



# AMERICANS WITH DISABILITIES ACT

*The Texas health and human services (HHS) agencies will not discriminate because of disability. HHS agencies comply with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973.*

## **Communication help**

Anyone can ask for help to communicate with HHS agencies and participate in HHS programs and services. Some of the services and equipment used to help are:

- Sign language interpreters
- Readers and computer screen readers
- Documents in Braille, large print, or electronic format.

To ask for help, contact the appropriate HHS agency as soon as possible, but no later than 48 hours before a planned visit or activity with the agency.

HHS agencies and their contractors will get you the help you need for free.

## **Changes in procedure**

HHS agencies can change procedures so that members of the public have an equal chance to receive services, unless doing so would cause a financial or administrative difficulty. For example, people with service animals are welcome in HHS offices, even when pets are usually not allowed.

## **Employment**

HHS agencies do not discriminate because of disability in their hiring or employment practices.

## **ADA/Section 504 Coordinator**

The director of the HHSC Civil Rights Office is the ADA/Section 504 Coordinator for the HHS agencies.

## **To file a complaint**

To file a complaint that an HHS program or service is not accessible, you can contact:

### **Civil Rights Office**

Texas Health and Human Services Commission

701 W. 51st St., Mail Code W206

Austin, Texas 78751

Toll-free: 1-888-388-6332

TTY: 1-877-432-7232 (or use the relay service of your choice)

Fax: 512-438-5885

Email: [HHSCivilRightsOffice@hhsc.state.tx.us](mailto:HHSCivilRightsOffice@hhsc.state.tx.us)

