



Equal Opportunity Awareness Training

Learner Course Guide

DOH Mandatory Training FY 2013-2014

To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts.



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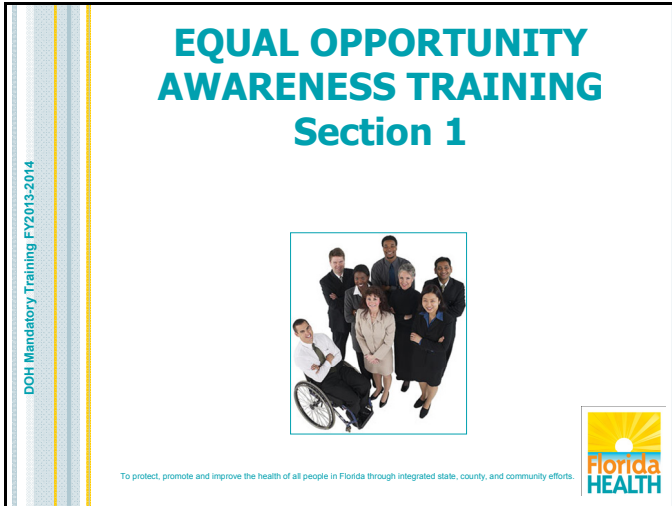


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Section 1

Slide 1 – Introduction



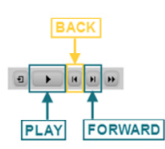
Hello, and welcome to Section 1 of the Florida Department of Health's Equal Opportunity Awareness Training.

Slide 2 - Navigation Instructions


How to Use Navigation

When a slide pauses you may:

- Click directly on the slide
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In order to make your training experience as easy as possible during the course of this self-paced DOH mandatory training course, we are providing these navigation instructions. When a slide pauses you can do one of three things to advance the presentation:

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Slide 3 – Learning Goal

Learning Goal

Empower all DOH employees to prevent and report discrimination in the workplace




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This presentation will help empower you as a Department of Health employee to prevent and report discrimination in the workplace. The Florida Department of Health takes discrimination very seriously and is committed to effectively addressing the issue with the establishment of the Department's Equal Employment Opportunity policy, DOHP 220-2.

Slide 4 – Section 1 Objectives

Section 1 Objectives

1. Identify the role & function of DOH Equal Opportunity Section
2. Recall the DOH Equal Employment Opportunity policy
3. Describe federal & state discrimination laws
4. Recognize various types of discrimination



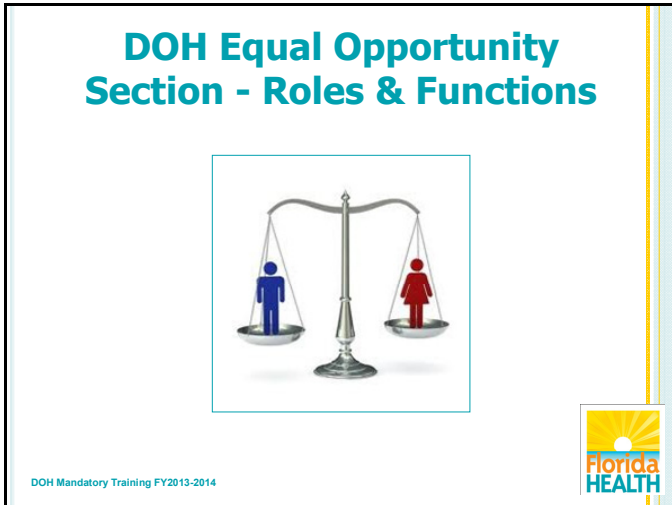
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At the end of Section 1, you will be able to:


1. Identify the role and function of the Department of Health, Equal Opportunity Section
2. Recall the Department of Health Equal Employment Opportunity policy
3. Describe federal and state discrimination laws and
4. Recognize various types of discrimination




Slide 5 – DOH Equal Opportunity Section – Roles & Functions



DOH Equal Opportunity Section - Roles & Functions




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The next slide will address the first objective: to identify the roles and functions of the Department of Health, Office of General Counsel's Equal Opportunity Section.

Slide 6 – Equal Opportunity Section Roles & Functions



Equal Opportunity Section Roles & Functions

- Provides direction & coordination of all civil rights complaints & investigations from external agencies
- Ensures that the workplace is free from discrimination
- Provides training on civil rights & equal opportunity laws

