



Town of Colchester, Connecticut

POLICY AND NOTICE OF NONDISCRIMINATION

Town of Colchester complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including **language**).
- *Section 504 of the Rehabilitation Act of 1973*, which prohibits discrimination based on **disability**.
- *Title IX of the Education Amendments Act of 1972*, which prohibits discrimination based on **sex** in education programs or activities.
- *Age Discrimination Act of 1975*, which prohibits discrimination based on **age**.
- *U.S. Department of Homeland Security regulation 6 C.F.R. Part 19*, which prohibits discrimination based on **religion** in social service programs.

It is against the law for Town of Colchester to retaliate against anyone who takes action to oppose discrimination, files a grievance, or participates in the investigation of a grievance in accordance with the above authorities.

To File a Complaint

If you think that Town of Colchester has failed to provide these services or discriminated in another way based on race, color, national origin (including language), disability, sex, age, or religion, you can file a complaint in person or by mail, fax, or email with: Bernie Denler, First Selectman: - Selectman@ColchesterCT.gov

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL):

E-mail: CRCLCompliance@hq.dhs.gov (fastest method to submit your complaint)

Fax: 202-401-4708

U.S. Mail: U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
Compliance Branch, Mail Stop #0190
2707 Martin Luther King, Jr. Ave., SE
Washington, D.C. 20528

Information and Services for Persons with Disabilities and Persons with Limited English Proficiency

Town of Colchester

- Provides free aids and services, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.), to communicate effectively with persons with disabilities.
- Provides free language services, such as qualified foreign language interpreters and information written in other languages, to ensure meaningful access to programs and activities for persons with limited English proficiency.

If you need these services, please contact:

Town of Colchester, Human Resources
HR@ColchesterCT.gov

The Town of Colchester is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from Town of Colchester programs, activities, and services. Individuals may request reasonable accommodations from HR@colchesterct.gov that they believe will enable them to have such equal opportunity to participate in our

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programs, activities, and services. To request reasonable accommodations, contact Human

Resources at HR@colchesterct.gov or call 860-537-2512.

FREQUENTLY ASKED QUESTIONS

(FAQ) The following FAQ provides information on requesting reasonable accommodation in the Town of Colchester's programs and activities.

1. What is a reasonable accommodation in Town of Colchester's program?

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of Town of Colchester's programs or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to Town of Colchester.

2. How do I request reasonable accommodation? If you need a reasonable accommodation, please contact HR@ColchesterCT.gov or call 860-537-2512.

3. Does my request for reasonable accommodation need to be in writing? No, you do not need to put your request in writing, however, making a written request can be helpful documentation for ensuring that the Town of Colchester provides the desired accommodation. In addition, you do not need to use the specific words "reasonable accommodations" when making your request.

4. When should I request reasonable accommodation? You may request reasonable accommodation from the Town of Colchester at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that the Town of Colchester is able to fulfill the request for accommodation. For certain requests, such as requests for sign language interpretation, the

Town of Colchester requests at least two weeks' advance notice.

5. May someone request reasonable accommodation on my behalf? Yes, anyone can request a reasonable accommodation on behalf of an individual with a disability who seeks to interact with the Town of Colchester staff or participate in its programs or activities.

6. What will the Town of Colchester staff do upon receiving my request for reasonable accommodation?

The Town of Colchester staff may contact you to obtain more information about your request and to better understand your needs. In addition, staff may review your request to determine: • Whether the requested accommodation will be effective in allowing you to participate in the activity or program in which you are seeking participation; • Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and • Whether providing you with the requested accommodation would fundamentally alter the nature of Town of Colchester's program or impose undue financial or administrative burdens on the Town. In addition, in some cases, Town staff may consult with you in an interactive process to determine on a case-by-case basis what accommodation can be provided. If the Town staff determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, town staff may deny your request. However, in the unlikely event that this

occurs, town staff will work with you to identify alternative accommodations that allows you to effectively participate in Town of Colchester's program, activity, or service.



Town of Colchester, Connecticut

Limited English proficient individuals (LED)

In compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, *“Improving Access to Services for Persons with Limited English Proficiency”*, The Town of Colchester has established the following plan to ensure that individuals with limited English proficiency (LEP) may access all resources and services provided by our agencies. An “LEP individual” is defined as *“an individual who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.”* This plan aims to promote equity and inclusion among beneficiaries, aligning with our mission of the Town of Colchester.

- Service Area: Town of Colchester, CT
- Languages Spoken by LEP Populations: Major languages include English & Spanish.
- Languages Encountered Most Frequently at Points of contact; Public Offices, reception, documenting a grievance, public meetings, filling out paperwork: English & Spanish.
- The First Selectmen and Human Resource offices are responsible for overseeing and implementation of the LED plan.
- 93% of the Colchester population speak English as their primary language. 12%

of the Colchester population speak Spanish as their primary Language.

Language Assistance Services

It is our understanding that these LEP individuals may interact with our staff in several ways:

- Participation in community programs;
- Outreach programs;
- Public offices, such as Town Clerk, Finance and Police;
- Public meetings and hearings;
- Public access to agency websites;
- Written materials or complaints.

For these LEP populations, both oral and written language assistance services will be provided.

To ensure that members of LEP communities are aware of the free language assistance services provided to them, the following marketing and outreach steps will be taken:

- Provide *“I Speak”* language identification cards to front office staff;
- Place translated materials in conspicuous locations describing different services.

Approved by the Board of Selectmen on May 2, 2024

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