

## **EASTERSEALS REASONABLE MODIFICATION NOTICE**

Easterseals NJ recognizes that disabilities are as diverse as the individuals they serve and recognizes the need to make reasonable modifications to its policies, regarding assistance offered to passengers who may require additional assistance to use its services.

Under Title II of the ADA, state and local governments are required to make reasonable modifications to policies, practices and procedures where necessary to avoid discrimination.

For those riders who require additional assistance, Easterseals NJ will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must inform Easterseals NJ of the need and specific type of additional assistance requested at the time they sign up for Easterseals NJ bus service.
2. At this time Easterseals NJ will determine the resources required to accommodate the rider and whether the request is reasonable to perform.
3. If Easterseals NJ, Director of Transportation deems the service requested to be unreasonable to perform or to repeat on a regular basis, he/she must cite specific reasoning to support the finding and inform the Participant and the Participant's Service Specialist at least 48 hours before the Participant's start date. This must also, be in writing.
4. Riders may appeal any such decisions by following established ADA grievance procedures. Complaints that a County program, service or activity is not accessible to persons with disabilities should be directed to either the Director or Manager of Business Operations. Phone number: 856-327-6454, Ext. 213 Director of Business Operations / Ext. 245 Manager of Business Operations.

A Complainant may also file a complaint with the US Department of Transportation by contacting the Department at: US Department of Transportation, Office of Civil Rights,

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590