



WILF TRANSPORT
at The Oscar and Ella Wilf Campus for Senior Living

AMERICANS WITH DISABILITIES ACT (ADA) REASONABLE MODIFICATION POLICY (Adopted July 2015)

Background

On March 13, 2015, as part of the Federal Register Vol. 80, No. 49 (80FR13253), the Federal Department of Transportation (DOT) issued a Final Rule effecting 49 CFR Parts 27 and 37: Transportation for Individuals with Disabilities; Reasonable Modification of Policies and practices. This final rule stemmed from a prior Notice of Proposed Rule Making (NPRM) issued February 27, 2006 (71 FR 9761).

The purpose behind this final rule is:

“...specifically to provide that transportation entities are required to make reasonable modifications/accommodations to policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities.”

Policy Requirements

- Wilf Transport will make reasonable accommodations in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability unless Wilf Transport can demonstrate that making the accommodations would fundamentally alter the nature of the service, program, activity, or result in an undue financial and administrative burden.
- When considering changes to transportation services, Wilf Transport shall consider the most integrated setting appropriate for individuals with disabilities. However, Wilf Transport can refuse to provide service to an individual that engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.
- Wilf Transport shall not refuse to provide service to an individual with disabilities solely because the individual’s disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

Procedures for Accommodating Reasonable Modification

All requests for reasonable modification will be processed in the following manner.

- Requests may be submitted by email at lend@wilfcampus.org, written mail to Wilf Transport, 350 DeMott Lane, Somerset, NJ 08873, Attn: Transportation Manager, or by phone at 732-649-3505. All requests will be logged into a Reasonable Modification/Accommodation spreadsheet noting the requestors name, date, contact information and specific modification request being made.

- Information regarding requesting reasonable modifications will be available on the Wilf Transport website www.wilfcampus.org/transport/
- Individuals requesting modifications will be asked to supply sufficient detail within the request so that agency staff may effectively evaluate the request. Individuals are not required to use the term “reasonable modification” when requesting modifications or accommodations.
- Whenever feasible, requests for modifications shall be made in advance, before the requested modification is expected to be provided in service. Wilf Transport acknowledges that, due to the unpredictable nature of transportation, some requests for reasonable modification may be made while in transit. As such, operating personnel shall make a determination of whether the modification should be provided at that time.
- All requests for modifications (reasonable or otherwise) will be assigned to the agency Point of Contact (POC) for review and evaluation. (The POC for these requests will be the Transportation Manager.) Prior to determination, the POC will consult with operations staff regarding requests for reasonable modification.
- All reasonable modification requests will be acknowledged within three business days of receipt. The resolution and response to the person who submitted a request will be made timely, within 15 business days, and the response must explain the reasons for the resolution. The response must be documented in the Reasonable Modification/Accommodation log. Any requests requiring more than 15 business days to resolve must be reviewed by the Transportation Manager and documented as to why the resolution requires additional time for full resolution.