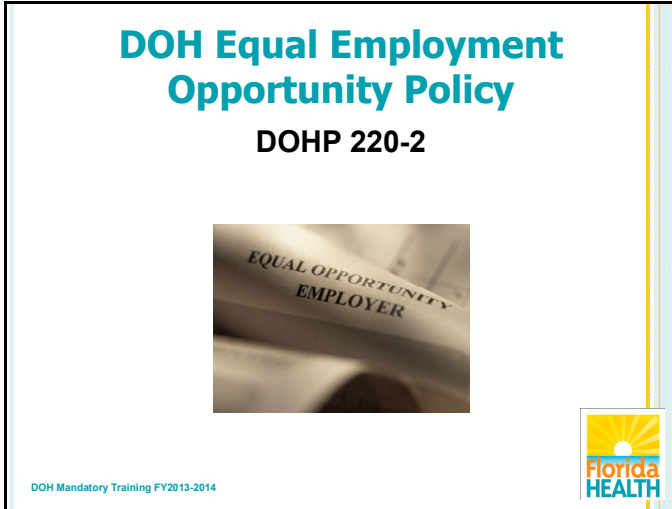
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The Department of Health's Equal Opportunity Section is responsible for providing employees with the following roles and functions:

- The Section provides direction and coordination of all civil rights complaints and investigations from external enforcement agencies, such as the Florida Commission on Human Relations and the U.S. Equal Employment Opportunity Commission.
- It ensures that the workplace environment is free from discrimination.
- The Section also provides training on civil rights laws and is responsible for monitoring of and compliance with equal opportunity laws and rules within the workplace.


Slide 7 – DOH Equal Employment Opportunity Policy



DOH Equal Employment Opportunity Policy
DOHP 220-2

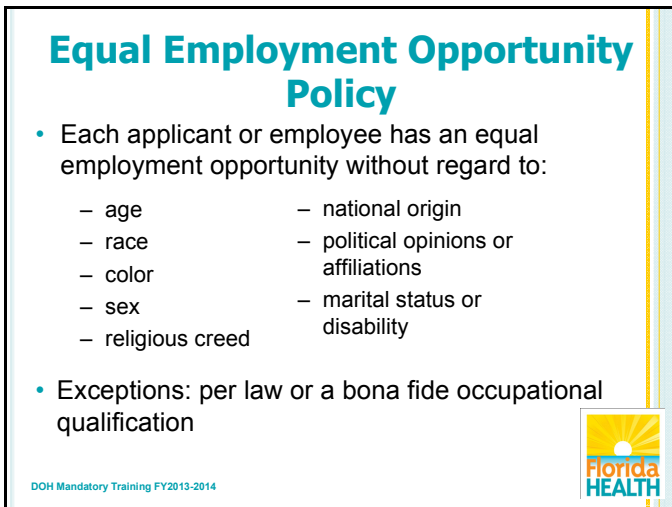
EQUAL OPPORTUNITY EMPLOYER

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The next slide will address the second objective: to recall the Department of Health's Equal Employment Opportunity policy, DOHP 220-2.


Slide 8 – Equal Employment Opportunity Policy



Equal Employment Opportunity Policy

- Each applicant or employee has an equal employment opportunity without regard to:
 - age
 - race
 - color
 - sex
 - religious creed
 - national origin
 - political opinions or affiliations
 - marital status or disability
- Exceptions: per law or a bona fide occupational qualification

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The Department of Health's Equal Employment Opportunity policy, DOHP 220-2, assures each applicant or employee an equal employment opportunity without regard to a person's age, race, color, sex, religious creed, national origin, political opinions or affiliations, marital status or disability except as provided by law or when such requirement constitutes a bona fide occupational qualification necessary to perform the tasks associated with the position. All employees should become familiar with this policy and this presentation to help them learn how to prevent and report workplace discrimination.




Slide 9 – Federal & State Discrimination Laws

Federal & State Discrimination Laws



- Title VII of the Federal Civil Rights Act of 1964
- Florida Civil Rights Act of 1992
- Florida Whistle-Blower's Act
- Affirmative Action



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The next 3 slides will address the third objective: to describe federal and state discrimination laws. These laws include the following:


- Title VII of the Federal Civil Rights Act of 1964
- The Florida Civil Rights Act of 1992
- The Florida Whistle-Blower's Act and
- Affirmative Action

Slide 10 – Title VII of the Federal Civil Rights Act of 1964

Title VII of the Federal Civil Rights Act of 1964

Unlawful for employers to:

- Fail or refuse to hire or to discharge any individual
- Discriminate against any individual, based on his compensation, terms, conditions, or privileges of employment
- Limit, segregate, or classify employees or applicants for employment in any way which would deprive any individual of employment opportunities or otherwise adversely affect status as an employee



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Title VII of the Federal Civil Rights Act of 1964 has made it unlawful for employers to fail or refuse to hire or to discharge any individual, or otherwise to discriminate against any individual with respect to his compensation, terms, conditions, or privileges of employment, as well as to limit, segregate, or classify employees or applicants for employment in any way which would deprive or tend to deprive any individual of employment opportunities or otherwise adversely affect status as an employee because of such individual's race, color, religion, sex, national origin or age.

