



# FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner  
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner  
Office of Procedures

## **POLICY DIRECTIVE #06-14-ELI** *(This Policy Directive Replaces PD #06-04-ELI)*

### **THE AMERICANS WITH DISABILITIES ACT (ADA)**

<b>Date:</b> May 2, 2006	<b>Subtopic(s):</b> Individuals with Physical and/or Mental Disabilities
-----------------------------	---

**AUDIENCE** The instructions in this policy directive are for staff in Job Centers and Non-Public Assistance (NPA) Food Stamp (FS) Offices.

#### **REVISIONS TO PRIOR PROCEDURE**

This policy directive has been revised to include the following:

- Three categories of individuals protected under the ADA;
- Expanded definitions of qualified and physically disabled persons;
- Categories and circumstances not covered under the ADA;
- Accommodation for applicants/participants with physical and mental disabilities when scheduling appointments and conducting interviews;
- The rights under the ADA, including voluntary disclosure, of applicants/participants with physical and mental disabilities and the responsibility of the JOS/Worker to assist them;
- Information for the JOS/Worker regarding the determination of whether a temporary impairment is a disability;
- Work requirements under the ADA;
- Additional information related to the applicant/participant's disability that the JOS/Worker must enter in the case record and Employability Plan (EP);
- Information for the JOS/Worker on maintaining the confidentiality regarding the nature of the applicant/participant's disability;
- Good cause for noncompliance with eligibility requirements;
- The requirement that grievances (i.e., written complaints) be signed by the applicant/participant or authorized representative;
- The specific Receptionists at Job Centers and NPA FS Offices;
- Model Center and Paperless Office System (POS) implications.

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 2 at the prompt followed by 765 or  
send an e-mail to *FIA Call Center*

**POLICY**

Three categories of protected individuals; new information

The ADA protects individuals with disabilities who:

- Have a physical or mental impairment that substantially limits one or more major life activities;
- Have a record of a physical or mental impairment that substantially limits one or more major life activities; or
- Are regarded as having an impairment, regardless of whether or not the impairment actually exists.

Expanded definition of "qualified individual"; new information

Individuals with physical and mental disabilities are protected by the ADA, the Rehabilitation Act of 1973 and social services regulations. No qualified individual with a physical or mental disability can be excluded from participation in or denied the benefits, programs and services of a public entity or be subject to discrimination by any public entity. An individual with a disability is "qualified" if s/he, with or without reasonable accommodation, meets the essential eligibility requirements to receive benefits or services or participate in the programs or activities provided by a public entity.

Expanded definition of "physically disabled individual"; new information

Persons with physical disabilities or impairments include individuals with Acquired Immune Deficiency Syndrome (AIDS), those who test positive for Human Immune deficiency Virus (HIV) infection or are perceived as susceptible to AIDS or HIV infection. A physical impairment is also any disorder or condition, including drug and alcohol addiction, which affects at least one body system, i.e., neurological, musculoskeletal, respiratory (including speech organs), cardiovascular, etc. Although drug and alcohol addiction are recognized impairments under the ADA, the Agency may withhold services or benefits from the applicant/participant based on his/her current and illegal use or abuse of drugs and alcohol.

The ADA requires that individuals with disabilities have equal access to public assistance (PA), medical assistance (MA) and FS benefits, programs and services. The ADA does not cover:

Categories and circumstances not covered under ADA

- Disadvantages due to environmental, cultural or economic factors, such as poverty or having a criminal record;
- Physical characteristics, such as hair, skin or eye color, however, cosmetic disfigurement is included in the definition of physical impairment;
- Age alone, unless the physical or mental impairment limits one or more of an individual's major life activities (e.g., caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working);
- Personality traits, such as poor judgment or a quick temper, where these are not symptoms of a mental or psychological disorder, unless the person has a recognizable physical or mental impairment in addition to these characteristics.

Reasonable accommodation must be made at all Job Centers and NPA FS Offices to service individuals with physical or mental disabilities unless the accommodation would impose an undue hardship on the operation of the program. "Reasonable accommodation" includes modification to the program's policies or practices, removal of architectural, communication or transportation barriers, and the provision of auxiliary aids and services.

