



# TOWN OF GREENWICH

Office of the First Selectman  
Town Hall  
101 Field Point Road  
Greenwich, CT 06830

## **ACCESSIBILITY COMPLIANCE AND BEST-PRACTICE POLICY**

### **PURPOSE**

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The purpose of this policy is to ensure compliance with the requirements of Title II of the Americans with Disabilities Act (ADA), improve accessibility to Town services, and establish clear responsibilities and expectations for accessibility at Town programs, events, and activities. Accessibility is not just an act of legal compliance, but part of our philosophy that government works for everyone. It is a community effort, requiring cooperation between employees, elected officials, community organizations, and the public.

### **SCOPE**

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This policy applies to all Town departments, excluding the Greenwich Board of Education.

### **POLICY**

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#### **1.0 ADA COMPLIANCE**

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the Town of Greenwich (Town) does not discriminate against qualified individuals with disabilities in its services, programs, and activities. The full compliance statement and procedure can be found in the [Town of Greenwich Notice Under the Americans with Disabilities Act](#), which is managed by the Department of Human Services. The Commissioner of Human Services serves as the Town's ADA Coordinator. If you are unsure or have any questions related to this policy or the reasonable accommodations process, contact the Commissioner of Human Services at 203-622-3800.

#### **Grievance Procedure**

The Town Grievance Procedure is established to meet the requirements of the ADA and can be found in the [Town of Greenwich Grievance Procedure Under the Americans with Disabilities Act](#), managed by the Department of Human Services.

#### **2.0 NON-DISCRIMINATION & EVENT ACCESSIBILITY STATEMENTS**

All official Town publications, including but not limited to agendas, flyers, press releases, booklets, brochures, catalogs, pamphlets, advertisements, and one-page announcements, describing or inviting participation in Town programs or activities must contain the non-discrimination statement set forth below. The inclusion of the non-discrimination statement is required by federal regulations and is designed to make clear to our community the Town's commitment to equal opportunity and access to its programs and activities. A non-discrimination statement is embedded within the footer of all Town website pages and therefore is not required on individual departmental website pages. Inclusion of the statement is required regardless of method of delivery, whether the publication is dispersed via print or electronic means, or distributed as a PDF.

*The Town complies with all applicable federal and state laws regarding non-discrimination, equal opportunity, affirmative action, and providing reasonable accommodations for persons with disabilities. If you require an accommodation to participate, please contact the Commissioner of Human Services at 203-622-3800 or [alan.barry@greenwichct.org](mailto:alan.barry@greenwichct.org) as soon as possible in advance of the event.*

### **3.0 ACCESSIBILITY BEST-PRACTICES & RECOMMENDATIONS**

In addition to the requirements set forth in this policy, all Town departments and employees should consider the following best-practices and recommendations regarding accessibility to Town services, programs, activities, and events:

- Departments should consider ADA-compliance and need for accessibility modifications as part of the annual budget process.
- Arial font is one of the most accessible fonts, according to the Department of Health and Human Services, and therefore should be used on all public documents.
- When planning events, departments should consider accessibility of attendees:
  - Incorporate accessibility planning at the beginning, including venue selection and event budget.
  - Send invitations and promotional material early so that participants can respond and identify any accommodation needs they may have.
  - Consider ways in which you can be cost-effective and accessible. For example, consider asking any speakers to provide copies of materials early so they can be put into accessible formats.
  - When playing videos in training sessions or at events, turn on closed-captioning if available, even if no one requested it.
  - When holding a meeting or event in a meeting room, always use the sound amplification if available, even if no one requested it.
- A sign-language interpreter should be utilized for all official Town press conferences. Interpreters at press conferences should be considered as a standard practice rather than special accommodation whenever possible. Contact the Department of Human Services to include an interpreter at your press conference.
- The Town website was designed to meet accessibility requirements and standards. The footer of the website [contains a link](#) to accessibility policy, information, and resources. The Town's Digital Content Editor conducts weekly ADA-compliance audits and notifies content stewards immediately upon discovering documents uploaded that aren't "readable."
- All website Content Stewards must be familiar with the ADA section of the [Website Style Guide](#).
- Accessibility and assistance should be routine elements of Town staff customer service.

#### Language Translation

The footer of the website contains a link to translate each page into another language. Departments are encouraged to translate official publications, such as agendas and event invites, into Spanish and distribute along with the original version. This free service is provided by [Google Translate](#), which is a third party and may not always translate with perfect accuracy. You should include a disclaimer on translated materials.

### **RELATED POLICIES**

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HR Employment policies on reasonable accommodation/non-discrimination.