



## DISABILITY AND COMMUNICATION ACCESS BOARD

1010 Richards Street, Rm. 118 • Honolulu, Hawai'i 96813  
Ph. (808) 586-8121 (V) • Fax (808) 586-8129 • (808) 586-8129 TTY

### State of Hawaii Disability and Communication Access Board Interim Notice under The Americans with Disabilities Act

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the Disability and Communication Access Board (DCAB), administratively attached to the Hawaii Department of Health, will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** DCAB does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

**Effective Communication:** DCAB will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in DCAB 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 impairments.

**Modifications to Policies and Procedures:** DCAB will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the DCAB office, 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 a program, service, or activity of DCAB, should contact Bryan Mick, phone (808) 586-8121, email: [bryan.mick@doh.hawaii.gov](mailto:bryan.mick@doh.hawaii.gov) as soon as possible. Requests made as early as possible have a greater likelihood of being fulfilled.

The ADA does not require DCAB to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of DCAB is not accessible to persons with disabilities should be directed to Bryan Mick, phone (808) 586-8121, email: [bryan.mick@doh.hawaii.gov](mailto:bryan.mick@doh.hawaii.gov).

DCAB will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.



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### State of Hawaii Disability and Communication Access Board Interim Grievance Procedure under The Americans with Disabilities Act

This Interim Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Disability and Communication Access Board (DCAB), which is administratively attached to the Hawaii Department of Health. The State's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Bryan Mick  
Program and Policy Development Staff Coordinator  
1010 Richards Street, Room 118  
Honolulu, HI 96813  
Phone: (808) 586-8121  
Email: [bryan.mick@doh.hawaii.gov](mailto:bryan.mick@doh.hawaii.gov)

Within 15 calendar days after receipt of the complaint, Bryan Mick or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Bryan Mick or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of DCAB and offer options for substantive resolution of the complaint.

If the response by Bryan Mick or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Executive Director of DCAB or his designee.

Within 15 calendar days after receipt of the appeal, the Executive Director of DCAB or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director of DCAB or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Bryan Mick or his designee, appeals to the Executive Director of DCAB or his designee, and responses from these two officials will be retained by DCAB for at least three years.