---

## REQUIRED ACTION

Appointments and interviews

Whenever possible, the JOS/Worker must schedule appointments for applicants/participants requiring an accommodation due to a physical or mental disability at a time of day that would best prevent undue waiting time and travel during rush hours. To avoid appointment time conflicts, the JOS/Worker should ask, prior to scheduling an appointment at the Center/Office, if the applicant/participant has any previously scheduled medical appointments. Individuals with disabilities may need to reschedule appointments for a number of disability-related reasons. The JOS/Worker must reschedule appointments because of such reasons whenever necessary.

New information

Appointments should be scheduled such that the number of return visits is minimized. When an appointment is rescheduled for an applicant/participant with a physical or mental impairment because a reasonable accommodation cannot be made or no interpreter is available on the date the application is filed, the delay does not affect the application filing date or any other dates relevant to processing the application. All emergency/immediate needs must be addressed as appropriate. Interview areas must afford reasonable privacy.

Voluntary disclosure; new information

Applicants/participants are not required to disclose a disability. However, if the applicant/participant claims that s/he is unable to work, has limited ability to work or has demonstrated an inability to successfully participate in a work activity due to a disability, s/he may be required to participate in screening and evaluation to verify the disability or limitation and to identify the appropriate services.

If the Agency suspects that an applicant/participant has a disability and s/he refuses to disclose or cooperate with efforts to identify the suspected disability, the Agency must discuss with him/her:

- Benefits available to applicants/participants with documented disabilities; and
- Possibly enforcing compliance with work requirements without accommodation if the applicant/participant refuses to disclose or cooperate with efforts to identify a disability;
- Voluntary disclosure by the applicant/participant;
- Actions that may be taken to identify the disability.

Applicant/participant's rights; new information

JOS/Workers must inform applicants/participants with physical or mental impairments, whether the impairment is self-disclosed or observed by the JOS/Worker, of their rights under the ADA to reasonable accommodation to access benefits, programs and services. Where the applicant/participant agrees with the Agency to identify his/her disability needs, the JOS/Worker should conduct an initial inquiry to identify them. If the initial inquiry indicates that the disability will impact the successful completion of eligibility requirements or prevent the applicant/participant from benefiting from the Agency's benefits, programs and services, the JOS/Worker should offer the opportunity for a more comprehensive evaluation or assessment through referral for Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE) services to determine the necessary accommodation to be provided.

Inquiry into the nature of the applicant/participant's disability may not exceed what is necessary to provide reasonable accommodation to access benefits, programs and services.

Assistance with information and completing forms

JOS/Workers must provide and clearly explain documentation and referral information to all applicants/participants and not discriminate against anyone making an inquiry about PA/MA/FS.

New information

The information must be provided in a manner that is accessible to persons with visual or hearing disabilities. JOS/Workers must have access to interpreter services desk guides and provide necessary auxiliary aids and services to ensure effective communication with persons with disabilities.

New information

JOS/Workers must also assist applicants/participants in meeting eligibility requirements, including eliminating nonessential procedures or rules that deny an applicant/participant with a disability an equal opportunity to participate in the Agency's benefits, programs and services; however, requirements for eligibility may not be eliminated solely because the applicant/participant has a disability. For example, as a condition of eligibility applicants/participants are required to comply with Office of Child Support Enforcement (OCSE) standards. If the OCSE location is inaccessible to disabled persons, the Agency may need to accommodate the person by bringing a child support worker to the Job Center.

Assistance with filling out the application or other forms, gathering supporting documents and providing home visits are other accommodations that Job Centers/NPA FS Offices must provide to those with physical and/or mental disabilities who need assistance.

