

**San Mateo County
Alcohol and Other Drug Services**

EFFECTIVE DATE: January 1, 2010

AOD Policy NO.: 01-2010

SUBJECT: Providing Services to Persons with Physical Disabilities

AUTHORITY: County of San Mateo

SUPERSEDES: New Policy

PURPOSE: To comply with state and federal legislation and regulations regarding accommodating persons with disabilities.

ATTACHMENT: Reference list of San Mateo County AOD Treatment Providers who are able accommodate persons in wheelchairs.

POLICY

There is no "wrong door" for clients attempting to access support and services within San Mateo County. Regardless of where a person seeking services enters the Behavioral Health and Recovery Services system, that person will receive a basic screening to determine service needs and will be supported in accessing the appropriate services whether at that site or another.

All contracted providers are required to make accommodations to serve persons with physical disabilities, including vision and hearing impairments. If a provider is unable to meet the needs of a person with a specific physical disability, they must use this list to refer the person to another provider who can meet that person's needs. The referring provider will contact the new provider to expedite the person's transition to the new provider and to ensure the individual is successful in accessing needed support and services.

Persons with physical disabilities will not be denied support or services, and will not be made to wait for services longer than persons who are not disabled.

Contract providers must to comply with all policies and procedures referenced in the AOD Provider Handbook including:

- ADP Bulletin 09-05;
- Americans with Disabilities Act of 1990;
- Section 540 of the Rehabilitation Act of 1973;
- 45 Code of Federal Regulations (CFR), Part 84, Non-discrimination on the Basis of Handicap in Programs or Activities Receiving Federal Financial Assistance;

- Title 24, California Code of Regulations (CCR), Part 2, Activities Receiving Federal Financial Assistance; and
- Unruh Civil Rights Act California Civil Code (CCC) Sections 51 through 51.3 and all applicable laws related to services and access to services for persons with disabilities.

Contracted providers will use DHCS Checklist for Accessibility: Alcohol & Drug Programs to verify compliance with the above legislation and regulations.

If any contracted provider would like technical assistance in complying the above, please contact: Mark Mosely, AOD Program Analyst at 650.802.6463 or mmosely@smcgov.org.