



STATE OF CONNECTICUT
DEPARTMENT OF REVENUE SERVICES
OFFICE OF THE COMMISSIONER

**AMERICANS WITH DISABILITIES ACT
EMPLOYEE PROCEDURE FOR REQUESTING
A REASONABLE ACCOMMODATION**

Under the Americans with Disabilities Act employers are required to enter into a negotiation process with employees with permanent disabilities who, because of those disabilities, are unable to perform the essential functions of their positions and/or require modifications to the work site or the privileges of employment and have requested an accommodation. This negotiation process, commonly referred to as “reasonable accommodation,” is defined by the Equal Employment Opportunity Commission as “any change in the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunities”.

If you require a reasonable accommodation, you should follow the procedure outlined below.

REASONABLE ACCOMMODATION PROCESS

I.

When requesting an accommodation, an employee is encouraged to submit a written request to the Human Resources Department:

Aimee P. Plourde
Human Resources Administrator
450 Columbus Blvd. Suite 1
Hartford, CT 06103
Telephone: (860) 297-5701
Aimee.Plourde@po.state.ct.us

The written request should clearly state that it is in reference to the Americans with Disabilities Act.

If an employee needs special assistance in providing a request, he/she should contact the Human Resources Department (above) or the ADA Coordinator, Penny Potter at (860) 297-5708.

The request should include documentation from a physician that:

1. States the nature of the disability and that it is a “permanent disability” limiting one or more major life activities such as seeing, hearing, walking, learning, or working.
2. Explains the limitations the employee has as a result of their disability.
3. Suggests accommodations that would assist in overcoming these limitations.

II.

After the preceding information has been received the following steps will be taken:

1. An analysis of the employee/applicant's job will be completed to determine the essential functions of the position.
2. A review by a state-designated physician may be required.
3. A meeting will be held with the employee and applicable agency personnel to discuss the employee's limitations as they relate to the essential functions of their job and to discuss various options in regard to accommodating the employee.
4. The agency head and/or designee will select an accommodation most appropriate for the employee and the agency. The agency will give consideration to the preferences of the employee; however, the agency will make the final determination based on factors such as comparative costs, effectiveness in eliminating the limitation and the ease by which the agency can provide the accommodation.

Any questions regarding this process should be directed to the agency's Human Resources Administrator or the ADA Coordinator.

COMPLAINT PROCEDURE

Department of Revenue Services employees are to use the complaint procedure established by the Office of Diversity & Equity to resolve complaints of alleged violations under Title II of the Americans with Disabilities Act (ADA). Specifically, in accordance with Title II of the ADA, "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination" in programs, services or activities sponsored by the Department of Revenue Services. Persons who believe they have been discriminated against for these reasons can file a complaint. Complaints should be filed within thirty (30) days of the alleged violation and will be handled in accordance with the complaint procedure.

FILING A COMPLAINT

Where to file:

Penny B. Potter
EEO Manager/ADA Coordinator
450 Columbus Blvd. Suite 1
Hartford, CT 06103
Telephone: (860) 297-5708
penny.potter@po.state.ct.us

What you can do to help:

We want to eliminate barriers before they become complaints. You can assist us in that objective by identifying a Department of Revenue Services program, service or activity that you believe is a barrier to persons with disabilities by contacting the ADA Coordinator at (860) 297-5708. TDD – (860) 297-4911.