Temporary impairments; new information	The determination of whether a temporary impairment is a disability is made on an individual basis by staff performing WeCARE services. The duration, including anticipated duration, of the impairment and the extent to which major life activities of the applicant/participant are substantially limited must be considered in making the determination.
Work requirements; new information	Applicants/participants are required to comply with work requirements as a condition of PA/FS eligibility. Work activity assignments must not be based on generalizations or stereotypes. Applicants/participants must be referred to the WeCARE program for an assessment of their specific abilities and limitations.
Case record entries	All requests for reasonable accommodation and all responses to these requests must be entered in the case record. JOS/Workers must ensure that documentation of the disability is obtained and filed in the case record. In addition, the disability and the actions taken to ensure access and coordinate services must be recorded in the case record, including in the applicant/participant's EP.
New information	
Refusal of special accommodation	Applicants/participants are not required under the ADA to use a modification or accommodation offered by the Agency to provide access to benefits, programs and services and must be offered the opportunity to exhibit the ability to meet the program's requirements without identifying the disability.
New information	In some cases, intentional refusal to use reasonable accommodation may result in noncompliance with eligibility requirements. When the applicant/participant refuses to accept reasonable accommodation, JOS/Workers must document the refusal in the case record before taking adverse action on the application or case. If the refusal of reasonable accommodation is due to the applicant/participant's inability to recognize or acknowledge the existence of his/her disability, the JOS/Worker may need to refer him/her for WeCARE services to facilitate compliance with eligibility requirements.
Confidentiality; new information	Staff must take appropriate steps to ensure and maintain the confidentiality of the applicant/participant's information regarding the nature of his/her disability, unless such knowledge is necessary for the provision of services. The accommodation required may be provided to the JOS/Worker responsible for providing benefits and services.

Good cause; new information

Good cause may be granted to applicants/participants who do not comply with eligibility requirements due to a physical or mental impairment. JOS/Workers must consider an individual's limitations and disability when determining whether or not noncompliance with eligibility requirements was willful and without good cause before imposing an employment sanction. JOS/Workers must also determine whether the individual's disability contributed to the noncompliance and whether or not sufficient reasonable accommodation was provided or needs to be provided to allow the applicant/participant to comply.

The applicant/participant's use or abuse of drugs or alcohol must not be considered as good cause for his/her noncompliance with eligibility requirements. An applicant/participant's request for good cause must be substantiated with appropriate medical documentation.

Filing a grievance

The Are You Disabled? brochure (**W-681A**), which explains the ways in which the Agency accommodates applicants/participants with mental and physical disabilities indicates the mailing address for filing a grievance. The brochure must be included in all application and recertification kits.

Any applicant/participant who believes that s/he has been discriminated against based on a mental or physical disability or denied a reasonable accommodation in any HRA program may file a written complaint. The complaint shall contain information about the alleged discrimination, including the name, address and telephone number of the complainant, the location, date, description of the problem and, if applicable, any current medical documentation necessary to support a request for a reasonable accommodation. The written complaint must be signed by the applicant/participant or his/her authorized representative. HRA shall provide assistance to any person with a disability who needs a reasonable accommodation to enable him/her to file a complaint.

New information

Refer to CD #06-08 for more information on civil rights complaints.

The complaint shall be submitted no later than 60 calendar days after the alleged violation to:

ADA Compliance Officer  
Office of Legal Affairs  
180 Water Street, 17th Floor  
New York, NY 10038  
or  
Fax: (212) 331-4465

New information                      During the grievance process, the applicant/participant may not be sanctioned for noncompliance with a work activity requirement or failure to keep a scheduled appointment. S/he may, however, be required to comply during the adjudication process. If the noncompliance with the work activity requirement is due to the work location not reasonably accommodating the applicant/participant, s/he may not be required to comply with the work activity requirement until the Agency has determined that reasonable accommodation has been made.

