# Reasonable Modification Policy and Procedure

[Recipient] is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from [Recipient’s] programs, activities, and services. Individuals may request reasonable modifications from [Recipient] that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services.

A reasonable modification is a change or modification to afford a qualified individual with a disability full enjoyment of [Recipient’s] programs or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to [Recipient].

## Notice to Program Beneficiaries

This section should provide notice of how program beneficiaries can request reasonable modifications and may include:

* The procedures for requesting a reasonable modification (e.g., the timeframe for making the request, the methods by which requests can be submitted (e.g., request form, email, in-person, over the phone), and relevant organization contact information).
* Other ways in which the recipient provides notice of the complaint process (e.g., posting information on the recipient’s website (include link), facilities, or in program materials).
* Information on how the request process is accessible for persons with disabilities and persons with limited English proficiency (e.g., request forms available in alternative formats or in other languages, or upon request; telephonic or in-person interpreters; qualified bilingual staff).
* A statement communicating that the requester is not responsible for the cost of the auxiliary aid or service provided by the recipient.

## Accepting and Responding to Requests for Reasonable Modifications

This section should describe the procedures for accepting and responding to requests for reasonable modifications from program beneficiaries and may include:

* Designation of the recipient’s employee or office responsible for coordinating reasonable modification requests.
* An explanation of the process for receipt and review of reasonable modification requests, including
	+ any forms used to request reasonable modifications;
	+ the process for determining whether to provide a requested modification, including consulting with the individual requesting the modification in an interactive process to determine what, if any, modification the recipient should provide;
	+ timeframes for responding and/or providing reasonable modifications; and
	+ provisions for providing the interim modification if a requested modification cannot be provided immediately.
* Information on the recipient’s resources for obtaining the reasonable modification to be provided, for example, how the recipient will arrange for sign language interpreters.
* Information on how the recipient will maintain the confidentiality of and appropriately secure any personally identifiable information (PII) in the requests for reasonable modifications to ensure that only those recipient employees with a need to know have the information.
* Information on how the recipient will provide the approved reasonable modifications in future or ongoing interactions with the program beneficiary.