

# **Colorado Legislative Branch Policy on Services for Persons with Disabilities, Including Grievance Resolution Procedures**

(Updated June 2025)

## **1. Purpose**

The Colorado General Assembly is committed to providing equitable opportunities to all individuals in accordance with the requirements of Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990 ("ADA"), and relevant Colorado statutes by providing appropriate aids and services leading to effective communication for all individuals so they can participate equally in all programs, services, and activities of the General Assembly, including its ongoing accessibility effort working toward meeting or exceeding the latest version of the Web Content Accessibility Guidelines.

The Colorado General Assembly prohibits discrimination on the basis of disability in its hiring and employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

The legislative branch of Colorado state government consists of the state House of Representatives and its staff, the state Senate and its staff, and the Colorado General Assembly's staff agencies: the Legislative Council Staff; the Office of Legislative Legal Services, including the Office of Legislative Workplace Relations; the Joint Budget Committee Staff; and the Office of the State Auditor.

Pursuant to the Colorado Constitution, regular legislative sessions run annually for 120 consecutive calendar days beginning no later than the second Wednesday in January to early May, and special sessions may be convened at other times. Information on bills may be obtained on the Colorado General Assembly's website [leg.colorado.gov](https://leg.colorado.gov) or by calling 303-866-3521.

At times during the legislative session, the scheduling of floor debate in the House of Representatives and Senate and committee hearings may occur on very short notice and at times may be subject to cancellation and rescheduling. In these situations, public notice is provided as far in advance as possible.

## **2. ADA Coordinator**

### **A. Public Services**

The Americans with Disabilities Act (ADA) Coordinator for the legislative branch of Colorado state government is responsible for coordinating public accommodation requests with appropriate legislative staff to ensure the provision of aids and services that facilitate effective communication for individuals with disabilities. These efforts are intended to

enable full and equal participation in the programs, services, and activities of the Colorado General Assembly.

Persons with disabilities 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 the Colorado General Assembly should contact the office of the ADA Coordinator directly or submit a reasonable accommodation request using the appropriate accommodation request form available at [leg.colorado.gov/accessibility](http://leg.colorado.gov/accessibility). Requests must be made in accordance with section 3 of this policy.

The ADA Coordinator for public accommodation services may be contacted directly at:

**ADA Coordinator**

State Capitol Bldg, Room 011  
200 East Colfax Avenue Denver, CO 80203-1784  
303-866-3521  
[accessibility@coleg.gov](mailto:accessibility@coleg.gov)

Except as noted in section 2B of this policy, all references in this policy to the “ADA Coordinator” refer to the ADA Coordinator outlined in this section 2A.

**B. Employment & Internal Staff Services**

The ADA Coordinator for internal staff services of the legislative branch of Colorado state government and for members of the House of Representatives or Senate is the Director of the Legislative Human Resources Division (LHRD).

The ADA Coordinator for internal staff services may be contacted at:

**Director of LHRD**

Legislative Services Bldg, Room 022  
200 East 14th Avenue, Denver, CO 80203  
303-866-3393  
[lhrd@coleg.gov](mailto:lhrd@coleg.gov)

**3. Availability of Services**

Some of the services for persons with disabilities outlined in this policy are only available for official legislative proceedings at which legislative action may be taken, such as committee hearings and floor debate for the House of Representatives or Senate. Unless otherwise indicated in this policy, services are not available for nonlegislative proceedings, such as individual or stakeholder meetings with legislators, town hall meetings, or meetings with legislative staff. With sufficient advance notice, services for persons with disabilities, as outlined in this policy, may be available for an individual meeting with a bill drafter with the Office of Legislative Legal Services or with a fiscal analyst with the Legislative Council Staff if the meeting is for the sole purpose of drafting proposed legislation or a fiscal note

related to proposed legislation, and only if the meeting has been pre- authorized by the legislator who is sponsoring the proposed legislation.