Slide 11 – More Discrimination Laws

More Discrimination Laws

Florida Civil Rights Act of 1992

- Chapter 760, F.S.
- Adds “marital status” & “age birth to death” as protected classes

Florida Whistle-Blower’s Act

- Addresses retaliation complaints filed with the Florida Commission on Human Relations
- Complaints investigated by the Office of General Counsel, Equal Opportunity Section



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In addition to the rights afforded under Title VII of the Federal Civil Rights Act of 1964, the State of Florida, under the Florida Civil Rights Act of 1992, found in Chapter 760, Florida Statutes, adds “marital status” and “age birth to death” as protected classes. The Florida Statutes also include the Florida Whistle-Blower’s Act which addresses retaliation complaints filed with the Florida Commission on Human Relations. These complaints are investigated by the Department of Health Office of the General Counsel, Equal Opportunity Section.

Slide 12 – Affirmative Action

Affirmative Action

Section 110.112, F.S., requires DOH to:

- Provide programs of affirmative & positive action that will allow full utilization of women and minorities
- Have an affirmative action equal employment opportunity officer
- Develop & implement an affirmative action plan
- Provide supervisory training on the principles of equal employment opportunity & affirmative action



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Affirmative Action, under Florida Statutes, Section 110.112, requires the Department of Health to provide assurance of equal employment opportunity through programs of affirmative and positive action that will allow full utilization of women and minorities; have an affirmative action equal employment opportunity officer appointed by the head of each executive agency; develop and implement an affirmative action plan, which is designed to establish annual goals; and to make sure the Department provides supervisory training on the principles of equal employment opportunity and affirmative action.



Slide 13 – Recognizing Types of Discrimination

Recognizing Types of Discrimination



- Disparate or adverse impact
- Disparate treatment
- Lack of reasonable accommodation
- Retaliation




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The next 7 slides will address the fourth objective: to recognize various types of discrimination. There are four theories of discrimination under which claims are investigated: disparate or adverse impact; disparate treatment; lack of reasonable accommodation; and retaliation.

Slide 14 – Disparate or Adverse Impact

Disparate or Adverse Impact

- Occurs when application of policy results in opportunities being denied to a protected class
 - *Example:* Establishing a policy denying employment opportunities to all persons with arrest records
 - The affects of this policy usually target protected class members
- A policy can only be justified if it is a “business necessity”



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Disparate or Adverse Impact discrimination occurs when the uniform application of a workplace policy results in opportunities being denied to members of a protected class.

For example: Establishing a policy denying employment opportunities to all persons with arrest records.

While the consequences of this type of policy are not generally intended to be discriminatory, when applied, the affects of the policy usually primarily target protected class members. The consideration of arrest records may often create disparate impact liability based on race and national origin given that African American and Hispanic men have a statistically higher rate of incarceration than white men. A policy of this nature can only be justified if it is a “business necessity” for an organization.



Slide 15 – Disparate or Adverse Impact

Disparate or Adverse Impact

Perpetuating Past Discrimination

- Occurs with past or older business practices that do not seem to be discriminatory, but end up having an adverse impact against protected class members
- *Example:* maintaining a practice within a correctional facility that only males can be hired to work in facilities that house male inmates
 - This has an adverse impact against female applicants that may be seeking employment as correctional officers



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Another example of disparate or adverse impact is “perpetuating past discrimination”, which often occurs with past or older business practices that do not seem to be discriminatory, as they may have been in practice for many years, but end up having an adverse impact against protected class members.

For example: Maintaining a practice within a correctional facility that only males can be hired to work in facilities that house male inmates.

While this practice may not seem discriminatory, it does have an adverse impact against female applicants, who are members of a protected class, and may be seeking employment as correctional officers.

Slide 16 – Disparate Treatment

Disparate Treatment

- Based on a protected status
- May be intentional treatment
- Occurs when an individual of a protected class are treated unfairly or unfavorably compared to those in a similar position who are not in the same protected class



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Disparate treatment is based on a protected status and may be intentional. This type of discrimination occurs when an individual or individuals of a protected class are treated unfairly or unfavorably as compared to other individuals in similar positions who are not in the same protected class.

Slide 17 – Disparate Treatment Example

Disparate Treatment Example

A **female** environmental specialist receives very little communication pertaining to her job duties and/or position from her supervisor, whereas the **male** environmental specialists receive all communications from the same supervisor.

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An example of disparate treatment is described here: A female environmental specialist receives very little communication pertaining to her job duties and/or position from her supervisor whereas the male environmental specialists, which are her peers, receive all communications pertaining to their jobs and/or positions as well as bureau information from the same supervisor.

This type of treatment shows that the female environmental specialist is being treated differently than the male environmental specialists because she is female, which is covered as a protected class.

Slide 18 – Lack of Reasonable Accommodation

Lack of Reasonable Accommodation

- Occurs when management fails to accommodate employees' or clients' disabilities or religious beliefs
- Per the Americans with Disabilities Act of 1990, employers must make good faith effort to accommodate those with disabilities or religious beliefs
 - Exception: accommodation must not cause employer an "undue hardship"

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Let us move on and discuss the third type of discrimination: lack of reasonable accommodation. This occurs when the management of an organization fails to accommodate employees' or clients' disabilities, or their sincerely held religious beliefs. Under the Americans with Disabilities Act of 1990, as amended, the employer must make a good faith effort to accommodate employees or clients with disabilities or sincerely held religious beliefs unless it causes the employer "undue hardship."

