

### **REASONABLE MODIFICATION**

St. John of God Community Services 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, St. John of God Community Services will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must inform the Transportation Department of the need and specific type of additional assistance requested at the time ride reservation is made.
2. Reservationist will advise the Transportation Manager of the specific rider need/request. The Transportation Manager will log the information within the client information system and determine the resources required to accommodate rider.
3. The Transportation Manager will evaluate the request and report to the Executive Director whether the request is reasonable to perform.
4. If the Transportation Manager 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 Executive Director.
5. If St. John of God Community Services concurs with the finding of the Transportation Manager, the rider must be so informed via phone call at least 48 hours before the requested/scheduled trip. The finding must also be communicated to the rider expeditiously by written correspondence.
6. 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 St. John of God Community Service's Director of Quality Assurance:

By phone: 856-848-4700 ext.1135

or

By mail: St. John of God Community Services  
c/o Director of Quality Assurance  
1145 Delsea Drive  
Westville Grove, NJ 08093

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

*1145 Delsea Drive Westville Grove, NJ 08093*

*Web: [www.sjogcs.org](http://www.sjogcs.org) Tel: (856) 848-4700 TTY: (856) 848-4598 General Fax: (856) 384-1512 School Fax: (856) 848-3965*

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