Compliance with required actions                      To comply with all the required actions, Workers at Job Centers and NPA FS Offices must proceed as follows:

### Job Centers

#### **Case Management Unit (CMU) Receptionist/CMU Worker**

- When an individual notifies the CMU Receptionist/CMU Worker that s/he cannot complete the forms because of a disability, the Worker must alert the Director's Designee to assist the applicant/participant. The Worker must also inform the Group Supervisor.
- If an individual notifies the CMU Receptionist/CMU Worker that s/he is unable to wait to be interviewed because of discomfort due to his/her disability, the Worker must arrange to accommodate the applicant/participant with an earlier appointment or request that the Director's Designee arrange for a homebound visit. If the individual is subsequently determined to be homebound according to standard procedure, be sure to code him/her as homebound in the Welfare Management System (WMS).

#### **Director's Designee**

Refer to PB #06-13-SYS for further information regarding travel accommodations.

- The Director's Designee at Job Centers is available to assist applicants/participants in completing forms.
- The Director's Designee is to hand the **W-681A** to all individuals who are scheduled for homebound recertification/application interviews at the time of the interview.
- If an individual with a disability must be scheduled or rescheduled for an appointment, the Director's Designee must also check NYCWAY to see whether any travel accommodations have been identified for the applicant/participant before scheduling the appointment through NYCWAY according to current procedure.

NPA Food Stamp Offices

**NPA FS Receptionist/Eligibility Specialist (ES) Worker**

- When an individual notifies the NPA FS Receptionist/ES Worker that s/he cannot complete the forms because of a disability, the Worker must alert the Mail Processing Unit (MPU) Worker to assist the applicant/participant.
- If an individual notifies the NPA FS Receptionist/ES Worker that s/he is unable to wait to be interviewed because of discomfort due to his/her disability, the Worker can either arrange to accommodate the applicant/participant with an earlier appointment or arrange for homebound processing of the application as follows:
  - Contact an MPU Worker, who will provide the individual with all necessary forms, which the applicant/participant can fill out and mail back to the NPA FS Office along with all appropriate documentation.
  - Transfer the case to the Homebound Center (F-63) according to standard procedure if the individual is determined to be homebound.
- If a participant calls the NPA FS Office because s/he is unable, due to disability, to keep an in-person recertification appointment, the Worker must contact MPU to arrange for recertification by mail.

Workers must also remember that if an individual is physically or mentally disabled, s/he may be eligible for disability benefits. Investigate this possibility and all other possible resources available for the applicant/participant (e.g., Supplemental Security Income/Social Security Disability).

Wheelchair access

All Job Centers and NPA FS Offices must take appropriate action to ensure that each location is wheelchair accessible.

**LIMITED ENGLISH SPEAKING ABILITY (LESA) AND HEARING IMPAIRED IMPLICATIONS**

For Limited English Speaking Ability (LESA) and hearing-impaired applicants/participants, make sure to obtain appropriate interpreter services in accordance with PD #06-12-OPE and PD #06-13-OPE.

