Reasonable Modification Policy Statement.

Harney County Senior and Community Services Center and Harney County Dial-A-Ride do not discriminate on the basis of disability in the administration of, or access to its programs, services or activities. Under this policy, a person with a disability is defined as "a person who has a physical or mental impairment that substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having an impairment."
The following individual has been designated to coordinate the agency's compliance with the non-discrimination requirements
Angela Lamborn
Executive Director
Harney County Senior and Community Services Center
17 S Alder Ave/PO Box 728
Burns OR 97720
Should you wish to notify us of barriers that may exist in equal access to any program, service or activity offered by our organization or to obtain information regarding the provisions of the American with Disabilities Act and your rights, you are encouraged to contact the ADA coordinator listed above. If you feel that you need a reasonable accommodation as a result of your disability, please follow the attached ADA procedure for Requesting a reasonable accommodation.

1. **Requests for Reasonable Modifications**

Harney County Senior and Community Services Center shall make information about how to contact Harney County Senior and Community Services Center to make requests for reasonable modifications readily available to the public through its website and rider policy guidelines. Harney County Senior and Community Services Center shall follow these procedures in taking requests:

a. Individuals requesting modifications shall describe what they need in order to use the service.

b. Individuals requesting modifications are not required to use the term ‘‘reasonable modification’’ when making a request. Personnel at Harney County Senior and Community Services Center will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.

c. Whenever feasible, Harney County Senior and Community Services Center requests that individuals make such requests for modifications in advance if it is possible to do so before Harney County Senior and Community Services Center is expected to provide the modified service.

d. Where a request for modification cannot practicably be made and determined in advance (*e.g.*, because of a condition or barrier at the destination of a paratransit, demand response, or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with Harney County Senior and Community Services Center’s management before making a determination to grant or deny the request.

Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made.

The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.