabilities. Access features include:

- Convenient off-street parking designated specifically for persons with disabilities,
- Curb cuts and ramps between parking areas and buildings,
- Level access into first floor level with elevator access to all other floors,
- Fully accessible offices; meeting rooms, bathrooms, public waiting areas; cafeteria; patient treatment areas, including examining rooms; and patient wards,
- A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory disabilities. There is no additional charge for such aids. Some of these aids might include, for example:
  - Qualified sign language interpreters for persons who are deaf or hard of hearing,
  - A twenty-four (24) hour telecommunication device (TTY/TTD or Relay Service), which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing, or have speech impairments,
  - Readers and taped material for the blind and large print materials for those who are blind or have low vision,
  - Flash Cards, Alphabet boards and other communication boards,
  - Assistive devices for persons with manual impairments.

If you require any of the aids listed above, please let the receptionist or your team worker or nurse know.

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#### THE AMERICANS WITH DISABILITIES ACT PROHIBITS DISCRIMINATION

The Department of Human Services (DHS) does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. DHS does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Titles I and II of the Americans with Disabilities Act (ADA) of 1990, as amended in 2010. Questions, concerns, complaints, or requests for additional information regarding the ADA may be forwarded to the DHS Civil Rights Compliance Staff, the department's ADA Coordinator.

Name: Geneva Watts  
Office: DHS/Personnel Office/Civil Rights Compliance Staff  
Address: P. O. Box 339  
Honolulu, Hawaii 96809-0339  
E-mail: [gwatts@dhs.hawaii.gov](mailto:gwatts@dhs.hawaii.gov)  
Phone: (808) 586-4955 (Voice or TDD)  
Business Hours: Monday through Friday (Except Holidays)  
7:45 a.m. to 4:30 p.m.

Individuals who need auxiliary aids and/or an interpreter for effective communication in programs and services of the DHS are invited to make their needs and preferences known to the worker, supervisor, or to the department's Civil Rights Compliance Staff.

Note: Posting of public notices on the state calendar at <http://hawaii.gov> relating to accessibility and persons with disabilities requires:

1. Entire agenda to be entered into test body (attaching .PDF or entering a link to a .PDF is not acceptable).
2. If an event status is "handicap access" or "hearing impaired" when creating a calendar event, provide the ADA Coordinator's name and phone number listed above for DHS events.

This notice is available in large print or audio tape from the DHS, Civil Rights Compliance Staff.

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#### NONDISCRIMINATION

As a recipient of federal financial assistance, the Department of Human Services (DHS) does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, national origin, disability, or age (or any other basis that might be added by federal or state law periodically) in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, and in staff and employee assignments to patients, whether carried out by DHS directly or through a contractor, service provider, or any other entity with which DHS arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (nondiscrimination on the basis of race, color, national origin), Section 504 of the Rehabilitation Act of 1973 (nondiscrimination on the basis of disability), the Age Discrimination Act of 1975 (nondiscrimination on the basis of age), and regulations of the U. S. Department of Health and Human Services issued pursuant to these three statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91 as well as Hawaii Revised Statutes and DHS and Department of Human Resource Development policies.

Additionally, in accordance with Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42 U.S.C. 18116, DHS does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of sex (including gender identity) in admission to, participation in, or receipt of the services and benefits under any of its health programs and activities, and in staff and employee assignments, whether carried out by DHS directly or through a contractor or any other entity with which DHS arranges to carry out its programs and activities.

In case of questions, please contact Geneva Watts, Civil Rights Compliance Office (CRCS)

**Section 504 Coordinator**

Department of Human Services  
Human Resources Office  
P. O. Box 339  
Honolulu, Hawaii 96809-0339  
E-mail: [gwatts@dhs.hawaii.gov](mailto:gwatts@dhs.hawaii.gov)  
Phone: 586-4955 (Voice or Relay)  
Business hours: Monday through Friday  
(Except Holidays) 7:45 a.m. to 4:30 p.m.

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### NOTICE OF DUE PROCESS STANDARDS

#### Section 504 Rehabilitation Act

It is the policy of the Department of Human Services (DHS) not to discriminate on the basis of disability. DHS has adopted an internal discrimination complaint procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U. S. C. 794) of the U. S. Department of Health and Human Services regulations implementing the Act.

Section 504 prohibits discrimination on the basis of disability in any program or activity receiving federal financial assistance. The law and regulations may be examined in the DHS Civil Rights Compliance Staff Office, 1390 Miller Street, Honolulu, Hawaii 96813 or by contacting the Section 504 Coordinator, Geneva Watts, at (808) 586-4955 or via email at [gwatts@dhs.hawaii.gov](mailto:gwatts@dhs.hawaii.gov), who has been designated to coordinate the efforts of DHS to comply with Section 504.

Any person who believes she or he has been subjected to discrimination on the basis of disability may file a discrimination complaint under this procedure. It is against the law for DHS and its service providers to retaliate against anyone who files a discrimination complaint or cooperates in the investigation of a discrimination complaint.

- Discrimination complaints must be submitted to the Section 504 Coordinator within 90 calendar days of the date the person filing the discrimination complaint becomes aware of the alleged discriminatory action.
- A discrimination complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 504 Coordinator (or designee) shall conduct an investigation of the discrimination complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 504 Coordinator will maintain the files and records of DHS relating to such discrimination complaint for a minimum of three years.
- The Section 504 Coordinator, through the Departmental Human Resources Officer, will issue a written decision on the discrimination no later than 180 calendar days after its filing.

- The person filing the discrimination complaint may appeal the decision of the Section 504 Coordinator by writing to the Hawaii Civil Rights Commission within 15 days of receiving the Section 504 Coordinator's decision.
- The availability and use of this discrimination complaint procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U. S. Department of Health and Human Services, Office of Civil Rights.

DHS will make appropriate arrangements to ensure that persons with disabilities are provided accommodations, if needed, to participate in the discrimination complaint process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Section 504 Coordinator will provide technical assistance to the division/agency that will be responsible for such arrangements.

DHS Discrimination Complaint (DHS 6000) and Consent/Release (DHS 6006) forms for convenience in filing a discrimination complaint and granting or denying consent to use his or her name in an investigation are available at <http://humanservices.hawaii.gov>, may be attached to an e-mail by request to [gwatts@dhs.hawaii.gov](mailto:gwatts@dhs.hawaii.gov) or by calling (808) 586-4955.