STATE OF CONNECTICUT
*DEPARTMENT OF SOCIAL SERVICES*
OFFICE OF THE COMMISSIONER

## PROCEDURES FOR EXTERNAL COMMUNICATIONS

The Director of Public and Government Relations Division or designee:

1. Receives, via internal routing, all draft publications, advertisements, legal notices, brochures, newsletters, trainings, videos, public service announcements or any and all documents for external distribution including those for use by print, radio and television media.

2. Ensures that the document includes Americans with Disabilities (ADA) statement, logos, and other required language consistent with agency policy.

3. Ensures that the size of type is 14 point or consistent with the type size of the document.

4. Ensures that ADA information is located as follows: for all book formats - information is placed on the inside cover or at the end of the table of contents; for brochures and single page formats information will immediately follow the telephone number listed for individuals to contact, if no telephone is listed ADA information will appear after last full paragraph of text.

5. Examines the feasibility of providing closed or open captioning for video public service announcements and other video materials.

6. Approves the draft and prepares for publication or other appropriate action.

Roderick L. Bremby
Commissioner
March 31, 2014



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