**Section 2110.20 Definitions**

"Act" or "ADA" means the Americans with Disabilities Act of 1990 (42 USC 12101 et seq.).

"Complainant" is an individual with a disability who files a Grievance Form provided by HFS under this procedure.

"504/ADA Coordinator" is the person appointed by the Director who is responsible for coordination of efforts of HFS to comply with and carry out its responsibilities under Title II of the ADA, including investigation of grievances filed by complainants. The 504/ADA Coordinator may be contacted at 401 South Clinton, Chicago, IL 60607. (See 28 CFR 35.107)

"Chief Equal Employment Opportunity/Affirmative Action Officer" means the Chief EEO/AA Officer of HFS.

"Disability" shall have the same meaning set forth in the Americans with Disabilities Act.

"Grievance" is any complaint under the ADA that is reduced to writing by an individual with a disability who meets the essential eligibility requirements for participation in or receipt of the benefits of a program, activity or service offered by HFS and believes he or she has been excluded from participation in, or denied the benefits of, any program, service or activity of HFS or has been subject to discrimination by HFS.

"Grievance Form" is prescribed for the purpose of filing a grievance under this Part and includes information such as name, address, phone number, nature of the grievance, with specificity, including date of incident, time, place and witnesses if applicable.

"Qualified individual with a disability" shall have the same meaning set forth in the Americans with Disabilities Act.