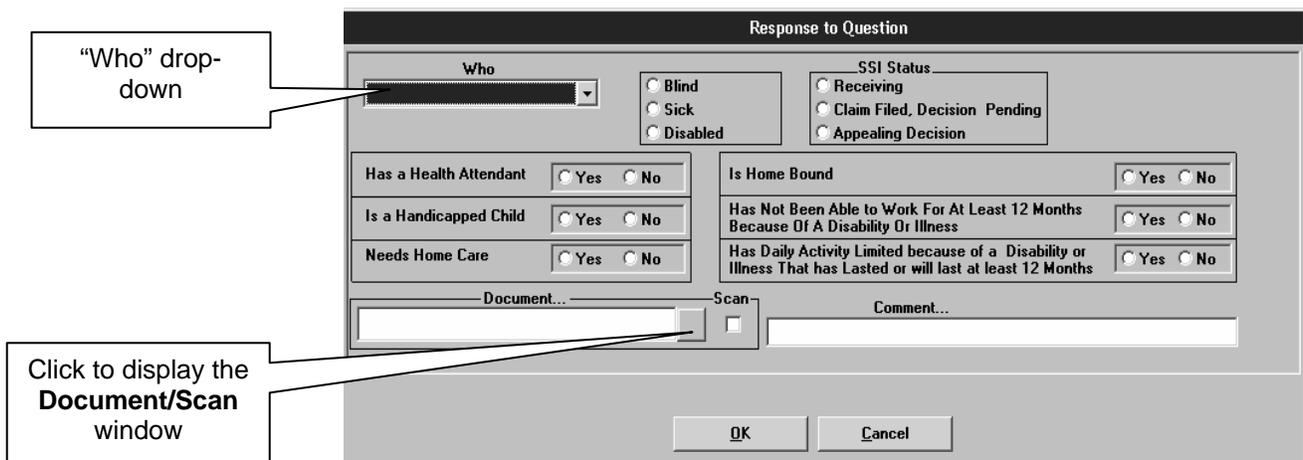
**PROGRAM IMPLICATIONS**

Model Center Implications

The instructions in this policy directive must also be followed by JOS/Workers in the Customer Service and Information Center (CSIC). When an applicant/participant with a disability reports to a Model Center and requires a special accommodation, the Front Door Receptionist must route him/her to CSIC by issuing a CSIC General ticket.

Paperless Office System (POS) Implications

POS Workers will document the disability by answering “Yes” to the “Has Daily Activity Limited because of an Illness/Temporary Disability or is Blind, Sick or Disabled?” question in the **Medical** window. The **Response to Question** window shown below will then appear.



After selecting the individual from the “Who” drop-down, the JOS/Worker must indicate whether the applicant/participant is blind, sick or disabled and indicate his/her Supplemental Security Income (SSI) status by clicking on the appropriate radio button.

The JOS/Worker must complete the remaining questions about the impact of the blindness, illness or disability and select the appropriate document(s) to verify the blindness, illness or disability in the **Document/Scan** window in the **Response to Question** window. The document(s) selected will appear on the “Documents Submitted at Interview” list in the indexing application.

The JOS/Worker must indicate in the **Comments** field the applicant/participant's specific illness or disability and what was done to comply with the ADA.

**Note:** If the illness or disability is one requiring heightened confidentiality, such as HIV, use care in the comment section to protect the individual.

The JOS/Worker may enter a case comment by clicking on the Case Comments icon  or pressing <ALT>M on the keyboard to indicate the individual has a disability and enter additional information about ADA compliance or the individual's refusal to accept help that allows the Agency to comply with the ADA.

Additionally, all non-POS-generated forms and notices that are signed by the individual, except Domestic Violence-related documents, must be scanned into the electronic case record.

---

## FAIR HEARING IMPLICATIONS

### Avoidance/ Resolution

If an applicant/participant's case has been denied/closed and s/he disagrees with the action taken, the Worker should look at the denial/closing reason and evaluate whether the denial/closing was related to the individual's disability. For example, if the denial/closing reason was failure to keep an appointment and the applicant/participant is coded as homebound, the denial/closing may be settled. If review of the case record indicates that the individual is disabled and should have been coded as homebound, however s/he was not coded as such, settle the case.

### Conferences at the Job Center

If an applicant/participant comes to the Job Center and requests a conference, the Job Center Receptionist must alert the Fair Hearing and Conference (FH&C) Unit that the applicant/participant is waiting to be seen. The FH&C AJOS/Supervisor I will listen to and evaluate the applicant/participant's complaint.

In Model Job Centers, when the applicant/participant notifies the Front Door Receptionist (FDR) that s/he is requesting a conference, the FDR will issue an FH&C Conference ticket to the applicant/participant and direct him/her to the FH&C Unit, where the FH&C AJOS/Supervisor I will call him/her to conduct the conference.

The FH&C AJOS/Supervisor I will discuss the issue with the Case Management Unit Team Supervisor. The FH&C AJOS/Supervisor I will notify the appropriate Supervisor of his/her decision regarding the applicant/participant's complaint, in accordance with current procedure.

The FH&C AJOS/Supervisor I is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up is taken in all phases of the Fair Hearing process.

Conferences at the NPA FS Office

If an applicant/participant comes to the NPA FS Office and requests a conference, the Receptionist must alert the Site Manager. In Model Job Centers, the FDR will issue a FS Conf/Appt/Problem ticket to the applicant/participant and route him/her to the NPA FS Office Receptionist, who will alert the Site Manager.

