



## **Reasonable Modification Policy**

HollyDELL, Inc. is committed to providing equal access and opportunity to individuals with disabilities. We will make reasonable modifications to our policies, practices, and procedures to ensure that all individuals have an equal opportunity to participate in and benefit from our services, programs, and activities.

### **1. Request for Modification**

- Individuals with disabilities may request modifications by contacting Sheryl Jenkins at (856) 582-5151 or sheryl@hollydell.org. Requests can be made in person, in writing, or by phone.
- Requests should describe the modification needed and why it is necessary for the individual to access our services.

### **2. Assessment of Requests**

- Each request will be evaluated on a case-by-case basis. Factors considered may include the nature of the disability, the specific modification requested, and whether it fundamentally alters the nature of the service, program, or activity.

### **3. Provision of Modifications**

- If a modification is reasonable and does not fundamentally alter the nature of the program, it will be provided at no cost to the individual.
- If a request is denied, HollyDELL, Inc. will provide an alternative solution or an explanation for the denial and inform the individual of their right to appeal.

### **4. Appeals Process**

- If a requested modification is denied, individuals may appeal the decision by contacting Jodi Coates at (856) 582-5151 or jodi@hollydell.org.
- Appeals will be reviewed within 10 days, and a written response will be provided.

### **5. Record Retention**

- HollyDELL, Inc. will maintain all records related to reasonable modification requests and denials for at least three (3) years.

### **6. Complaints**

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