

## CAREGIVER VOLUNTEERS OF CENTRAL JERSEY REASONABLE MODIFICATION POLICY

Caregiver Volunteers of Central Jersey (CVCJ) recognizes that disabilities are as diverse as the individuals they serve and recognizes the need to make reasonable modifications to its policies, regarding assistance offered to passengers who may require additional assistance to use its services.

Under Title II of the ADA, state and local governments are required to make reasonable modifications to policies, practices and procedures where necessary to avoid discrimination.

For those riders who require additional assistance, CVCJ will endeavor to accommodate all reasonable modification requests for such assistance by following procedures outlined below:

1. Riders must inform the CVCJ Service Coordinator of the need and specific type of additional assistance requested at the time ride reservation is made.
2. Service Coordinator logs the information within the client information system and determine the resources required to accommodate rider.
3. The Service Coordinator will evaluate the request and report to the Service Manager and/or Volunteer Manager whether the request is reasonable for a volunteer driver to perform.
4. If the Service Manager and/or Volunteer Manager deem the service requested to be unreasonable to perform or to repeat on a regular basis, he/she must cite specific reasoning to support the finding and inform the Executive Director, Robert Scott.
5. If Executive Director concurs with the finding the Service and/or Volunteer Managers, the rider must be so informed via phone call at least 48 hours before the requested/scheduled trip. The finding must also be communicated to the rider expeditiously by written correspondence.
6. Riders may appeal any such decisions by following established ADA grievance procedures. Complaints that a County program, service or activity is not accessible to persons with disabilities should be directed to Caregiver Volunteers of Central Jersey, Danielle Maley at 201 Hooper Ave., First Floor, North Suite, Toms River NJ 08753 or call (732) 505-2273

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