

## AMERICANS WITH DISABILITIES ACT POLICY

### PURPOSE

The Department of Motor Vehicles (DMV) 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. DMV also observes all Connecticut laws and regulations that apply to individuals with disabilities.

DMV strictly prohibits discrimination on the basis of disability. Further, it is the policy of DMV not to exclude persons with a disability from participation in any program or activity. Accordingly, it is the policy of DMV 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

DMV 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. DMV will make every reasonable effort to determine and provide the appropriate reasonable accommodation to a qualified individual upon request. DMV, in its discretion, may require the individual to provide additional information about their disability or limitations and the need for an accommodation. The ADA does not require DMV 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 ACCOMODATION

*In connection with current employment at DMV 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 **DMV Human Resource Division**.

*In connection with facility-related matters/accommodations:* Qualified individuals with a disability who require a facility-related accommodation should contact the **DMV Human Resource Division**.

***In connection with customer accommodations:*** Qualified individuals with a disability who require a reasonable accommodation should contact the **Customer Accommodation Unit, at DMV.CustomerAccommodations@ct.gov or (860) 263-5264** for assistance in coordinating the request for accommodation. The individual should be prepared to provide a description of their specific needs.

***In connection with other programs, services or activities of DMV:*** 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 DMV should contact **Dorane Smith, Human Resources Business Partner 1, (860) 263-5257 or the DMV ADA Coordinators, Renée Lombard at (860) 816-8838 and Jeniaya Petteway (860) 816-8843** for assistance in coordinating the request for accommodation. The individual should be prepared to provide a description of their specific needs.

### **COMPLAINTS**

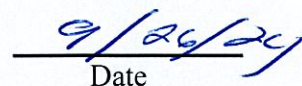
Complaints regarding a denial for accommodation or that an DMV program, service, or activity is not accessible to persons with disabilities should be filed in writing with the DMV ADA Coordinators, Renée Lombard, Human Resources Specialist-EEO, (860) 816-8838, Renee.Lombard@ct.gov and Jeniaya Petteway, Human Resources Associate-EEO, (860) 816-8843, Jeniaya.Petteway@ct.gov, DAS/EEO Unit, 450 Columbus Boulevard, Suite 1503, Hartford, CT 06103.

### **NO RETALIATION**

DMV strictly forbids retaliation against individuals who request an accommodation or otherwise exercise their rights under the ADA or Connecticut law. Agents of DMV shall not retaliate against, coerce, intimidate, threaten, harass, or interfere with any individual exercising or enjoying their 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 State of Connecticut.



Antonio Guerrero  
Commissioner, Department of Motor Vehicles



Date

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