



STATE OF CONNECTICUT
DEPARTMENT OF REHABILITATION SERVICES
OFFICE OF THE COMMISSIONER

Amy L. Porter
Commissioner

AMERICANS WITH DISABILITIES ACT (ADA) - COMMUNICATIONS POLICY

General

All Department of Rehabilitation Services (DORS) programs and services are subject to requirements of Title II of the Americans with Disabilities Act.

DORS policies and procedures shall promote fair and equal participation of people with disabilities or persons legally authorized to act on their behalf in all DORS programs, services and activities.

People with disabilities or persons legally authorized to act on their behalf shall be provided the same access to services, information, programs, program benefits, and employment opportunities as that provided to people without disabilities.

Communications

1. All documents for external distribution, including but not limited to newsletters, brochures, reports, advertisements, applications, program statements, handbooks, manuals, legal notices, notices of public sessions, and information for use by print, radio and television media shall contain the following:

"Individuals who are deaf or hard of hearing may use a TTY by calling 1-800-842-4524 at DSS until 6/30/13. Questions, concerns, complaints or requests for information in alternative formats must be directed to the Public and Government Relations Division at the Department of Social Services (860) 424-5012 until 6/30/13. Effective 7/1/13 questions, concerns, complaints or requests for information in alternative formats must be directed to the Human Resources Division at the Department of Rehabilitation Services (860) 616-7350; TTY (860) 424-4839.

The Department of Rehabilitation Services' programs are administered in a non-discriminatory manner, consistent with equal employment opportunities and affirmative action requirements."

2. Existing documents published prior to the implementation of the ADA requirements that do not contain the required ADA language must include a copy of the Department's ADA statement.

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3. Invitations or notices to attend events or training sponsored by DORS must include the following statement:

Requests for information in alternative formats or for sign language interpreter services must be submitted to DSS Central Office (860) 424-4840 voice; (860) 424-4839 TTY; (860) 920-7165 Video Phone (VP) at least two weeks prior to the scheduled date for this event *until 6/30/13. Effective 7/1/13 please submit such requests to the DORS Human Resources at Division (860) 616-7350; TTY (860)424-4839.*

In addition, a contact person and telephone number must be provided along with the TTY number.

4. All sites used by the DORS for workshops, training, or other events to which the public is invited must be accessible to people with disabilities.

5. All written notices for events to which the public is invited must contain the universal symbol for access.

6. The possibility of providing closed or open captioning for public service announcements and other video and audio-visuals will be examined by the Public and Government Relations Division and the Office of Organizational and Skill Development *until 6/30/13. Effective 7/1/13 the DORS Human Resources Division at (860)616-7350 will have this responsibility.*

7. Information pertaining to DORS programs and services, such as news releases and advisories, must be disseminated to organizations known to serve people with disabilities such as the:

Connecticut Radio Information Services
184 Windsor Avenue
Windsor, CT 06095

The complete outreach list is available in both the DSS Affirmative Action Division and the Public and Government Relations Division *until 6/30/13. Effective 7/1/13 the DORS Human Resources Division at (860) 616-7350 will have this responsibility.*



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**AMERICANS WITH DISABILITIES ACT
POLICY STATEMENT**

The Department of Rehabilitation Services shall fully comply with the non-discrimination requirements of the Americans with Disabilities Act (ADA) and the Amendments Act of 2008, Section 504 of the U.S. Rehabilitation Act of 1973 and relevant state statutes which prohibit discrimination in employment and services for individuals with disabilities.

This Department does not discriminate on the basis of disability in the administration of or access to its programs, services or activities. The Department is committed to equal access to its' programs and services for people with disabilities or persons legally authorized to act on their behalf and to equal employment opportunity for employees and job applicants with disabilities.

We recognize the fact that identical treatment may be discriminatory treatment for individuals with disabilities. Therefore, this Department will take the positive actions necessary to ensure that qualified individuals with disabilities or persons legally authorized to act on their behalf, have access to all programs, services or activities. In the workplace, we will provide reasonable accommodation for performance of essential job functions, unless doing so causes undue hardship.

