

Prohibition of Discrimination Against Persons with Disabilities in Accessing COVID-19 Vaccine at New York City Department of Health and Mental Hygiene-Operated Facilities

The NYC Department of Health and Mental Hygiene complies with all applicable laws including, but not limited to, the Americans with Disabilities Act (“ADA”), Rehabilitation Act, the New York State Human Rights Law, and the New York City Human Rights law in carrying out its programs, services, and activities, including the operation of its COVID-19 vaccination program.

A member of the public may request a reasonable accommodation to participate in the New York City Health Department’s COVID-19 vaccination program. Individuals can visit <https://vax4nyc.nyc.gov/patient/s/>, email hubaccess@health.nyc.gov or call 1-877-VAX-4NYC (1-877-829-4692), to request an accommodation when scheduling an appointment. Requests for accommodations should be made as soon as possible before scheduling a vaccination appointment at their preferred City site in New York. A member of the public may also visit a vaccination site without an appointment for immediate service. Each site has an accessible entrance/exit, restroom, and pathway to the vaccination area. Each site is equipped with video translation services for more than 240 languages including American Sign Language (“ASL”). Each site has at least one Disability, Access and Functional Needs (DAFN) Coordinator to assist individuals with disabilities. Individuals may also bring a mobility device (e.g. wheelchair, walker) of their choosing, and each site is equipped with at least one wheelchair that individuals may utilize during their visit. Additionally, individuals with disabilities may be accompanied by a companion, personal care attendant, personal care aide, family member, interpreter or other person to assist them during their visit. Service animals are permissible at any vaccination site. Many sites have additional accommodations available without an appointment, however, if an individual requires any other accommodations, they should inquire with hubaccess@health.nyc.gov, call 311, or text 311692 before their visit.

Additionally, the City of New York is offering in-home Covid-19 vaccinations to eligible city residents who are fully homebound. Please complete this form to express an interest: <https://forms.cityofnewyork.us/f/homebound> or call 1-877-VAX-4NYC (1-877-829-4692).

Requests for additional information related to assistance with scheduling a COVID-19 vaccine appointment, accommodations at the New York City Health Department’s vaccination sites, home-vaccination options, and any other disability-related inquiries related to the City’s COVID-19 vaccination program may be directed to hubaccess@health.nyc.gov, call 311 or text 311692.

If you believe that you have been denied a reasonable accommodation or otherwise discriminated on the basis of your disability in connection with your participation, or attempt to



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participate, in the New York City Health Department's COVID-19 vaccination program, please email hubaccess@health.nyc.gov, call 311 or text 311692. They will be able to assist you with filing a complaint or grievance. After submitting your complaint or grievance to hubaccess@health.nyc.gov, 311 or texting 311692, a designee from the New York City Health Department will contact you within two (2) business days to acknowledge receipt of the complaint or grievance. Additional information about the grievance procedure is set forth below.

The New York City Health Department's Grievance Procedure Under the ADA, the Rehabilitation Act, and State and City Human Rights Laws in Access to the COVID-19 Vaccine

This grievance procedure may be used by any member of the public who wishes to file a grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the New York City Health Department's COVID-19 vaccine distribution efforts.

The grievance should be in writing and contain information about the alleged discrimination such as the name, address, and telephone number of the grievant, as well as the location, date, and description of the complaint or alleged violation of the ADA, the Rehabilitation Act, the New York State Human Rights Law, or the New York City Human Rights Law. Examples of discrimination include, but are not limited to, an agency refusing to provide an American Sign Language interpreter, large print or Braille documents and real time captioning also known as computer-assisted real-time transcription (CART) when requested within a reasonable timeframe, failing to provide adequate information regarding accessibility for people with disabilities at New York City Health Department COVID-19 vaccination facilities, or personnel-related issues at New York City Health Department COVID-19 vaccination sites.

Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance, may be made available, as needed, to persons with disabilities upon request.

The grievance should be submitted as soon as possible but no later than sixty (60) calendar days after the date of the alleged violation of the ADA, the Rehabilitation Act, the New York State Human Rights Law, or the New York City Human Rights Law to hubaccess@health.nyc.gov, call 311 or text 311692 to submit a grievance over the phone.

Within two (2) calendar days after receipt of the grievance, a designee from the New York City Health Department will contact the grievant to acknowledge receipt of the grievance.

Within five (5) calendar days of this contact with the grievant, a designee from the New York City Health Department will respond to the grievance in writing or, where appropriate, make necessary arrangements to provide the reasonable accommodation(s) requested or an alternate reasonable accommodation(s). If the reasonable accommodation(s) request is denied,



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the response will explain the New York City Health Department's position and offer options for substantive resolution of the grievance, where applicable.

The grievant or the grievant's designee may appeal the decision within thirty (30) calendar days of the receipt of the response by email to: OGC@health.nyc.gov.

The appeal should be submitted in writing. Alternative means of filing an appeal, such as an in-person interview or an audio recording of the grievance, may be made available for persons with disabilities upon request.

A response to the appeal will be provided to the grievant within thirty (30) days following receipt of the request for the appeal. All responses will be in writing or, where appropriate in a format accessible to the grievant. All written grievances, appeals, and responses received in connection with a grievance will be retained for at least three (3) years.

This document is available in alternative formats, including large print, audio recording, and Braille, from the New York City Health Department upon request.

The New York City Health Department’s Notice of Rights Under the ADA, the Rehabilitation Act, and State and City Human Rights Law in Access to the COVID-19 Vaccine

Effective Communication: The New York City Health Department will, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the New York City Health Department’s COVID-19 vaccination programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision disabilities.

Modifications to Policies and Procedures: The New York City Health Department will make reasonable modifications to policies and procedures to ensure that people with disabilities have equal access to all the New York City Health Department’s COVID-19 vaccination programs, services, and activities. For example, individuals with service animals are welcome in all the New York City Health Department’s vaccination sites, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in the New York City Health Department’s COVID-19 vaccination program, service, or activity should contact hubaccess@health.nyc.gov email, or telephone at 311, as soon as possible.

The ADA does not require the New York City Health Department to take any action that would fundamentally alter the nature of its programs or services or that would impose on it an undue financial or administrative burden.

the New York City Health Department will not impose a surcharge to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

Questions, concerns, or requests for additional information related to assistance with scheduling a COVID-19 vaccine appointments, accommodations at vaccination sites, home-vaccination options, and any other disability-related COVID-19 vaccination inquiries may be directed to hubaccess@health.nyc.gov or 311.

If you believe that you have been denied an auxiliary aide or service or a reasonable modification of policies or procedures in order to participate in the New York City Health Department’s COVID-19 vaccination programs, services, or activities, please see the New York City Health Department’s grievance procedure.

Additionally, disability complaints and questions can be made at other City, State, and Federal Agencies including, but not limited to the following:



NEW YORK CITY DEPARTMENT OF
HEALTH AND MENTAL HYGIENE

NYC Commission on Human Rights
22 Reade Street
New York, NY 10272
Telephone: 718-741-8400

<https://www1.nyc.gov/site/cchr/about/report-discrimination.page>

NYS Division of Human Rights
One Fordham Plaza, Fourth Floor
Bronx, NY 10458
Telephone: 718-722-3131

<https://dhr.ny.gov/contact-us>

US Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section -1425 NYAV
Washington, D.C. 20530
Telephone: 1-800-514-0301

https://www.ada.gov/filing_complaint.htm