

Choice in Aging – Reasonable Modification Policy

Purpose

The purpose of this policy is to ensure that individuals with disabilities have equal access to all programs, services, and activities provided by Choice in Aging. The agency is committed to providing reasonable modifications to policies, practices, and procedures when such modifications are necessary to avoid discrimination and to ensure full participation in accordance with the Americans with Disabilities Act (ADA) and other applicable laws.

Scope

This policy applies to all programs, services, facilities, and activities operated, contracted, or administered by Choice in Aging, including those provided to participants, clients, caregivers, staff, volunteers, and members of the public.

Policy Statement

Choice in Aging is committed to promoting accessibility, inclusion, and equity. Individuals with disabilities may request reasonable modifications to agency policies, practices, or procedures to ensure they can fully participate in or benefit from the agency's services. Requests will be granted unless the modification would fundamentally alter the nature of the program, service, or activity, or impose an undue financial or administrative burden on the agency.

Definitions

- **Disability:** A physical or mental impairment that substantially limits one or more major life activities.
- **Reasonable Modification:** A change, exception, or adjustment to a rule, policy, practice, or service that enables an individual with a disability to have equal access to programs, services, and activities.
- **Undue Burden:** A significant difficulty or expense based on the nature and cost of the modification and the agency's overall resources.
- **Fundamental Alteration:** A change that would significantly modify the essential nature of a program, service, or activity.

Request Process

1. How to Request a Modification

Requests for reasonable modifications may be made verbally or in writing. Individuals are encouraged to submit requests as soon as possible to ensure timely consideration.

Requests should be directed to:

ADA/Accessibility Coordinator

Choice in Aging

[Insert address, phone number, and email address]

2. Information to Include

Requests should include:

- The individual's name and contact information
- The policy, service, or activity for which the modification is requested
- A description of the needed modification and why it is necessary for access

3. Agency Response

Choice in Aging will acknowledge receipt of a request within five (5) business days. The agency will engage in an interactive process with the requester to determine what reasonable modification can be provided. A written decision will be provided within fifteen (15) business days, unless additional time is required.

4. Denials

If a request is denied, Choice in Aging will provide a written explanation that includes the reasons for denial and, where possible, suggest alternative modifications that may be effective.

Confidentiality

All information submitted in support of a request will remain confidential and will only be shared with staff directly involved in evaluating and responding to the request.

Appeals

If an individual disagrees with the agency's decision regarding a reasonable modification request, they may file an appeal within fifteen (15) business days of receiving the decision.

Appeals should be submitted to:

Executive Director

Choice in Aging

[Insert address, phone number, and email address]

Non-Retaliation

Choice in Aging strictly prohibits retaliation against any individual for requesting a reasonable modification, participating in the interactive process, or assisting another person in making a request.

Review and Updates

This policy will be reviewed annually by the ADA/Accessibility Coordinator to ensure continued compliance with applicable laws and best practices.