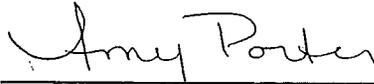
Under the ADA, a person with a disability is defined as an individual who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment. Major life activities include but are not limited to functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

Qualified employees or job applicants with disabilities or persons legally authorized to act on their behalf may request a reasonable accommodation in order to perform the essential functions of a job, to gain access to the hiring process or to access programs and services. Such accommodations may include but are not limited to: part-time or modified work schedules, job restructuring, job reassignments, provision of auxiliary aids and services, modifications to a job site and other accommodations which may be deemed necessary and reasonable in order to facilitate access to services and programs. The Department will provide these accommodations at no cost to the employee, job applicant or applicant/recipient for services or persons legally authorized to act on their behalf. Appropriate reasonable accommodations shall be determined through an interactive process that includes the individual with the disability and an Affirmative Action/Human Resources professional.

**AMERICANS WITH DISABILITIES ACT
POLICY STATEMENT**

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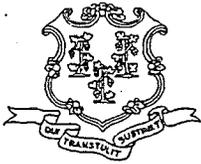
I have designated the DSS Affirmative Action Division to coordinate the Americans with Disabilities Act compliance *until 6/30/13. Effective 7/1/13, the Human Resources Division of DORS will coordinate this responsibility.* The Affirmative Action/Human Resources staff are available to counsel the Department's employees or job applicants regarding disability rights issues and to receive complaints alleging discrimination on the basis of disability under the Department's Discrimination Complaint Procedure.



Amy L. Porter

Commissioner, Department of Rehabilitation Services

April 30, 2013



STATE OF CONNECTICUT
DEPARTMENT OF REHABILITATION SERVICES
OFFICE OF THE COMMISSIONER

Amy L. Porter
Commissioner

POLICY AND PROCEDURE
REASONABLE ACCOMMODATION AND EMPLOYEES WITH DISABILITIES

POLICY

The Department of Rehabilitation Services is committed to equal opportunity in employment and services for individuals with disabilities or persons legally authorized to act on their behalf, and prohibits disability based employment discrimination. Section 504 of the Rehabilitation Act of 1973, also prohibits discrimination based upon disability in federally assisted programs. **Connecticut General Statutes** section 46a-60 prohibits discrimination in employment against individuals including protected groups and those individuals with physical disabilities, learning disabilities, mental retardation, present or past history of mental disability or persons legally authorized to act on their behalf.

In consideration of these mandates, and in recognition of the fact that identical treatment may be discriminatory treatment as it relates to individuals with disabilities, the Department of Rehabilitation Services has adopted a policy and procedure for granting reasonable accommodation. Under the Americans with Disabilities Act (**ADA**), a person with a disability is defined as an individual who:

- 1) has a physical or mental impairment that substantially limits one or more major life activities; or
- 2) has a record of such an impairment; or
- 3) is regarded as having such an impairment.

Major life activities include but are not limited to functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working. Clients, qualified employees or prospective employees with disabilities may request a reasonable accommodation in order to perform essential functions of their job or to gain access to the hiring process. Such accommodations may include but are not limited to: part-time or modified work schedules, job reassignments, provision of auxiliary aids and services, and modifications to a job site or work site.

**Policy and Procedure
Reasonable Accommodation
and Employees with Disabilities
Page 2**

PROCEDURE

An employee with a disability may make a request to his or her immediate supervisor for a reasonable accommodation. The supervisor will then forward the request to the DSS Affirmative Action Division until 6/30/13 and to the DORS Human Resources Division effective 7/1/13. The request must be specific about why the accommodation is necessary to perform the essential functions of the job and should identify the type of accommodation needed. **The request must be in writing and must be accompanied by medical verification of the disability.** If an employee is reluctant to share this information with his/her supervisor for reasons of privacy, **requests may be made directly to the DSS Affirmative Action Division by telephoning (860) 424-5040 or in writing until 6/30/13. Effective 7/1/13, employees should contact the DORS Human Resources Division at (860) 616-7350.**

The DSS Affirmative Action Division or the DORS Human Resources Division will review and respond to all requests for Reasonable Accommodation. The Request for Accommodation form is attached. Other participants in the decision making process may include, but are not limited to the employee's supervisor and/or District Director, the Commissioner of the Department of Rehabilitation Services, and/or the Director of Human Resources, and the employee's physician.

