

Seniors First, Inc.

Reasonable Modification Policy

The Department of Transportation has revised its rule 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.

Seniors First, Inc., is committed to providing safe, reliable, efficient, and accessible service to its customers. To ensure equality and fairness, Seniors First, Inc. will make reasonable modifications to policies and procedures to ensure that individuals with 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 Seniors First, Inc., services

Anyone who would like to request a modification of policies or procedures to participate in a Seniors First, Inc., program or service should contact:

Contact: David Lawson
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