STATE OF CONNECTICUT
DEPARTMENT OF SOCIAL SERVICES
OFFICE OF THE COMMISSIONER

AMERICANS WITH DISABILITIES ACT (ADA) - COMMUNICATIONS POLICY

General

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

DSS policies and procedures shall promote fair and equal participation of people with disabilities or persons legally authorized to act on their behalf in all DSS 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:

"Deaf and hearing impaired individuals may use a TDD by calling 1-800-842-4524. Questions, concerns, complaints or requests for information in alternative formats must be directed to the Public and Government Relations Division at (860) 424-5012.

Department of Social 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.

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

25 SIGOURNEY STREET • HARTFORD, CONNECTICUT 06106-5033
An Equal Opportunity / Affirmative Action Employer
Printed on Recycled or Recovered Paper

"Requests for information in alternative formats or for sign language interpreter services must be submitted to the Public and Government Relations Division at least two weeks prior to the scheduled date for this event."

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

4. All sites used by the DSS 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.

7. Information pertaining to DSS 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 Affirmative Action Division and the Public and Government Relations Division.