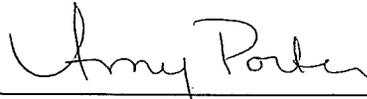
All written requests will be acknowledged and approved or denied within twenty (20) working days of receipt, unless medical or technical evaluation is necessary.

APPEAL PROCESS

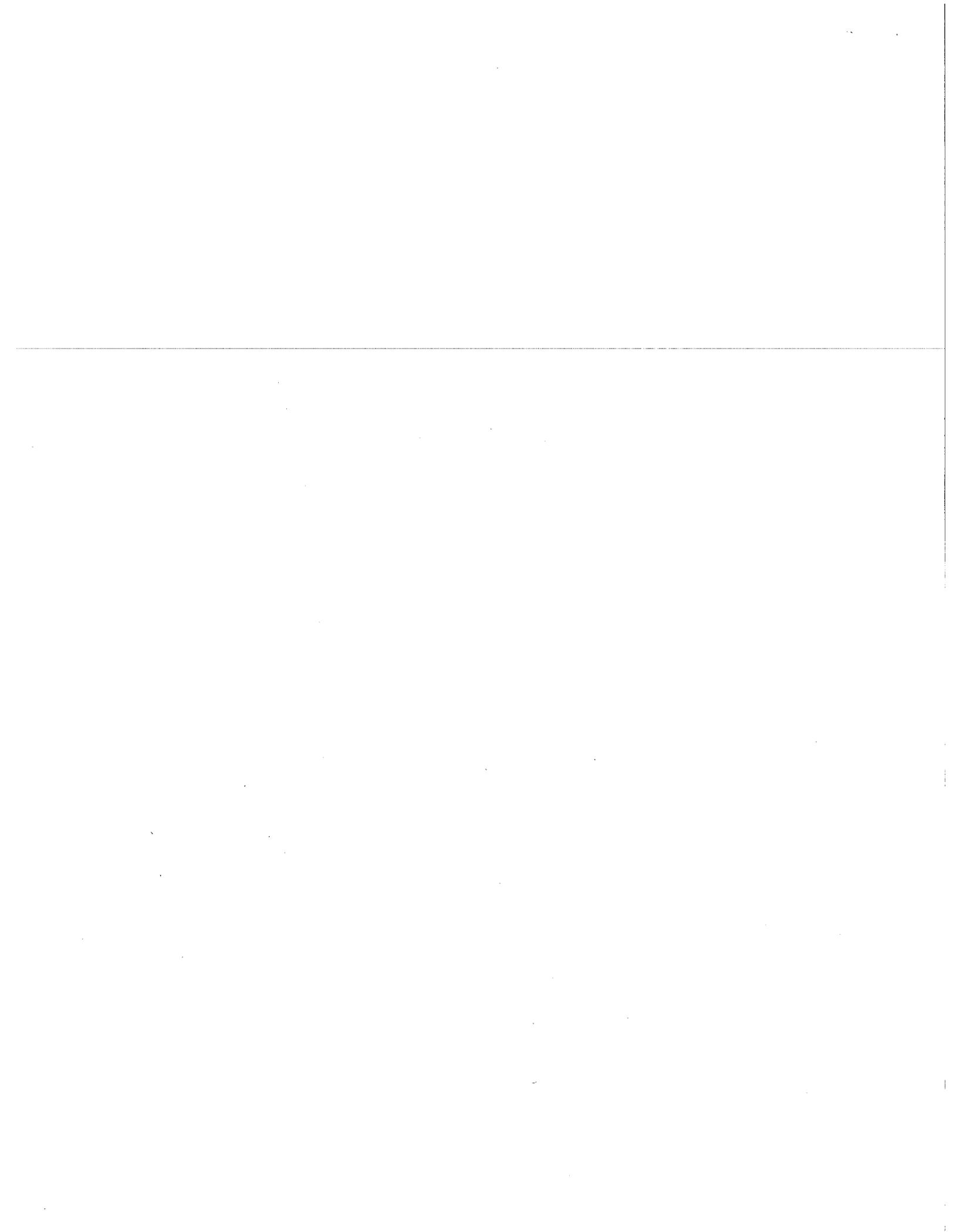
If an employee's request for reasonable accommodation is not approved by the DSS Affirmative Action Division or the DORS Human Resources Division, an appeal may be filed with the Commissioner of the Department of Rehabilitation Services. Appeals must be in writing, and filed within ten (10) working days from the date of disapproval.