Slide 19 – Lack of Reasonable Accommodation Example

Lack of Reasonable Accommodation Example

- A disabled client wants to attend a public workshop about HIV/AIDS, but cannot get into the building because it is not physically accessible.
- The course provider is responsible for hosting the workshop at a location that would be physically accessible to the client.



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An example of reasonable accommodation is the following: if a disabled client wants to attend a public workshop about HIV/AIDS but cannot get into the building because it is not easily physically accessible, the course provider is responsible for hosting that workshop at a location that would be physically accessible to the client.

Slide 20 – Retaliation

Retaliation

Occurs when employee is treated negatively within the workplace as a result of employee having:

- Implicitly or explicitly opposed discrimination within the workplace
- Filed a complaint, participated, assisted, and/or testified in a discrimination complaint investigation, proceeding, hearing or litigation

Remember: Retaliation is prohibited by state & federal discrimination laws & DOH policy



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Retaliation occurs when an employee is treated negatively within the workplace, such as having their work load unduly increased, or their schedule reduced when it is not due to a business necessity, solely as a result of the employee having implicitly or explicitly opposed discrimination within the workplace and/or filed a complaint, participated, assisted, and/or testified in a discrimination complaint investigation, proceeding, hearing, or litigation. Remember that any action taken against an employee for any of these reasons is considered to be retaliation and is prohibited by state and federal discrimination laws, as well as Department of Health policy.





Slide 21 – End Slide


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End of Equal Opportunity Awareness Training

Section 1

Return to course & begin Section 2

To protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts.

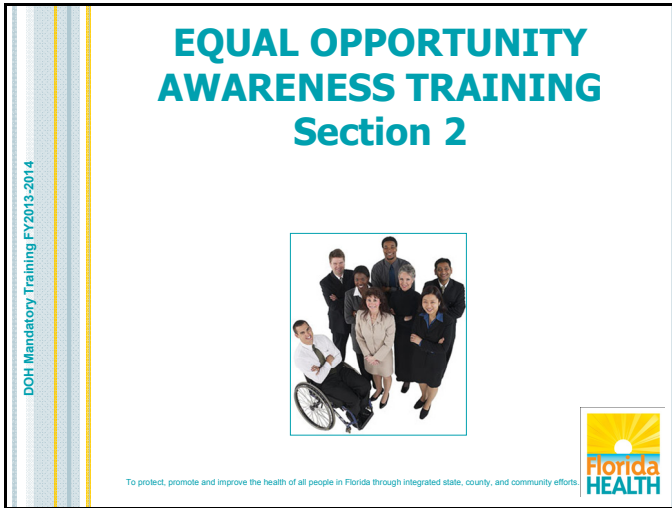


This concludes Section 1 of the Equal Opportunity Awareness Training presentation. Please return to the course and begin Section 2.



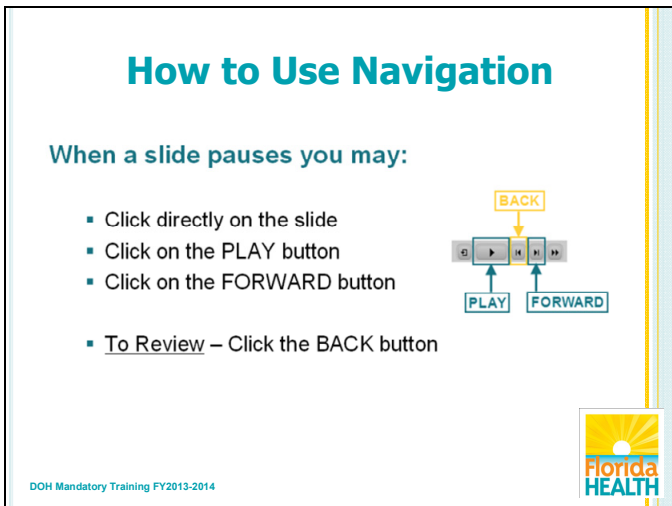
Section 2

Slide 1 – Introduction



Hello, and welcome to Section 2 of the Florida Department of Health's Equal Opportunity Awareness Training.

Slide 2 - Navigation Instructions



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Slide 3 – Section 2 Objectives

Section 2 Objectives

1. Recognize criteria for individuals to be covered by the Americans with Disabilities Act (ADA)
2. Identify the Department's responsibilities to employees, applicants for employment, clients & potential clients under the ADA





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At the end of Section 2, you will be able to:

1. Recognize the criteria for individuals to be covered by the Americans with Disabilities Act, or ADA and
2. Identify the Department's responsibilities to employees, applicants for employment, clients, and potential clients under the ADA

Slide 4 – Americans with Disabilities Act (ADA)

Americans with Disabilities Act (ADA)



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The following 6 slides will address the first objective: to recognize criteria needed for individuals to be covered under the Americans with Disabilities Act.



