

**DRAFT MINUTES**  
**Americans with Disabilities Act Committee**  
**Public Service and Trust Commission**  
**Friday, April 17, 2009**

The Americans with Disabilities Act Committee met at 90 Washington Street, fourth-floor conference room, Hartford, Connecticut, on April 17, 2009.

In attendance: Patrick Caron, Chair; Sandra Lugo-Gines, Vice-Chair; Ann-Laurie Parent, member. Guests: Attorney Steven J. Pelletier, Legal Services.

The meeting was called to order at 10:05 a.m.

- I. Review and approval of minutes of 20 March, 2009 meeting: The minutes of the March 20, 2009 meeting were read and approved.
- II. Update on Grievance Process and Procedure: Atty. Pelletier has reviewed the Judicial Branch's existing ADA grievance process and drafted a written procedure incorporating recommendations of the ADA Committee. The Committee reviewed the draft and made several suggestions, including the removal of references to TDD or TTY phone access and replacing it with a directive for members of the public with hearing or speech impairments to use the free, national 711 phone service. The Committee also recommended the grievance process forms contain the phone number and address of the Branch's Affirmative Action/Equal Opportunity Employment program manager, as well as the http address of the Branch's ADA Website. Atty. Pelletier will make the suggested changes and submit the forms to External Affairs for further review.
- III. Update on accommodation form: Atty. Pelletier drafted a form, Request for Accommodation by Persons with Disabilities, at the Committee's request. The members discussed at length the draft's style which included areas for signatures when requests are granted or denied. The Committee agreed that requiring a signature from a Branch employee who grants a request is not necessary. Instead, the Committee asked Atty. Pelletier to revise the draft to include language and signatory space only in cases where the request is denied. The Committee said that in cases when requests are denied, such a determination would be made by a supervisor or the ADA Division Coordinator.
- IV. Update on process for handling ADA Accommodations Requests: Atty. Pelletier at the Committee's request drafted a new form, Procedure to Request an Accommodation under the ADA, by which an individual with a disability can make a written request for accommodation to Branch services or facilities. The Committee recommended Atty. Pelletier change the language on the form to

advise requestors to submit their request at least 10 days before the accommodation is needed in order to facilitate a timely response and ensure compliance with existing Branch service provider vendor contracts. Atty. Pelletier said he will make the suggested changes for the Committee and the form will be reviewed when it is completed.

**V.** Update on ADA question-and-answer brochure for use on Website and as a handout: Ms. Parent is updating a booklet, "A Guide to Understanding the Americans with Disabilities Act." The guide will eventually be published on the ADA Website and answers questions about the ADA.

**VI.** Review of Committee's report: Ms. Lugo-Gines said the Committee's 22-page report for the Public Access Task Force will have more than 100 pages of attachments detailing the Committee's work thus far. The editing process is continuing, and the Committee made a few suggestions for additions/deletions.

**VII.** The next meeting of the ADA Committee will be at 10 a.m. on Friday, May 1, 2009, in the fourth-floor conference room at 90 Washington Street, Hartford, Ct.