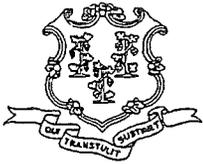
**Policy and Procedure
Reasonable Accommodation
and Employees with Disabilities
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The Commissioner has ten (10) working days to respond to the Appeal request. If the appeal is denied by the Commissioner, the employee has the right to file a complaint in accordance with the procedures established in the Department's Affirmative Action Discrimination Complaint Procedure.



Amy L. Porter
Commissioner, Department of Rehabilitation Services
April 30, 2013





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COMMISSIONER'S POLICY STATEMENT

COMPLIANCE WITH TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

The Department of Rehabilitation Services does not discriminate in the provision of services, the administration of its programs, or the contractual agreements with sub-recipients. The Department seeks to fully carry out its responsibilities under the Title VI Regulations.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the grounds of race, color, or national origin in programs and activities receiving federal financial assistance. Title VI provides that "No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program" covered by the regulations.

This policy is effectuated through the methods of administration outlined in the Department's document entitled "Methods of Administration" to ensure full implementation and compliance by the Department, as the recipient, and by the grantees, as subrecipients. The cooperation of the Department and grantee personnel is required.

A handwritten signature in cursive script that reads "Amy Porter".

Amy L. Porter
Commissioner, Department of Rehabilitation Services
April 30, 2013

AMERICANS WITH DISABILITIES ACT (ADA)

REQUEST FOR ACCOMMODATION

To: ADA Coordinator, Affirmative Action Division

From: _____ Date of Request: _____

Work Location: _____ Work Phone: _____

Home Phone: _____ Cell Phone: _____

I am requesting an accommodation under the Americans with Disability Act (ADA) because of my disability. Attached please find a Medical Certificate (P-33A) from my medical provider stating what my disability is, and how it impacts my ability to perform major life functions. The accommodation that I am requesting is:

I understand that you may have questions about my request and may need to contact my medical provider. I hereby give you permission to do so.

Signature

Date

Please send completed form to the above address or fax to: 860-424-4987.

To Be Completed By the ADA Coordinator

Accommodation Request is: Approved Denied Modified (Explain below)

Signature of ADA Coordinator

Date



STATE OF CONNECTICUT
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DORS- METHODS OF ADMINISTRATION

Prohibited Practices

The Department of Rehabilitation Services (DORS) and its sub-recipients, in determining the types of services, financial aid, or other benefits, or facilities that will be provided under any such program, or the class of individuals to whom, or the situations in which, such services, financial aid, other benefits, or facilities will be provided under such program, or the class of individuals to be afforded an opportunity to participate in any such program, may not, directly or through contractual or other arrangements, utilize criteria or methods of administration that have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.

In determining the site or location of any facilities, DORS and its sub-recipients may not make selections with the effect of excluding individuals from, denying them the benefits of, or subjecting them to discrimination under any programs to which the Title VI Regulation applies, on the ground of race, color, or national origin, or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or Regulation.

The services, financial aid, or other benefits provided under a program receiving federal financial assistance shall be deemed to include any services, financial aid, or other benefits provided in or through a facility provided with the aid of federal financial assistance.

In administering a program where DORS and its sub-recipients have previously discriminated against persons on the ground of race, color, or national origin, both must take affirmative action to overcome the effects of prior discrimination.

Even in the absence of such prior discrimination in administering a program, the DORS and its sub-recipients may take affirmative action to overcome the effects of conditions that resulted in limiting participation by persons of a particular race, color, or national origin.

COMPLAINT PROCEDURE

Any person who believes that he/she or any specific class of individuals are or have been subjected to discrimination prohibited by Title VI may **file a written complaint with the Secretary, Office for Civil Rights, Department of Health and Human Services, Region 1-Room 1875, J.F.K. Federal Building, Boston, MA 02203**. The complaint must be filed no later than 180 days from the date of the alleged discrimination, unless the time for filing is extended by the Secretary.

The identity of complainants shall be kept confidential, except to the extent necessary to carry out any investigation, hearing, or judicial proceeding arising from the complaint.

The DORS, its sub-recipient or other person may not intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title VI Act or Regulation because he/she has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding or hearing.

