

TRANSPORTATION SERVICES OPERATIONAL PROCEDURES

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SECTION: TRANSPORTATION SERVICES

SUBJECT: REASONABLE MODIFICATION PROTOCOL

Purpose: To detail the protocol for ensuring that persons served, who have disabilities, have equal access to the transportation services provided by Easterseals Florida, Inc.

Responsibility: Transportation Supervisor and/or Center Director and/or Transportation Specialist.

Protocol: The Department of Transportation has revised its rules under the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973. It now specifically provides that transportation agencies are required to make reasonable modifications to policies, practices and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.

Easterseals Florida, Inc. is committed to providing safe, reliable, efficient, and accessible service to its customers. To ensure equality and fairness, Easterseals Florida, Inc. will make reasonable modifications to protocols and procedures to ensure that individuals served, who have disabilities, have equal access to all of its services.

Exceptions would include modifications that:

- Cause a direct threat to the health and/or safety of others;
- Result in a fundamental alteration of the nature of the service;
- Are not necessary in order for the individual with a disability to fully utilize Easterseals Florida, Inc.'s services

Anyone who would like to request a modification of protocols or procedures to participate in a Easterseals Florida, Inc. program or service should contact the Center Director, Transportation Supervisor and/or Transportation Specialist, who will then fill out TRANS Form 2007, Reasonable Modification Questionnaire, which will be reviewed and a determination made.