Slide 5 – Americans with Disabilities Act (ADA)

Americans with Disabilities Act (ADA)

- Enacted to provide equal opportunity, full participation, independent living & economic self-sufficiency to qualified individuals with disabilities
- Affords individuals with disabilities the same access to programs, services & employment provided to all individuals

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The Americans with Disabilities Act of 1990, as amended in 2008, was enacted to provide equal opportunity, full participation, independent living, and economic self-sufficiency to qualified individuals with disabilities. It is the policy of the Department of Health to afford individuals with disabilities the same access to programs, services, and employment provided to all individuals.

Slide 6 – What is a disability?

What is a disability?

- A person with a physical or mental impairment that substantially limits a major life activity
- A person with a record of such an impairment
- A person regarded as having such an impairment
- A person who has an association or relationship with an individual with a disability known by others

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Under the Americans with Disabilities Act, an individual with a disability is defined as a person with a physical or mental impairment that substantially limits a major life activity; a person with a record of such an impairment, or a person regarded as having such an impairment. The ADA also bases disability on association, such as a person who has an association or relationship with an individual with a disability, as defined by the ADA that is known by others.



Slide 7 – What does substantially limited mean?

What does substantially limited mean?

- A person unable to perform a major life activity compared to most people in the general population
- To determine substantial limitation factors, consider:
 - Nature and severity of the impairment
 - Permanent or long-term impairments vs. temporary or non-chronic impairments
 - Impact of the impairment on ability to perform a major life activity

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Under the Americans with Disabilities Act, an individual that is substantially limited is defined as a person that is unable to perform a major life activity, as compared to most people in the general population. The following factors should be considered when determining substantial limitation:

- Nature and severity of the impairment
- Permanent or long-term impairments, such as impairments that are chronic in nature, versus temporary or non-chronic impairments and
- The impact of the impairment on one's ability to perform a major life activity

Slide 8 – What is a major life activity?

What is a major life activity?

A major life activity is defined as:

Any activity an average person can perform with little or no difficulty, which includes the operation of a major bodily function.

Examples:

- Caring for oneself
- Seeing
- Hearing
- Walking
- Eating
- Performing manual tasks
- Standing
- Speaking
- Breathing
- Interacting with others

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The ADA defines a major life activity as any activity an average person can perform with little or no difficulty, which includes the operation of a major bodily function. Some examples of major life activities include, but are not limited to, the following:

- Caring for oneself
- Seeing
- Hearing
- Walking
- Eating
- Performing manual tasks
- Standing
- Speaking
- Breathing and
- Interacting with others




Slide 9 – Meeting Substantially Limited Requirements

Meeting Substantially Limited Requirements

A person can meet the substantially limited requirement in the case of:

- Being subjected to prohibited actions
- An actual **or perceived** impairment
- Whether or not the impairment, actual or perceived, limits a major life activity



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The ADA allows that a person meets the requirements to be seen as substantially limited if the individual establishes that they have been subjected to actions or discrimination prohibited under the Act because of an actual or perceived impairment, whether or not the impairment limits or is perceived to limit a major life activity.

Slide 10 – What is a substantially limiting condition?

What is a substantially limiting condition?

A person with a record of a substantially limiting condition:

- Has a history of having an impairment that is cured, controlled or in remission, or
- Was misclassified or misdiagnosed with a condition that is a part of a medical record

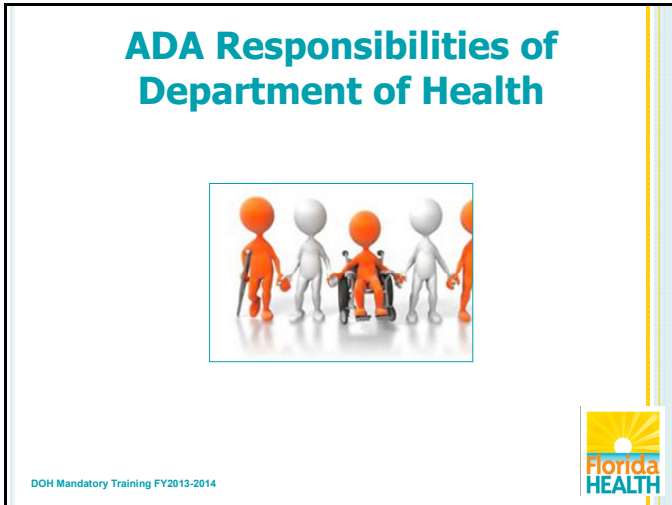


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A person considered to have a record of a substantially limiting condition, as covered under the Americans with Disabilities Act, is seen as a person with a history of having an impairment that is cured, controlled or in remission, or a person who was misclassified or misdiagnosed with a condition that is a part of his or her medical record.