A copy of the DORS Title VI Civil Rights Act of 1964 Complaint Resolution Procedure is included in this section.

**TITLE VI - CIVIL RIGHTS ACT OF 1964
COMPLAINT RESOLUTION PROCEDURE**

TITLE VI PROCEDURE

The purpose of this procedure is to provide a method by which compliance with Title VI of the Civil Rights Act of 1964 is assured and to provide a method for dealing with complaints related to the act.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the grounds of race, color, or national origin in programs and activities receiving federal financial assistance. No person shall be excluded on the grounds of race, color, or national origin from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity administered by the Department of Rehabilitation Services and/or its grantees.

Each active and potential beneficiary has the right and the opportunity to file a complaint of alleged discrimination by following the Department of Rehabilitation Services' Title VI Complaint Resolution procedure.

PROCEDURE:

The Civil Rights Officer should initially be notified of all complaints of alleged Title VI discrimination. The Commissioner of the Department of Rehabilitation Services, however, must also be notified of all complaints alleging Title VI discrimination. The Civil Rights Office and the Office of the Director are located at 25 Sigourney Street, Hartford CT, 06106. The telephone numbers are 424-5390 and 424-4864 respectively.

All complaints alleging discrimination because of race, color, or national origin must be made in writing. The complaint must describe the alleged discrimination in sufficient detail. The pertinent facts and circumstances of alleged act of discrimination, including names of persons involved and witnesses, if any, must be fully and sufficiently explained. The complaints must be signed by the complainant or by his/her representative.

DORS Methods of Administration

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After a complaint has been investigated, the Civil Rights Officer, as the Commissioner's designee, shall determine if an act of discrimination has occurred. If it has, he/she shall take appropriate action to correct and to prevent recurrence of the discriminatory act. The Commissioner must be notified promptly of the outcome of the investigation by the Civil Rights Officer. The complainant will be informed in writing as to the Department's findings.

If the complainant is not satisfied with the Department's investigation and findings, he/she may request an opportunity for a hearing before the Commissioner of the Department of Rehabilitation Services at which time he/she may present the evidence and/or witnesses of the alleged act of discrimination as presented to the Civil Rights Officer that formed the basis of the investigation.

As a result of the hearing, the Commissioner may support or reverse the findings of the investigation conducted by the Civil Rights Officer. The Commissioner's determination is final as to the investigation conducted by the Department. The Department of Rehabilitation Services will maintain records of each complaint, investigation findings, rulings and action taken.

While the Department of Rehabilitation Services may investigate every complaint of alleged discrimination submitted to the Civil Rights Office, the Department must cooperate in the investigation of any complaint of alleged discrimination brought against it by any authorized enforcement agency.

Every complainant has a right to due process that requires the prompt and equitable resolution of his/her complaint filed under this procedure. The Civil Rights Officer shall attempt to resolve the alleged discriminatory act within a time frame not to exceed ninety (90) calendar days after the complaint is filed. Other avenues or remedies such as filing a complaint with the Office of Civil Rights of the U.S. Department of Health and Human Services or other agencies are not impaired when the complainant invokes this procedure. **Utilization of this grievance procedure is not prerequisite to the pursuit of other remedies.**

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You may file a complaint with the following: the Connecticut Commission on Human Rights and Opportunities (C.H.R.O.) within 180 days of the alleged discriminatory acts:

Southwest Region
350 Fairfield Avenue
6th Floor
Bridgeport, CT 06604
Telephone:(203) 579-6246

Eastern Region
100 Broadway
Norwich, CT 06360
Telephone:(860) 886-5703

West Central Region
Rowland State Government Center
55 West Main Street, Suite 210
Waterbury, CT 06702
Telephone:(203) 805-6530

Capitol Region
999 Asylum Avenue
Second Floor
Hartford, CT 06105
Telephone:(860) 566-7710

2. The Department of Health and Human Services (DHHS), within 180 days of the alleged discriminatory act(s):

DHHS Regional Office for Civil Rights
Region 1
John F. Kennedy Federal Building
Room 1875
Boston, MA 02203
(617) 565-1340

3. The Department of Energy (DOE), within 180 days of the alleged discriminatory act(s):

Director
Federally Assisted Programs Division
Office of Equal Opportunity
Department of Energy

