**Section 300.20 Definitions**

a) Complainant

A "Complainant" is an individual who files a grievance form provided by DHS under this Procedure.

b) ADA/504 Coordinator

The "ADA/504 Coordinator" is the person designated by the DHS Secretary who is responsible for the coordination of efforts of DHS to comply with and carry out its responsibilities under Titles I and II of the ADA and Section 504, including investigation of grievances filed by complainants. The ADA/504 Coordinator may be contacted at:

DHS − ADA/504 Coordinator

Chief, Bureau of Accessibility & Workplace Safety

401 S. Clinton, 7th Floor

Chicago IL 60607

c) Grievance

A "Grievance" is any complaint under the ADA by an individual or individuals with a disability, or by an individual or entity who has a known relationship or association with an individual with a disability, who:

1) meets the essential eligibility requirements for participation in or receipt of the benefits of a program, activity or service offered by DHS, and

2) believes he or she has been excluded from participation in, or denied the benefits of, any program, service or activity of DHS or has been subject to discrimination by DHS.

d) Disability

"Disability" means a physical or mental impairment that substantially limits one or more of the major life activities of an individual, record of such impairment, or being regarded as having such an impairment.

e) Qualified Individual with a Disability

"Qualified Individual with a Disability" means an individual with a disability who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communications or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the Department.

(Source: Amended at 24 Ill. Reg. 7494, effective May 6, 2000)