



## NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), Memorial Hermann Rehabilitation Hospital-Katy will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** Memorial Hermann Rehabilitation Hospital - Katy 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.

**Employees:** Memorial Hermann Rehabilitation Hospital - Katy is committed to compliance with the Americans with Disabilities Act. Memorial Hermann Rehabilitation Hospital - Katy shall endeavor to provide reasonable accommodations requested by all employees with documented disabilities who are otherwise able to perform the essential functions of their jobs. It is the responsibility of the employee to make the manager and/or Human Resources aware that they have a disability, provide evidence to support their claim of disability, and cooperate in the interactive process to determine whether and to what extent a reasonable accommodation is required. Human Resources and/or the manager should then refer requests for accommodations to Occupational Health for further consideration. Memorial Hermann Rehabilitation Hospital - Katy shall maintain records of such requests and accommodations in a confidential manner.

**Effective Communication:** Memorial Hermann Rehabilitation Hospital - Katy will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Memorial Hermann Rehabilitation Hospital - Katy 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:** Memorial Hermann Rehabilitation Hospital - Katy 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 Memorial Hermann Rehabilitation Hospital - Katy offices, even where pets are generally prohibited.

Any patient or visitor 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 Memorial Hermann Rehabilitation Hospital - Katy, should contact, **ADA/504 Site Coordinator, at 281-579-5600**, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require Memorial Hermann Rehabilitation Hospital - Katy 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 Memorial Hermann Rehabilitation Hospital - Katy is not accessible to persons with disabilities should be directed to **Hospital Operations Director at 281.579.5678**.

Memorial Hermann Rehabilitation Hospital - Katy 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.

## **Memorial Hermann Rehabilitation Hospital - Katy Grievance Procedure under the Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by any patient or visitor who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Memorial Hermann Rehabilitation Hospital - Katy. Memorial Hermann Health System Personnel Policies 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:

***Hospital Operations Director,  
ADA/504 Site Coordinator***

Memorial Hermann Rehabilitation Hospital - Katy  
21720 Kingsland Blvd.  
Katy, Texas 77450  
Voice: (281) 579-5600  
Web: [Tanya.phillips@memorialhermann.org](mailto:Tanya.phillips@memorialhermann.org)

Within 15 calendar days after receipt of the complaint, Director of Hospital Operations, or designee, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting Director of Hospital Operations, or 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 Memorial Hermann Rehabilitation Hospital - Katy and offer options for substantive resolution of the complaint.

If the response by Director of Hospital Operations, or 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 CEO of Memorial Hermann Rehabilitation Hospital - Katy or his designee.

Within 15 calendar days after receipt of the appeal, the CEO of Memorial Hermann Rehabilitation Hospital - Katy, or designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the CEO of Memorial Hermann Rehabilitation Hospital - Katy, or 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 Director of Hospital Operations, or designee, appeals to the CEO of Memorial Hermann Rehabilitation Hospital - Katy, or designee, and responses from these two offices will be retained by Memorial Hermann Rehabilitation Hospital - Katy for at least three years.