DENVER, CO – Smart Start, Inc., a leading provider of ignition interlock devices, has reached an agreement with Stephen Arellano, a Deaf customer, in which Smart Start has committed to provide sign language interpreters for Deaf and hard of hearing customers upon request.

Mr. Arellano, who is represented by the Civil Rights Education and Enforcement Center (CREEC), filed a charge of discrimination last year with the Colorado Civil Rights Division, after he was not provided an interpreter during installation if -- and training on -- an ignition interlock device. Smart Start inquired of the Colorado Division of Motor Vehicles whether it was required to provide an interpreter; the DMV incorrectly informed Smart Start that this was not required. Mr. Arellano is moving forward with his charge of discrimination against the DMV.

The Americans with Disabilities Act requires places of public accommodation -- which include almost any company doing business with the public -- to provide effective communication to people with disabilities. In the case of substantive communications with deaf or hard of hearing customers, the ADA will often require the business to provide a qualified sign language interpreter.

Mr. Arellano appreciates Smart Start’s efforts to ensure effective communication going forward. “Once we reached out to Smart Start and explained the requirements of the Americans with Disabilities Act, they were immediately willing to comply,” said Amy Robertson, CREEC’s Co-Executive Director. “They are setting an excellent example in their field.” Ms. Robertson expressed disappointment that the DMV was not willing to discuss resolution.

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**Civil Rights Education and Enforcement Center (CREEC)**

The Civil Rights Education and Enforcement Center is a Denver-based membership organization that has the goal of ensuring that everyone can fully and independently participate in our nation’s civic life without discrimination based on race, gender, disability, religion, national origin, sexual orientation, or gender identity. [www.creeclaw.org](http://www.creeclaw.org)