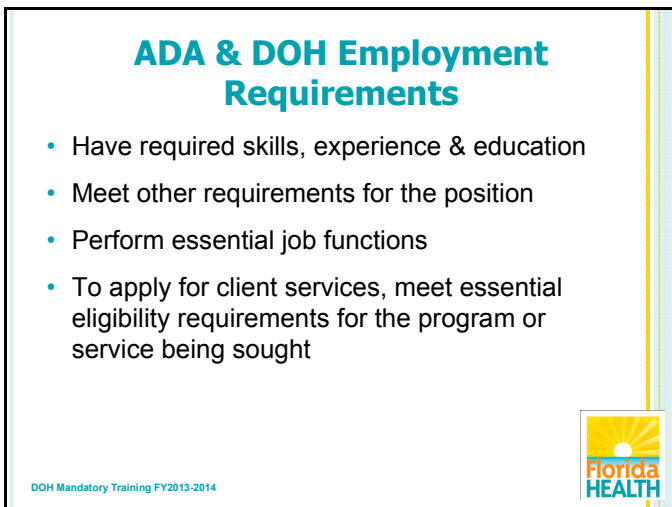


Slide 11 – ADA Responsibilities of the Department of Health



The following 6 slides address the second objective: to identify the Department of Health's responsibilities to employees, applicants for employment, clients and potential clients under the ADA.

Slide 12 – ADA & DOH Employment Requirements



- Have required skills, experience & education
- Meet other requirements for the position
- Perform essential job functions
- To apply for client services, meet essential eligibility requirements for the program or service being sought

Under the Americans with Disabilities Act, a qualified individual with a disability who is applying for employment with the Department of Health must meet the following requirements:


- Have the required skills, experience, and education for the position
- Meet any other requirements listed for the position, and
- Be able to perform the essential functions of the position

To apply for DOH client services, a qualified individual with a disability must meet the essential eligibility requirements for the program or service being sought.

Slide 13 – What defines an essential function for a DOH position?

What defines an essential function for a DOH position?

1. Position exists only to perform the function
2. Functions listed in position description before advertising
3. The amount of time spent performing the function



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What defines an essential function for a position with the Department of Health? The ADA lists 6 requirements that must be considered. Three requirements are listed below:

1. The position exists in order to perform the function
2. The functions are listed in the position description which is prepared by the employer before advertising and
3. The amount of time that is spent performing the function

Slide 14 – What defines an essential function for a DOH position?

What defines an essential function for a DOH position?

4. A limited number of employees to perform the function
5. The function is highly specialized and special expertise is required for the position
6. The collective bargaining agreement requires the function



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The remaining three requirements that define an essential function for a DOH position are the following:

4. If there are a limited number of employees available to perform the function
5. The function is highly specialized and requires special expertise to perform it and
6. The collective bargaining agreement requires the function must be performed



Slide 15 – Reasonable Accommodation

Reasonable Accommodation

A modification or adjustment provided to a qualified individual to assure equal opportunity in order to:

- Apply for employment or services
- Perform job functions
- Enjoy benefits & privileges of employment or services



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The ADA is the policy of the Department of Health to afford individuals with disabilities the same access to programs, services, and employment provided to all individuals. The use of reasonable accommodation is part of how the Department follows this directive.

The ADA defines a reasonable accommodation as a modification or adjustment provided to a qualified individual to assure equal opportunity to apply for employment or services, to perform job functions, and to enjoy benefits and privileges of employment or services.

Slide 16 – Examples of Reasonable Accommodations

Examples of Reasonable Accommodations

- Modifying written examinations
- Modifying work sites
- Adjusting work schedules
- Providing assistive devices, readers, interpreters
- Reassigning & retraining employees



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Some examples of reasonable accommodations may include the following:

- Modifying written examinations
- Modifying work sites, by making facilities accessible, and/or removing transportation barriers, such as curbs or inaccessible parking spaces
- Adjusting work schedules with flexible leave policies, and/or by restructuring job duties
- Providing assistive devices, readers, and/or interpreters and
- Reassigning and retraining employees



Slide 17 – DOH ADA Accommodation Process

DOH ADA Accommodation Process

- Employee submits Request for ADA Reasonable Accommodation form
- Request discussed with supervisor, human resource staff or equal opportunity staff
- If approved, accommodation is procured
- Documentation for accommodation is confidential

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The ADA Accommodation Process within the Department of Health should be an interactive, confidential process between the employee, management, and the Equal Opportunity Section. This process must be followed for a DOH employee to receive an accommodation due to a disability. The employee must submit the Request for Americans with Disabilities Act Reasonable Accommodation form to their immediate supervisor, their servicing human resource office or directly to the Equal Opportunity Section. The supervisor or servicing human resource staff will discuss the request for accommodation with the employee and complete the additional forms needed to consider the request. If the request is approved, the supervisor or servicing human resource office shall initiate the necessary steps to procure the accommodation following the proper purchasing procedures. The employee will be notified of the decision. Documentation pertaining to a request for accommodation is confidential and shall be maintained in a secured file.



