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**If it is difficult to meet HRA's requirements because of a medical, mental health or other type of condition, we can help.**

HRA is committed to helping you access our services. If you have a disability, HRA can help by providing supports or accommodations to make it easier for you to get the services you need. This type of help is called a **reasonable accommodation.**

### What are examples of reasonable accommodations?

Examples of reasonable accommodations offered by HRA for people with disabilities are:

- Making your appointments at times that avoid rush hour travel
- Shortening your wait times at HRA Offices
- Providing a sign language interpreter
- Helping you with reading and completing forms
- Home visits, if needed

### A few examples of conditions that may cause you to need a reasonable accommodation:

- » Vision, speech, or hearing impairments
- » Medical conditions like arthritis, cancer, multiple sclerosis, heart disease, cirrhosis, or HIV/AIDS
- » Developmental or learning disabilities
- » Mental health conditions like bipolar disorder, clinical depression, anxiety disorder, or schizophrenia

### How do I ask for a reasonable accommodation?

- » You can ask for a reasonable accommodation at any HRA location or program.
- » You can ask for an accommodation by calling the Office of Constituent Services (OCS) at (212) 331-4640.
- » You can complete and submit HRA's Reasonable Accommodation Request (RAR) form or make your own written request. You can get a copy of this form at your local HRA Office or by calling OCS at the number above.

**Download the form by searching the internet for: HRA - Disability Access - NYC.gov**

### Where can I submit a Reasonable Accommodation Request (RAR) form or a written request for an accommodation?

Give us your completed RAR form or written request at your local HRA office; **OR** Email, mail, or fax your written request or completed RAR to:

**Human Resources Administration  
Office of Constituent Services  
150 Greenwich St. 35th Floor  
New York, NY 10007  
Fax: (212) 331-4685 OR (212) 331-4686  
constituentservices@hra.nyc.gov**



**You do not need to give us proof of your condition at the time of the request. We may ask you to give us some medical or clinical documents later.**

## What if I need help completing the form?

If your condition makes it hard for you to complete the RAR form or submit your request, contact OCS for help at (212) 331-4640.

## How will I find out if my request is approved?

HRA will review the request and decide if a reasonable accommodation is appropriate. We will contact you to let you know of our decision. You can call (212) 331-4640 to find out the status of your request.

## What if I use a text telephone (TTY) or voice carry-over (VCO) phone?

You can call us using the telephone relay service by dialing 7-1-1 or 1(800) 662-1220. Then connect to OCS at (212) 331-4640.



NYCHRA



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# ANTI-DISCRIMINATION POLICY

## What if I feel I've been treated unfairly because of my disability?



If you think you or someone in your family has been discriminated against at HRA because of a disability you may send a complaint by letter, fax, or email to:

**Jennifer Shaoul**  
**Executive Director of Disability Affairs**  
**Human Resources Administration**  
**Office of Client Advocacy and Access**  
**150 Greenwich Street – 42nd Floor**  
**New York, NY 10007**  
**Fax: (212) 437-2161**  
**Email: shaoulj@hra.nyc.gov**

Or you can call the Central Complaint Unit at (718) 291-4141

## What should I include if I make a complaint?

- 1 Your name, mailing address, and telephone number
- 2 Your HRA case number, if you have it
- 3 A description of what happened and where and when it happened
- 4 The names and job titles of HRA workers involved, if you have them
- 5 The HRA office, program, or service involved

 HRA is committed to ensuring meaningful access to programs and services for people with disabilities consistent with the Americans with Disabilities Act (ADA) of 1990 and other laws.

# Do you have a disability?

Do you need help with your application, recertification or other program requirements?

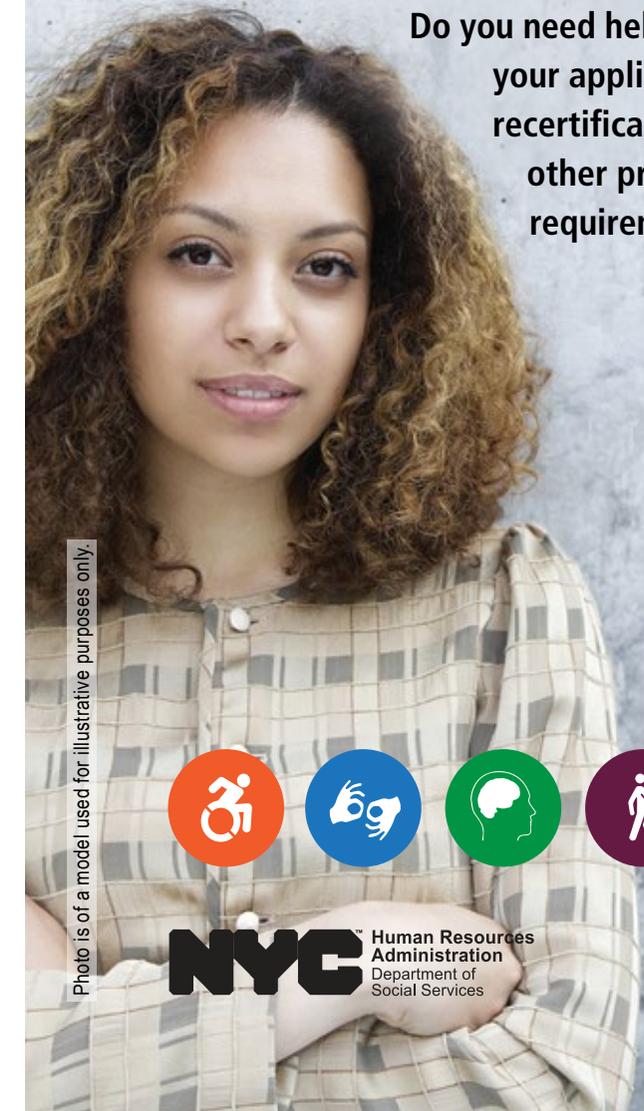


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**NYC** Human Resources Administration  
Department of Social Services