

Denver Health

Notice of Program Accessibility

Federal Law requires that Denver Health and Hospital Authority “adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by handicapped persons.” (45 C.F.R. § 84.22(f)).

Denver Health and Hospital Authority (DHHA) and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- 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 impairments. There is no additional charge for such aids. Some of these aids include:
 - Qualified sign language interpreters for persons who are deaf or hard of hearing.
 - A twenty-four hour (24) telecommunication device (TTY/TDD) 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 speech impaired.
 - Readers and taped material for the blind and large print materials for the visually impaired.
 - Flash cards, alphabet boards, and other communication boards.
 - Assistive devices for persons with impaired manual skills.

If you require any of the aids listed above, or any other accessibility or communication aids, please tell the receptionist, your nurse, or your care provider.

It is Denver Health and Hospital Authority (DHHA) policy not to discriminate on the basis of disability. No otherwise qualified handicapped individual shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any DHHA program or activity.

DHHA has adopted an internal grievance procedure 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 et. seq.) or the Americans with Disabilities Act (42 U.S.C. §§ 12131 et. seq.). The laws and regulations may be examined in

DHHA's Office of Patient Representatives, which coordinates DHHA's efforts to comply with Section 504 of the Rehabilitation Act. Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for DHHA to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Grievance Procedure:

Grievances must be submitted within 90 days of becoming aware of the alleged discriminatory action. The grievance must be submitted to the Section 504 Coordinator, Office of Patient Representatives, 777 Bannock Street, MC 0278, Denver, CO 80204. The complaint must be in writing, and it must state: the name and address of the person filing it, the problem or action alleged to be discriminatory, and the remedy or relief sought.

The Section 504 Coordinator or designee will conduct an investigation. This investigation may be informal, but it will be thorough. All interested persons will have an opportunity to submit evidence relevant to the complaint. The Section 504 Coordinator will issue a written decision on the grievance within 30 days after its filing. The Section 504 Coordinator will maintain the records relating to such grievances.

The person filing the grievance may appeal the Section 504 Coordinator's decision by writing to the Chief Medical Officer at 660 Bannock Street, M.C. 0278, Denver, Colorado 80204 within 15 days of receiving the Section 504 Coordinator's decision. The Chief Medical Officer will issue a written decision in response to the appeal no later than 30 days after its filing.

DHHA, through its Section 504 Coordinator, will make appropriate arrangements to ensure that disabled persons are provided other accommodations if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped recordings of material for the blind, or assuring a barrier-free location for the proceedings.

The availability and use of this grievance 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 for Civil Rights.