Slide 18 – End Slide

End of Equal Opportunity Awareness Training

Section 2

Return to course & begin Section 3

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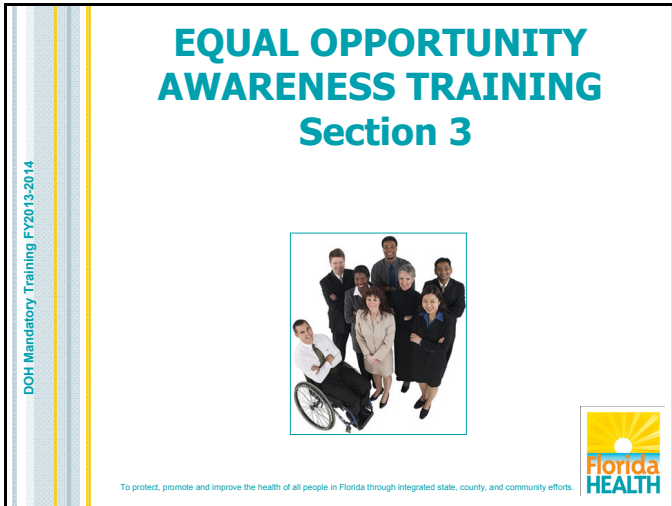
To protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts.

This concludes Section 2 of the Equal Opportunity Awareness Training presentation. Please return to the course and begin Section 3.



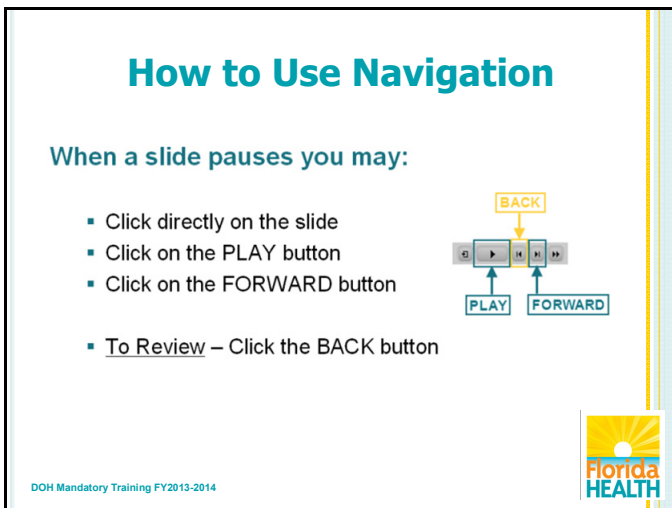
Section 3

Slide 1 – Introduction



Hello, and welcome to Section 3 of the Florida Department of Health's Equal Opportunity Awareness Training.

Slide 2 - Navigation Instructions



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- You may click on the PLAY button on the bottom left of the screen or
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If you need to review a previous slide, you may click the BACK button on the bottom left of the screen. Please keep these instructions in mind as you proceed with this training. You will need to advance the slide now.



Slide 3 – Section 3 Objectives

Section 3 Objectives

1. Identify how the Department ensures non-discrimination in client services
2. Become familiar with how to file a discrimination complaint



DOH Mandatory Training FY2013-2014

At the end of Section 3, you will be able to:

1. Identify how the Department ensures non-discrimination in client services and to
2. Become familiar with how to file a discrimination complaint

Slide 4 – DOH Non-Discrimination in Client Services

DOH Non-Discrimination in Client Services



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The following 5 slides will address the first objective: to identify how the Department ensures non-discrimination in client services.



Slide 5 – DOH Client Services

DOH Client Services

Title VI of the U.S. Civil Rights Act of 1964 & DOHP 220-3:

No person shall on the basis of race, color, religion, national origin, sex, age, or disability be excluded from participation in, be denied benefits of, or be subjected to unlawful discrimination under any program or activity, receiving or benefiting from federal financial assistance administered by the Department.



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Recall that it is the policy of the Department of Health, as supported by Title VI of the U.S. Civil Rights Act of 1964, that no person shall on the basis of race, color, religion, national origin, sex, age, or disability be excluded from participation in, be denied benefits of, or be subjected to unlawful discrimination under any program or activity receiving or benefiting from federal assistance administered by the Department.

DOH policy 220-3, Methods of Administration, Equal Opportunity in Service Delivery, provides this rule to all Department of Health employees, as well as all providers and contractors who provide services to Department of Health clients under departmental programs and activities.

Slide 6 – DOH Client Services Programs

DOH Client Services Programs

The Department must ensure:

- Each program or activity is readily accessible to individuals with disabilities
- Each facility does not have to be accessible, as long as the program is accessible
- Providers with fewer than fifteen employees & no accessibility can refer clients with disabilities to other providers with accessible facilities




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Under the Department of Health's client services programs, the Department must ensure that each program or activity viewed in its entirety must be readily accessible to individuals with disabilities. Each facility or every part of a facility does not have to be accessible, as long as the program or activity at that facility is accessible by some other means, and providers with fewer than 15 employees and no accessibility can refer clients with disabilities to other providers with accessible facilities.

