

## AMERICANS WITH DISABILITIES ACT POLICY

### PURPOSE

The Department of Consumer Protection (DCP) is committed to providing and promoting equal opportunities in all of its activities and services. This commitment includes following the mandates of the Americans with Disabilities Act of 1990 (ADA), a federal law that makes it unlawful to discriminate against a qualified person with a disability in all aspects of the employment process and in the provision of services and benefits. DCP also observes all Connecticut laws and regulations that apply to individuals with disabilities.

DCP strictly prohibits discrimination on the basis of disability. Further, it is the policy of DCP not to exclude persons with a disability from participation in any program or activity. Accordingly, it is the policy of the DCP to provide access to all of its programs, services and facilities to persons with disabilities in accordance with Title II of the Americans with Disabilities Act.

### What is a disability under the ADA?

Under the ADA, an individual with a disability is any person who (1) has a physical or mental impairment that substantially limits one or more major life activities; (2) has a record of such an impairment; or (3) is regarded as having such an impairment.

### REASONABLE ACCOMMODATIONS

DCP will reasonably accommodate the known physical or mental limitations of an otherwise qualified individual with a disability, unless the accommodation would impose an undue burden. DCP will make every reasonable effort to determine and provide the appropriate reasonable accommodation to a qualified individual upon request. DCP, in its discretion, may require the individual to provide additional information about his or her disability or limitations and the need for an accommodation.

The ADA does not require DCP to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

### How to request an accommodation:

***In connection with current employment at DCP or the interview process:*** Qualified employees or applicants with disabilities may request accommodations in order to perform the essential functions of their jobs or to gain access to the hiring process. Such requests should be made to the **DCP Human Resource Division or the employee's manager or supervisor**.

***In connection with examinations:*** Qualified individuals with a disability who require special testing accommodations should contact the **Personnel Assessment Services Section** of DAS/Statewide Human Resources Management at **(860) 713-7463** (voice and TDD) immediately upon submitting an application for an examination. When calling, the individual should be prepared to provide the exam title and number and a description of his or her specific needs.

***In connection with training through the DAS Learning Center:*** Qualified individuals with a disability who require an accommodation to participate in training through the DAS Learning Center should contact **Peggy Zabawar (860) 713-5246** or [peggy.zabawar@ct.gov](mailto:peggy.zabawar@ct.gov) at least 14 days prior to the course. The individual should be

prepared to provide the name and date of the training session and a description of his or her specific needs. Individuals who will be unable to use the stairs in an emergency evacuation should notify Peggy Zabawar prior to attending a class.

***In connection with other programs, services or activities of DCP:*** Qualified individuals with a disability who require an auxiliary aid or service for effective communication or a modification of policies or procedures to participate in a program, service, or activity of DCP should contact **Carolyn Kozak, Human Resources Specialist, (860) 713-5107** or the **DCP ADA Coordinator, Alicia Nunez at (860) 713-5317** for assistance in coordinating the request for accommodation. The individual should be prepared to provide a description of his or her specific needs.

## **COMPLAINTS**

**Complaints that a request for accommodation has been denied or that a DCP program, service, or activity is not accessible to persons with disabilities should be filed in writing with the DCP Coordinators, Alicia Nunez, Equal Employment Opportunity Specialist 2, Department of Administrative Services, 165 Capitol Avenue, State Office Building 5<sup>th</sup> Floor East, Hartford, CT 06106, telephone at (860) 713-5317, e-mail at [alicia.nunez@ct.gov](mailto:alicia.nunez@ct.gov).**

## **NO RETALIATION**

DCP strictly forbids retaliation against individuals who request an accommodation or otherwise exercise their rights under the ADA or Connecticut law. Agents of DCP shall not retaliate against, coerce, intimidate, threaten, harass, or interfere with any individual exercising or enjoying his or her rights under the ADA or Connecticut law or because an individual aided or encouraged any other individual in the exercise of rights granted or protected by the ADA or Connecticut.

*William M. Rubenstein*

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Commissioner of Consumer Protection