

► **Equal Opportunity and The American's with Disabilities Act**

Denver Workforce Services (DWS) is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a SLFRF-financially assisted program or activity. In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA), DWS will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Effective Communication: DWS will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in DWS programs, services, and activities, including qualified sign language interpreters and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a DWS program, service, or activity should contact DenverWSFeedback@denvergov.org or (720) 913-1617 (V/TTY) no later than 48 hours before a scheduled event.

Reasonable Accommodations: DWS will make reasonable accommodation to the known physical or mental limitations of an otherwise qualified applicant or employee with a disability, unless DWS can demonstrate that the accommodation would impose an undue hardship on the operation of DWS' business.

Mobility Devices: DWS permits individuals with mobility disabilities to use wheelchairs and manually powered mobility aids, such as walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities in any areas open to pedestrian use.

Service Animals: DWS will ensure that individuals with disabilities may be accompanied by their service animals wherever the public may go. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities; no identification or special tags are required. Service animals must be harnessed or leashed unless those devices would interfere with the work the service animal performs. In cases where the service animal is not leashed or harnessed, the handler must have the service animal under voice or signal control. If a service animal becomes disruptive, a staff person may ask that the service animal be removed. DWS will consider making a reasonable modification to permit the use of miniature horses, as a service animal, on a case-by-case basis.

► **Language Assistance Services:** Upon request, DWS provides language assistance services to English language learners and those who have limited English language proficiency.

► **Data Sharing and Release of Information:** Certain private records and information are protected from general disclosure, and any information released remains subject to the restrictions stated in the Health Insurance Portability and Accountability Act (HIPAA) the Family Education Rights and Privacy Act (FERPA) and any other applicable federal and state privacy laws (collectively, "Privacy Laws"). In conformance with Privacy Laws, DWS must collect and share certain private information in order to verify and document program eligibility and provide services for SLFRF programs. Any other use of participant data requires written consent from the participant or participant's parent/legal guardian, as applicable.

► **Grievance and Complaint Procedure**

DWS and contracted Service Providers will make reasonable efforts to assure that the grievance and complaints procedures are understood by affected participants and other individuals, including those who are limited-English speaking. Potential discrimination and programmatic concerns and/or complaints should be directed to:

Denver Economic Development & Opportunity
DWS Equal Opportunity and Complaint Officer
101 W. Colfax Ave., Suite 850
Denver, CO 80202
Phone: (720) 913-1617 (TTY/V)
Email: DenverWSFeedback@denvergov.org

ACKNOWLEDGEMENT

By signing below, I acknowledge, understand, and voluntarily accept the terms, conditions, and information contained within this document.

Participant Printed Name

Signature

Date

Parent/Guardian
(if participant is under the age of 18)

Signature

Date