A request for a particular service for a legislative proceeding as outlined in this policy must be made **at least two business days** before the time the service is needed. For example, a request for an interpreter for a Monday committee hearing must be made no later than 4:00 p.m. of the preceding Thursday; a request for communication access realtime translation (CART) services for floor debate on a Friday must be made no later than 4:00 p.m. on the preceding Wednesday. Because the Colorado General Assembly relies on outside vendors to provide these services, requests for services made with less notice may result in an inability to provide the service being requested. As noted in Section 4 of this policy, requests for braille translation of legislative materials typically require more than two business days.

After being contacted by the ADA Coordinator, the appropriate legislative staff will work cooperatively with a person making a request to provide a service under this policy that will most satisfactorily meet the requestor's needs, to the extent the service is available in the area and there is sufficient time within which to arrange for the service.

Advance notice will assist in ensuring the timeliness of a response to requests for services. Staff will do their best to accommodate a request for services on less notice than specified above, but the requestor should be aware that difficulties in scheduling certain services may be encountered in accommodating a request. Staff's ability to furnish services will depend on the request, the number of requests for services at any given time, and the workload of public and private sources upon whom staff must depend for the provision of certain services.

A surcharge will not be placed on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

Accommodation requests that would impose an undue financial or administrative burden on the Colorado General Assembly may not be fulfilled as requested. The General Assembly may not take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity is not accessible to persons with disabilities should be directed to the ADA Coordinator.

#### **4. Types of Services Available**

A person may arrange for any of the following types of services by contacting the ADA Coordinator.

**American Sign Language (ASL) Interpreters.** A person requesting an ASL interpreter shall specifically indicate the legislative purpose, the type of official legislative proceeding, and the date and time, if known, during which an ASL interpreter will be required.

**Tactile Signing.** A person requesting tactile signing services shall specifically indicate the legislative purpose, the type of official legislative proceeding, and the date and time, if known, during which tactile signing services will be required.

**Assisted Listening Devices.** Subject to availability, headphones and assisted listening devices using radio frequency (RF) to amplify sound for persons who are deaf or hard of hearing may be checked out at the time of a legislative proceeding from the sergeants-at-arms at the following locations:

- on the House and Senate Chamber floors;
- in the Old State Library of the State Capitol Building;
- in the Old Supreme Court Chambers of the State Capitol Building;
- at the doors of the Chambers of the House of Representatives and the Senate;
- in the sergeants-at-arms' anterooms adjacent to hearing rooms A and B in the Legislative Services Building (LSB); and
- in the Joint Budget Committee hearing room.

**T-Coil floor antennas** are available in the Old Supreme Court Chambers and Senate Chambers in the State Capitol Building and the Joint Budget Committee Hearing Room in the Legislative Services Building.

**T-Coil neck loop technology** is available for checkout from a sergeant-at-arms in all committee rooms and in the House and Senate Chambers.

**Communication Access Realtime Translation (CART) Services.** A person requesting CART services shall specifically indicate the legislative purpose, the type of official legislative proceeding, and the date and time, if known, during which CART services will be required.

**Boom Microphone Stands.** If a person is unable to access the microphone on the witness table in a committee hearing room, a boom microphone stand is available from the sergeant-at-arms on duty.

**Document Remediation.** A request to remediate legislative documents to meet the accessibility standards for individuals with a disability established pursuant to section 24-85-103, C.R.S., and the regulations implementing Title II of the Americans with Disabilities Act, 28 C.F.R. Part 35, may be made to the ADA Coordinator. Because of the time involved in remediating digital documents, the legislative agency staff will respond to each request on a case-by-case basis and communicate time frames directly with the person making the request for remediated digital documents so that arrangements can be made cooperatively between staff and the person requesting the material. Time frames for the remediation of digital legislative documents may differ depending upon the complexity and length of the document requested, the number of requests at any given time for the services, and the workload of the sources upon whom staff must depend for remediating digital documents.

**Braille Translation of Legislative Materials.** Legislative documents may be translated into braille upon request. A request for legislative materials in braille will be responded to more slowly than other formats specified above. Braille translation is provided by public and

private braille translation facilities outside the legislature. Because of the time involved in translating and producing documents in braille, legislative agency staff will respond to each request on a case-by-case basis and communicate time frames directly with the person making the request for legislative material in braille so that arrangements can be made cooperatively between staff and the person requesting the material. Time frames for the translation of legislative material into braille may differ depending upon the complexity and length of the document requested, the number of requests at any given time for the services, and the workload of the sources upon whom staff must depend for translating and producing material in braille.

