

SAN MATEO COUNTY HEALTH SYSTEM  
BEHAVIORAL HEALTH AND RECOVERY SERVICES

DATE: April 14, 2010

BHRS Policy No.: 10-01

SUBJECT: Providing Services to Persons with Physical Disabilities

AUTHORITY: County of San Mateo: Federal and State Law referenced within

SUPERSEDES: New Policy

**PURPOSE**

To assure compliance with state and federal legislation and regulations regarding accommodating persons with disabilities.

**POLICY**

There is no “wrong door” for clients attempting to access behavioral health support and services within San Mateo County. Regardless of where a person seeking services enters Behavioral Health and Recovery Services, that person will receive a basic screening to determine service needs and will be supported in accessing appropriate services whether at that site or another. Persons with physical disabilities will not be denied support or services, and will not be made to wait longer for services than persons who are not disabled.

All county and 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, the person must be referred to another provider who can meet that person’s needs.

For AOD contracted providers, the 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 services and supports. AOD contracted providers will use the ADP’s Checklist for Accessibility, Alcohol & Drug Programs, to verify compliance with the laws and regulations referenced below.

For other BHRS contract providers, questions about referral to other residential or treatment facilities should be addressed to the ACCESS Team (1-800-686-0101) or the Adult Resource Management Team (650-372-6586), as indicated by BHRS protocols with these providers.

## PROCEDURES AND REFERENCES

AOD Contract providers must comply with this BHRS policy and all policies and procedures referenced in the AOD Provider Handbook and below. Other BHRS contract providers must comply with this policy and all referenced regulations (below) with the exception of those specific to AOD providers.

- [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](#)
- [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.

AOD contracted providers wanting technical assistance in complying the above may contact:

- their AOD Program Analyst, or
- Bob Olsen, Disability Access Project Director, California Association of Addiction Recovery Resources (CAARR) [bob@caarr.org](mailto:bob@caarr.org), (916) 338-9460.

Approved: Signature on file  
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