The Site Manager will listen to and evaluate the applicant/participant's complaint and make a decision regarding the complaint.

The Site Manager is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets

All complete and relevant evidence packets must include a copy of the denial/closing notice, any relevant documents issued by the Worker (including attempts to make a homebound visit) and any documents presented by the applicant/participant verifying her/his disability.

## REFERENCES

- 18 NYCRR Section 303.1 (a), (b)
- 18 NYCRR Section 303.5
- 18 NYCRR Section 303.7
- 18 NYCRR Section 355
- 18 NYCRR Section 356
- 02 LCM 7 Americans with Disabilities Act (ADA) – Access to Local District Social Services Programs and Services and Activities
- 06-ADM-05 Providing Access to Temporary Assistance Programs for Persons with Disabilities and/or Limited English Proficiency (LEP)
- Welfare-to-Work Employment Policy Manual (Sec. 1300.2 [Part B])

## ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

**W-681A**

Are You Disabled? (Rev. 2/28/06)

**W-681A (S)**

Are You Disabled? (Spanish) (Rev. 2/28/06)

## HRA Grievance Procedure

Any applicant or participant who believes s/he has been discriminated against based on a mental or physical disability or denied a reasonable accommodation in any Human Resources Administration (HRA) program may file a written complaint. The complaint shall contain information about the alleged discrimination, including the name, address and telephone number of the complainant, the location, date, description of the problem, and, if applicable, any current medical documentation necessary to support a request for reasonable accommodation. HRA shall provide assistance to any person with a disability who needs a reasonable accommodation to enable him/her to file a complaint. The complaint shall be submitted no later than 60 calendar days after the alleged violation to:

ADA Compliance Officer  
Office of Legal Affairs  
180 Water Street, 17th Floor  
New York, NY 10038  
or  
Fax: (212) 331-4465



The City of New York  
Human Resources Administration

## Are You Disabled?

Do you require assistance  
with your application or  
recertification?



If you are physically or  
mentally disabled and as a result  
you need help completing your forms or  
have difficulty waiting to be interviewed,  
please notify the Receptionist or your Worker.

## Service Assistance

The Americans with Disabilities Act states that no “qualified individual with a disability” can be excluded by reason of such disability from programs or activities of a public entity.

You are a “qualified individual with a disability” if you meet the essential eligibility requirements of our program, with or without reasonable modifications to our policies or practices.

The Human Resources Administration (HRA) recognizes its responsibility under the law to make reasonable accommodations to the physical or mental limitations of individuals applying for or in receipt of social services, including but not limited to cash assistance, medical assistance and/or food stamps.

The Director’s Designee in Job Centers and the Mail Processing Unit in Non-Public Assistance Food Stamp (NPA FS) Offices will assist applicants and participants when special help is needed.

Home visits may be arranged for homebound individuals who are applying for or in receipt of public assistance. Telephone interviews and, if necessary, mail certifications can be arranged for homebound individuals in receipt of or applying for food stamps. Contact the Receptionist or your Worker for more information.

If you feel that your request for assistance based on your disability has not been addressed, you may contact the Fair Hearing and Conference Unit (FH&C) in a Job Center. In Non-Public Assistance Food Stamp (NPA FS) Offices, you can contact the Receptionist and request to speak to the Office Site Manager or his/her designee.



## Did You Know?

As a person with a disability, your rights with HRA are protected by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act. These laws define a person with a disability as anyone with a physical or mental disability that substantially impairs or restricts one of the major life activities, such as walking, seeing, hearing, speaking, working or learning.

A record of such an impairment, or being regarded as a person with such an impairment, is also recognized as a disability under these regulations.

