



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT AND THE REHABILITATION ACT OF 1973

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973, the Department of Mental Health & Substance Abuse Services will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Effective Communication: Department of Mental Health & Substance Abuse Services will generally provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Department of Mental Health & Substance Abuse Services programs, services, and activities, including other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: Department of Mental Health & Substance Abuse Services 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.

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 Department of Mental Health & Substance Abuse Services, should contact Austin Nichols, as soon as possible.

The ADA does not require the Department of Mental Health & Substance Abuse Services 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 Department of Mental Health & Substance Abuse Services is not accessible to persons with disabilities should be directed to **Austin Nichols Director of ADA Services 615-532-6520** or at TDMHSAS.ADAGRIEVANCES@TN.GOV.

The Department of Mental Health & Substance Abuse Services will not charge a particular individual with a disability or any group of individuals with disabilities 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.

Department of Mental Health & Substance Abuse Services

Grievance Procedure under the Americans with Disabilities Act and the Rehabilitation Act of 1973

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973. 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 Department of Mental Health & Substance Abuse Services. The State's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint is not required to be in writing or contain specific information about the alleged discrimination however it is helpful to include information such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints 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 after the alleged violation to:

Austin Nichols
Director of ADA Services
Division of General Counsel
500 Deaderick St.
Nashville, TN 37243
615-532-6520
TDMHSAS.ADAGRIEVANCES@TN.GOV

Austin Nichols or her designee will meet with the complainant to discuss the complaint and the possible resolutions and will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the Department of Mental Health & Substance Abuse Services and offer options for substantive resolution of the complaint.

If the response by Austin Nichols or her designee does not satisfactorily resolve the issue, the complainant and/or her designee may appeal the decision to the Commissioner's designee.

The Commissioner's designee will review all relevant material and may meet with relevant parties, including the complainant, if necessary. The Commissioner or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.