**Legislative Video and Audio.** Live and archived electronic audio and video recordings of legislative meetings, hearings, and other formal legislative proceedings are available on the Colorado General Assembly's website [leg.colorado.gov](http://leg.colorado.gov). Closed captioning may be available in live audio and video broadcasts.

## **5. Grievance Resolution Procedure**

### **A. Purpose and Application**

In order to provide for the fair, speedy, and efficient resolution of grievances concerning public accommodations for a person with a disability in violation of the Americans with Disabilities Act of 1990, the legislative branch of Colorado state government has established the following grievance resolution procedure.

This grievance resolution procedure applies to all grievances concerning public accommodations for a person with a disability in violation of the Americans with Disabilities Act of 1990 in the conduct of any program, or the performance of any service or activity, provided by the legislative branch of Colorado state government, except those arising out of the employment setting and applications for employment.

The legislative branch consists of the state House of Representatives and its staff, the state Senate and its staff, and the Colorado General Assembly's staff agencies: The Legislative Council Staff; the Office of Legislative Legal Services, including the Office of Legislative Workplace Relations; the Joint Budget Committee Staff; and the Office of the State Auditor. All time periods set forth may be extended for good cause. The grievant may be assisted or represented by another person of the grievant's choosing throughout the process.

### **B. Grievance Resolution Process**

A member of the public who alleges discrimination concerning the provision of public accommodations for a person with a disability may contact the Director of LHRD to informally discuss or formally file a grievance. Upon receipt of a grievance, the Director of LHRD (or their designee) shall assess the grievance and work with the grievant, another person of the grievant's choosing, or both to determine the most appropriate and effective way to resolve the grievance, including whether to proceed with a formal or informal resolution process.

If a grievant decides to file a formal grievance, the grievance must provide information concerning the alleged discrimination, including the name, address, and telephone number of the grievant and the location, date, and description of the problem.

Reasonable accommodations, such as personal interviews or a recording of the grievance, are acceptable. The grievant, a person of the grievant's choosing, or both shall submit the grievance as soon as possible, but no later than 30 days after the alleged violation to the following:

**Director of LHRD**

Legislative Services Bldg, Room 022  
200 East 14th Avenue Denver, CO 80203  
303-866-3393

lhrrd@coleg.gov

Within 15 calendar days after receipt of the grievance, the Director of LHRD shall commence an investigation of the circumstances involved and meet with the grievant, a person of the grievant's choosing, or both to discuss the grievance and possible resolutions. Within 15 calendar days after the meeting, the Director of LHRD shall respond in writing or, where appropriate, in a format accessible by the grievant. The response must explain the position of the legislative branch, including any findings of fact and conclusions regarding responsibility, and offer options for a resolution. The response must also inform the grievant of the right to appeal the Director of LHRD's conclusions.

**C. Appeal**

If the Director of LHRD's response does not satisfactorily resolve the issue, the grievant, a person of the grievant's choosing, or both may appeal the Director of LHRD's conclusion to the Executive Committee of the Legislative Council. An appeal must be made in writing and submitted to the staff of the Executive Committee of the Legislative Council within 15 calendar days after the grievant's receipt of the Director of LHRD's conclusion.

Staff of the Executive Committee of the Legislative Council may be contacted at:

State Capitol Bldg, Room 011  
200 East Colfax Avenue, Denver, CO 80203-1784

lcs.director@coleg.gov

Within 15 calendar days after the Executive Committee's receipt of an appeal during a legislative session, or as soon as practicable during the interim, the Executive Committee, or its designee (other than the Director of LHRD), shall meet with the grievant, a person of the grievant's choosing, or both to discuss the grievance and possible resolutions. Within 15 calendar days after that meeting during a legislative session, or as soon as practicable during the interim, the Executive Committee, or its designee, shall respond in writing and, where appropriate, in a format accessible by the grievant with a final resolution of the grievance.

**D. Record Keeping**

The LHRD shall maintain records of all grievances, responses to grievances, appeals, and responses to appeals for three years.