

REASONABLE MODIFICATIONS

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against people with disabilities in everyday activities. The ADA prohibits discrimination on the basis of disability just as other civil rights laws prohibit discrimination on the basis of race, color, sex, national origin, age, and religion. The ADA guarantees that people with disabilities have the same opportunities as everyone else to enjoy employment opportunities, purchase goods and services, and participate in state and local government programs.

A **reasonable modification** is a change that is made to an existing practice, policy, or procedure that will allow a person with a disability equal access and full enjoyment of the services offered at People Incorporated.

Some examples of reasonable modifications include the following:

- Adjusting a transportation route to make it easier to access a handicap-accessible entrance
- Moving the location of an appliance to an area you can reach
- Changing the location of a meeting room to one you can more easily access

If you feel a change to our policies, practices, or procedures is needed to allow you to use or access a program or service, we encourage you to let us know. People Incorporated will work with you to make changes necessary to make our services more accessible to you and to ensure there is no discrimination on the basis of your disability.

Whenever possible, requests for modifications or changes will be made and determined in advance, before service is provided, such as during your eligibility process with the program you are interested in.

If we are unable to make a modification or change in advance, such as in circumstances where you may have been unaware of conditions or barriers before you began, your program's staff will determine if a modification or change can be provided at the time of your request. At times, staff may need to consult with program management before they can make a determination.

We may only deny your request if one or more of the following conditions is found:

- *Making the modification or change would fundamentally alter the nature of our services, program, or activities;*
- *Granting the request would create a direct threat to the health or safety of others;*
- *Without the modification or change, a person with a disability is able to fully use our services, programs or activities for their intended purpose.*

If we deny your request, we will do our best to take any other action to ensure that any person with a disability receives the benefits and services our Agency provides.

Contact People Incorporated's main office or the office of the program you are interested in by phone, fax, mail, or email to describe what you need in order to access or make it easier to access our services:

People Incorporated

4 South Main St.

Fall River, MA 02721

(508) 679-5233 (p)

(508) 679-6211 (f)

info@peopleincfr.org

(Operating Hours 8am – 4pm)

Deaf and Hard of Hearing callers:

You may access TTY-based communication services through Video Relay Services (VRS) or MARElay (**711**) to contact us.
