

**COMMUNITY OPTIONS, INCORPORATED
POLICIES AND PROCEDURES**

**Chapter: Agency Wide
Section: HR & Safety**

Program Applied to: Agency Wide

**TITLE: Title VI Reasonable Modification of Policy
& Procedure**

**Approved by:
Effective Date:**

**Executive Director
September, 2020**

I. POLICY

Pursuant to the Americans with Disabilities Act (ADA) (42 U.S.C. § 12101 et seq.), Section 504 of the Rehabilitation Act (29 U.S.C. § 794), 49 CFR § 27.7(e), 49 CFR § 37, and other Federal Transit Administration (FTA) guidance (including FTA Circular 4710.1), Community Options shall make reasonable modifications in policies, practices and procedures when necessary to avoid discrimination on the basis of disability and to ensure program accessibility to its services.

II. PROCEDURE

A. Individuals with disabilities may make requests for reasonable modifications to services. However, Community Options may deny a reasonable modification request if Community Options can show that granting the request would:

- (1) fundamentally alter the nature of the entity's services, programs, or activities;
- (2) create a direct threat to the health or safety of others;
- (3) result in an undue financial and administrative burden; or
- (4) not impact the individual with a disability's ability to fully use the entity's services, programs, or activities for their intended purpose without the requested modification

B. Community Options shall timely respond to requests for reasonable modifications to policies and practices, including, if necessary, at the time of the request. Should Community Options deny a request for a reasonable modification, Community Options shall make every effort, to the maximum extent feasible, to ensure that the individual with a disability receives the services and benefits provided by Community Options.

C. Individuals requesting modifications shall describe what they need in order to use the service and are not required to use the term "reasonable modification" when making a request. Whenever feasible, modification requests shall be made and decided in advance, before Community Options is expected to provide the modified service.

D. If a modification request cannot practicably be made and decided in advance (*e.g.*, because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with

a disability was unaware until arriving), Community Options shall make a decision about the modification request at the time of the request.

E. Operating personnel may consult Community Options management before making a determination.

F. Further information, including a complaint form, is available at www.fta.dot.gov. or by mail or email addressed to:

Tom Turner, Executive Director, Title VI Coordinator
Community Options
P.O. Box 31
Montrose, CO 81402
tomturner@communityoptionsinc.org
Phone (970) 249 1412 X235
Fax (970) 249-0245

G. Individuals who believe they have been denied reasonable modification when following this policy and procedure may submit a complaint to the U.S. Department of Transportation:

Federal Transit Administration's Office of Civil Rights
Attention: Title VI. Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590