

# Section 504 Notice of Program Accessibility

## Madison Center

The Polyclinic and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory, manual or mobility impairments.

### **Access features include:**

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, café, and patient treatment areas, including examining rooms.
- Assistive and communication aids provided to persons who are deaf, hard of hearing, blind, or with other sensory impairments. There is no additional charge for such aids.

### **Some of these aids include:**

- Qualified sign language interpreters including tactile interpreters for persons who are deaf, hard of hearing or blind
- TDD's for scheduling patient appointments
- Note taking, readers, and written materials including items printed in braille
- Braille alphabet cards, writing material, computers, and lighted magnifiers
- Transfer boards, gait belts and mechanical lifts

If you require any of the aids listed above, please let the Patient Service Representative or your Medical Assistant or Nurse know.

### **Grievance Policy:**

The Polyclinic provides persons with disabilities with full and equal access to its services at this facility. If you feel you have been denied such access based on a disability you may submit a grievance. It is against the law for The Polyclinic to retaliate against anyone who files a grievance. The Polyclinic Section 504 Coordinator investigates and coordinates a resolution with our patients.

### **To file a Section 504 Grievance:**

Please e-mail the [section504coordinator@polyclinic.com](mailto:section504coordinator@polyclinic.com)

---