



City-Run Vaccination Sites Do Not Discriminate Against People With Disabilities

The City of New York follows all relevant laws, including but not limited to, the Americans with Disabilities Act (ADA), Rehabilitation Act, New York State (NYS) Human Rights Law and New York City (NYC) Human Rights law, when carrying out its programs, services and activities, such as its COVID-19 vaccination program.

A member of the public can request a reasonable accommodation to get vaccinated at any City-run vaccination site. A reasonable accommodation is a change made to the environment, terms, or privileges of a public accommodation to meet the needs of a patron or customer with a disability. A disability is a physical, medical, cognitive or psychological impairment, or a history or record of any such impairment. The City must provide and pay for reasonable accommodations unless doing so would create an undue hardship.

An accommodation can be requested when scheduling an appointment by visiting vax4nyc.nyc.gov/patient/s, calling 877-VAX-4NYC (877-829-4692), or emailing hubaccess@health.nyc.gov. If a request for a reasonable accommodation is denied, they will be told in writing within five days their request was denied.

A member of the public can visit a vaccination site without an appointment for immediate service. Each City-run vaccination site:

- Has an accessible entrance and exit, restroom, and pathway to the vaccination area
- Offers interpretation services in over 240 languages and video remote interpretation (VRI) services in American Sign Language (ASL)
- Has at least one Disability, Access and Functional Needs (DAFN) Coordinator to help people with disabilities and staff with questions about accommodating the needs of people with disabilities

People with disabilities can bring a mobility device (such as a wheelchair or walker) with them to any site. Each site has at least one wheelchair people can use during their visit. People with disabilities can also go to any site with a companion, family member, friend, nurse, personal care attendant, health care provider or other person to help them during their visit. Service animals are allowed at all sites. This is not a complete list of accommodations that can be requested. Many sites have more accommodations available without an appointment. If a person with a disability needs help scheduling their vaccination appointment, or needs any other accommodations not listed here or at vax4nyc.nyc.gov/patient/s, they can call 855-491-2667 or email hubaccess@health.nyc.gov.

The City also offers in-home COVID-19 vaccinations to eligible NYC residents, including people with disabilities. To sign up for an in-home vaccination, people can fill out this [interest form](#) (available at <https://forms.cityofnewyork.us/f/homebound>) or call 877-829-4692.

For more information about help scheduling a COVID-19 vaccine appointment, accommodations at City-run vaccination sites, in-home vaccination and other disability-related questions regarding the City's COVID-19 vaccination program, people can call 855-491-2667 or email hubaccess@health.nyc.gov.

If a person with a disability believes they have been denied a reasonable accommodation or otherwise discriminated against because of their disability while taking part or trying to take part in the City's COVID-19 vaccination program, they or their designee can submit a grievance (complaint) by emailing hubaccess@health.nyc.gov, calling **311** or texting 311692. Someone from the NYC Department of Health and Mental Hygiene (NYC Health Department) will respond within two business days after the complaint or grievance has been submitted to let them know it has been received. More information about submitting a grievance can be found below.

Grievance Procedure Under the ADA, Rehabilitation Act, NYS Human Rights Law and NYC Human Rights Law Regarding Getting a COVID-19 Vaccine at City-Run Vaccination Sites

This grievance procedure can be used by any person to submit a grievance if they believe they have been discriminated against because of their disability while trying to access services, activities or benefits offered by the City's COVID-19 vaccination program.

The grievance should be in writing and contain the grievant's (the person submitting the grievance) name, address and phone number as well as the location, date and description of the grievance or alleged violation of the ADA, Rehabilitation Act, NYS Human Rights Law or NYC Human Rights Law. Examples of discrimination include, but are not limited to, an agency refusing to provide a reasonable accommodation (such as ASL or tactile interpretation) when requested within a reasonable time frame if no reasonable alternative accommodation can be made. Other ways of submitting a grievance, such as an in-person interview or audio recording explaining the grievance, may be made available to people with disabilities upon request.

The grievance should be submitted as soon as possible but no later than 60 days after the date the alleged violation of the ADA, Rehabilitation Act, NYS Human Rights Law or NYC Human Rights Law took place by emailing hubaccess@health.nyc.gov, calling **311** or texting 311692.

Within two business days after the grievance has been submitted, someone from the NYC Health Department will contact the grievant to let them know it has been received. Within five days after the grievant has been contacted, someone from the NYC Health Department will respond to the grievance in writing **or** help set up the requested reasonable accommodation or an alternative reasonable accommodation. If the reasonable accommodation request is denied, the NYC Health Department's response will explain the agency's decision and offer options to help resolve the grievance.

The grievant or their designee can submit an appeal to challenge the decision within 30 calendar days after being contacted by the NYC Health Department by emailing

OGC@health.nyc.gov. The appeal should be submitted in writing. Other ways of submitting an appeal, such as an in-person interview or audio recording explaining the grievance, may be made available to people with disabilities upon request.

The NYC Health Department will respond to the appeal within 30 days after it has been received. All responses will be in writing or a way accessible to the grievant where appropriate. All written grievances, appeals and responses will be kept for at least three years.

This document can be made available in other versions, including large print, audio recording and Braille, by the NYC Health Department upon request.

The City's Notice of Rights Under the ADA, Rehabilitation Act, NYS Human Rights Law and NYC Human Rights Law Regarding Access to the COVID-19 Vaccines

Effective Communication

The NYC Health Department will provide auxiliary aids and services upon request to effectively communicate with qualified people with disabilities so they can equally take part in the City's COVID-19 vaccination program's services and activities. These aids and services include ASL interpretation, documents in Braille, and other ways of making information accessible to people who have speech, hearing or vision issues.

Changes to Policies and Procedures

The NYC Health Department will make reasonable changes to its policies and procedures to make sure people with disabilities have equal access to all the City's COVID-19 vaccination program's services and activities. For example, people with service animals are welcome at all the City-run vaccination sites, even where pets are generally not allowed.

Anyone who requires an auxiliary aid or service for effective communication or a change to the NYC Health Department's policies or procedures to take part in the City's COVID-19 vaccination program's services and activities should call 855-491-2667 or email hubaccess@health.nyc.gov as soon as possible.

The ADA does not require the NYC Health Department to take any action that would fundamentally change the nature of its programs or services, or create an unfair financial or administrative difficulty.

The NYC Health Department will not add a surcharge to cover the cost of providing auxiliary aids or services, or reasonable changes to its policies and procedures.

For more information about help scheduling a COVID-19 vaccine appointment, accommodations at City-run vaccination sites, in-home vaccination and other disability-related questions regarding the City's COVID-19 vaccination program, people can call 855-491-2667 or email hubaccess@health.nyc.gov.

If you believe you have been denied an auxiliary aid or service, or a reasonable change to the NYC Health Department's policies or procedures to take part in the City's COVID-19 vaccination program's services or activities, see the [grievance procedure](#) above.

Disability complaints and questions can be sent to other City, State and federal agencies, including:

NYC Commission on Human Rights

22 Reade St.

New York, NY 10272

718-741-8400

www1.nyc.gov/site/cchr/about/report-discrimination.page

NYS Division of Human Rights

One Fordham Plaza, Fourth Floor

Bronx, NY 10458

718-722-3131

dhr.ny.gov/contact-us

U.S. Department of Justice

950 Pennsylvania Ave., NW

Civil Rights Division

Disability Rights Section - 1425 NYAV

Washington, D.C., 20530

800-514-0301

ada.gov/filing_complaint.htm