Here is a partial list of conditions that may be disabling:

- Cancer
- Hearing impairment
- Epilepsy
- AIDS/HIV-related conditions
- High blood pressure
- Mental illness
- Heart disease
- Cerebral palsy
- Orthopedic-related conditions
- Speech impairment
- Visual impairment

## Procedimiento de Agravios de la HRA

Todo solicitante o participante que se considere haber sido víctima de discriminación a causa de una incapacidad física o mental en cualquier programa de la Administración de Recursos Humanos (HRA), puede presentar una queja por escrito. Dicha queja debe presentar información sobre la discriminación alegada, e incluir nombre, dirección y número de teléfono del demandante, así como lugar, fecha y descripción del problema. Si corresponde, también debe incluir cualquier documentación médica necesaria para justificar la petición de adaptaciones razonables. La HRA le proporcionará asistencia a toda persona con una incapacidad quien necesite adaptaciones razonables para presentar una queja. La queja debe presentarse dentro de 60 días de la discriminación alegada a:

ADA Compliance Officer  
Office of Legal Affairs  
180 Water Street, 7th Floor  
New York, NY 10038

o  
Por fax: (212) 331-4465



The City of New York  
Human Resources Administration

# ¿Está Usted Incapacitado?

## ¿Necesita ayuda

## con su solicitud o recertificación?



Si usted es una persona física o mentalmente incapacitada y por consiguiente necesita ayuda para llenar los formularios o si le resulta difícil esperar para su entrevista, favor de avisar en la Recepción o a su Trabajador.

## Servicios de Ayuda

La Ley de los Norteamericanos Incapacitados (Americans with Disabilities Act) estipula que ninguna “persona calificada” debe ser excluida, debido a su incapacidad, de programas y actividades de entidades públicas.

Se considera una “persona calificada” toda aquella persona incapacitada que cumple los requisitos de elegibilidad básicos de nuestro programa o las modificaciones razonables de nuestras políticas o prácticas.

La Administración de Recursos Humanos (Human Resources Administration – HRA) reconoce su responsabilidad conforme a la ley de hacer los arreglos que puedan facilitarle al solicitante incapacitado física o mentalmente su solicitud de servicios sociales, incluidos la ayuda en efectivo, ayuda médica y/o cupones para alimentos.

La Persona Designada por el Director en los Centros de Trabajo y la Unidad de Correos en las Oficinas de Cupones para Alimentos de No Asistencia Pública (Non-Public Assistance Food Stamps – NPA FS) le prestará ayuda especial al solicitante y participante que la necesite.

Las personas confinadas al hogar que soliciten o reciban asistencia pública pueden ser visitadas al domicilio. A las personas confinadas al hogar que soliciten o reciban cupones para alimentos se les pueden programar entrevistas por teléfono, y si es necesario, enviarles certificaciones por correo. Para más información comuníquese con la Recepción o su Trabajador.

Si usted estima que su solicitud de asistencia no ha sido atendida debido a su incapacidad, puede comunicarse con la Unidad de Conferencias y Audiencias Imparciales (Fair Hearing and Conference Unit – FH&C) en un Centro de Trabajo. En las Oficinas de Cupones para Alimentos de No Asistencia Pública, puede dirigirse a la Recepción y pedir que le atienda el Gerente de la Oficina o la persona designada.



## ¿Sabía Usted?

La HRA protege los derechos de las personas incapacitadas conforme a la Ley de Rehabilitación de 1973 Sección 504 y la Ley de los Norteamericanos Incapacitados. Estas leyes definen a la persona incapacitada como toda aquélla con impedimentos físicos o mentales que restrinjan considerablemente cualquiera de las actividades diarias principales como: caminar, ver, oír, hablar, trabajar, o aprender.

Bajo dichas reglas se reconoce también como persona incapacitada a toda aquella que posea documentación con respecto a su padecimiento, o que se le considere incapacitada por dichas reglas.

A continuación aparece una lista parcial de condiciones médicas que pueden causar incapacidad:

- Cáncer
- Sordera
- Epilepsia
- VIH/SIDA o enfermedades relacionadas
- Presión sanguínea alta
- Problemas mentales
- Problemas cardíacos
- Parálisis cerebral
- Enfermedades relacionadas con la ortopedia
- Impedimentos del habla
- Impedimentos de la vista