Slide 7 – Accessibility Requirements

Accessibility Requirements

DOHP 220-3 & Title VI:
Programs and activities provided by the Department must be conducted in a barrier free environment in which the mobility of individuals with disabilities will not be inhibited.



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The accessibility requirements within DOHP 220-3 and Title VI specify that programs and activities provided by the Department must be conducted in a barrier free environment in which mobility of individuals with disabilities will not be inhibited.

Slide 8 – Limited English Proficiency (LEP) Services

Limited English Proficiency (LEP) Services

DOHP 220-3:

- Provide notices & forms in English & client's native language
- Provide services for deaf & hearing impaired clients
- Interpreter & translation services provided at no cost to clients
- Prepare annual Auxiliary Aids & Limited English Proficiency Plan



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DOHP 220-2 addresses Limited English Proficiency or LEP services, which provide for clients who speak little or no English. The Department of Health must provide certain notices and forms in both English and the client's native language. LEP services also includes and provides for services needed by deaf and hearing-impaired clients. In addition, interpreter and translation services will be provided at no cost to the clients. Failure to provide adequate interpreter and/or translation services could result in a finding of national origin discrimination against the provider and the Department. It is the responsibility of Central Office, County Health Departments, and the Children's Medical Services offices to prepare an annual Auxiliary Aids and Limited English Proficiency Plan. The plan must describe how Central Office and the local offices will implement LEP requirements in their workplaces.



Slide 11 – Complaint Procedures

Complaint Procedures

- Addresses violations of civil rights laws, statutes, regulations, policies, or guidelines
- Addresses violations performed by DOH employees, officials, contractors, or subcontractors
- Impartial, confidential process for all DOH employees, applicants for employment, clients, or applicants for services

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The complaint procedures used by the Department of Health were established to provide a mechanism to address violations of civil rights laws, statutes, regulations, policies, or guidelines when the violations are performed by Department employees, officials, contractors, or subcontractors. The procedures are meant to be an impartial, confidential process for all Department of Health employees, applicants for employment, clients, or applicants for services.

Slide 12 – Complaint Procedures

Complaint Procedures

Clients & applicants:

- Discrimination complaints can be filed with:
 - Department of Health, Equal Opportunity Section
 - Florida Commission on Human Relations (FCHR)
 - Equal Employment Opportunity Commission (EEOC)

Discrimination complaints cannot be anonymous

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Clients and/or applicants for services can file a discrimination complaint with the Department's Equal Opportunity Section, the Florida Commission on Human Relations or the Equal Employment Opportunity Commission. Remember, discrimination complaints cannot be filed anonymously.




Slide 13 – Complaint Procedures

Complaint Procedures

Must include in writing:

- Basis of complaint
- Issue or issues for complaint
- Description of event
- Date of event
- Signature of complainant



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All Department of Health's discrimination complaints must be submitted in writing and include the following:


- The basis of complaint such as race, or disability
- The issue or issues for the complaint, for example termination of employment, or lack of accessibility
- A description of the event
- The date of the event and the
- Signature of the complainant

Slide 14 – Complaint Procedures

Complaint Procedures

Investigation of Discrimination Complaints:

- Complaints filed internally with DOH are investigated by the Equal Opportunity Section
- Complaints filed externally with FCHR or EEOC are investigated by Equal Opportunity Section
- All client services complaints are investigated by Equal Opportunity Section



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All DOH civil rights and discrimination complaints are investigated as follows:

- Employment discrimination complaints filed internally with the Department of Health are investigated by the Equal Opportunity Section.
- Employment discrimination complaints filed externally with the Florida Commission on Human Relations or the U.S. Equal Employment Opportunity Commission are investigated by the Department's Equal Opportunity Section, and
- All client services complaints are investigated by the Department's Equal Opportunity Section






Slide 15 – Contact Information

Contact Information

The DOH Equal Opportunity Section ensures that the workplace environment is free from discrimination.

Questions or Concerns?
Office of the General Counsel
Equal Opportunity Section
Phone (850) 245-4002



DOH Mandatory Training FY2013-2014

The Florida Department of Health takes workplace discrimination very seriously. The Department’s Equal Opportunity Section ensures the workplace environment is free from discrimination by providing training on, and monitoring of civil rights and equal opportunity laws and rules within the workplace.


If you have questions or concerns regarding any information presented within this course, please contact the Office of General Counsel, Equal Opportunity Section, at (850) 245-4002.

Slide 16 – End Slide

**End of Equal Opportunity
Awareness Training**

Section 3

**Return to course
& take the post-test**



DOH Mandatory Training FY2013-2014

To protect, promote and improve the health of all people in Florida through integrated state, county, and community efforts.

This concludes the Equal Opportunity Awareness Training Section 3 presentation. Please return to the course and take the post test.

