

GCCOA

Reasonable Accommodation Modification Policy

The Gibson County Council on Aging (GCCOA) will make reasonable accommodations/modifications to its policies, practices and procedures when such accommodations are necessary to avoid discrimination on the basis of disability. The procedures described herein regarding reasonable accommodations apply to the transportation operated by GCCOA and include demand response and human services transit service. Requests for reasonable accommodations are to be made in advance, as often as possible, and should be sent in writing by mail or email to:

Gibson County Council on Aging
212 S. Richland Creek Dr.
Princeton, IN 47670
transportation@gibsonseniors.com

Gibson County Council on Aging Transportation is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. GCCOA recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. GCCOA will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. GCCOA does not discriminate on the basis of disability, admission to, participation in, or receipt of services and benefits under any transportation or activity. GCCOA will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs or activities of GCCOA or be subject to discrimination by GCCOA.

For inquiries, questions or comments about this policy, call GCCOA at (812) 385-8818.

As stated, requests for reasonable accommodations should generally be made in advance. When the request cannot be made in advance, the operating personnel who receive the request (driver, call taker, or dispatcher) shall contact the GCCOA Transportation Manager for a decision. The decision of the GCCOA Transportation Manager is final for the individual trip in question. The individual requesting a reasonable accommodation must give his/her name, address, and phone number.

The request itself must clearly state the GCCOA policy, practice or procedure for which a reasonable accommodation is being requested. Furthermore, it must clearly explain what modification is being requested and why.

The request for a reasonable accommodation does not have to use the specific words “reasonable modification”, however, it must be clear what is being requested. The request for the reasonable accommodation will be granted unless one of the following situations exists:

- Granting the request fundamentally alters the nature of the GCCOA transportation services, programs, or activities,
- Granting the request creates a direct threat to the health or safety of the driver or anyone else. (e.g. exposing the vehicles to operational hazards, leaving a vehicle unattended for a period of time),
- The individual can fully use the service, program or activity as intended without the requested modification,
- Granting the request results in an undue financial or administrative burden.

In the event that a request for a reasonable accommodation is denied, GCCOA will work with the individual(s) making the request to identify and implement alternative actions, steps or modifications that could be taken to ensure that the individual receives the service or benefit sought for future transportation.

GCCOA transportation service recognizes that requests for reasonable accommodations may come through the GCCOA complaint process. GCCOA handles any complaint that is in fact a request for a reasonable accommodation in accordance with this policy.

This policy will be posted on our website at www.gibsonseniors.com

**GIBSON COUNTY COUNCIL ON AGING
ADA Reasonable Modification Request Form**

Requests for modifications to the policies, practices, or procedures of Gibson County Council on Aging in order to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Whenever feasible, requests for reasonable modifications shall be made and determined in advance. A reasonable modification related to the service is ***a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to transportation***. Please provide details about your modification request and how it relates to your disability.

Reasonable modification requests can be made by using this form, contacting us by phone, an online request, or in person. To request a modification by phone, please call the following number: (812) 385-2897

Modification Requested By: _____ Date: _____

Address: _____ Phone: _____

Email Address: _____

Modification for (Name) _____ Date of Trip: _____

Describe the modification request for ADA demand response transportation including why the modification is necessary:

Click or tap here to enter text.

Signature of ADA Passenger or Guardian

Date

Please send this form via US Mail, or email using the contact information below. You may attach any written materials or other information that you think is relevant to your request to this form.

Once completed, please mail or email this form to:

Gibson County Council on Aging
ATTN: Reasonable Modification Officer
212 S. Richland Creek Dr.
Princeton, IN 47670
exec.director@gibsonseniors.com

Requests for reasonable modifications may be denied on the following grounds:

1. It is a fundamental alteration to the nature of the program, service, or activity,
2. It is a direct threat to the health or safety of others,
3. It is not a requirement by the requester to use the service, or
4. The modification creates an undue financial / administrative burden.

Gibson County Council on Aging will strive to acknowledge and approve or deny requests within three (3) business days of receipt. All riders who are denied a request have the ability to appeal. For a copy of our Compliant Form, Appeal Process, and the complete Reasonable Modification Policy, please visit <https://gibsonseniors.com>

All information is kept confidential. All materials are available in accessible format and in languages other than English upon request.

Reasonable Modification Program Complaint Form

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party: _____			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
Date that Reasonable Modification was Denied (Month, Day, Year): _____			
Explain as clearly as possible what happened and why you believe you should have received the modification request. Describe all persons who were involved. Include the name and contact information of the person(s) (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. You may also attach other items that you think are relevant.			

Section IV			
Have you previously filed a complaint with this agency?		Yes	No

Signature and date required. Please submit the form in person or via mail/e-mail.

Signature Date
GIBSON COUNTY COUNCIL ON AGING ATTN: EXECUTIVE DIRECTOR
212 S. RICHLAND CREEK DR., PRINCETON, IN 47670
Email: exec.director@gibsonseniors.com