



22 North Street
Jaffrey, New Hampshire 03452
(603) 532-2427
(603) 532-2429 Fax
Email: adultcare@mfs.org

Monadnock Adult Care Center (MACC)

Monadnock Family Services

Reasonable Accommodation Notice

The purpose of the Reasonable Accommodation Procedure is to ensure that Monadnock Adult Care Center's (MACC)/Monadnock Family Service's (MFS) Transportation Program offers equal and effective opportunities and access to the center's transportation services for persons with disabilities and full compliance with the provisions under the Americans with Disabilities Act.

The American's with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 (ADA) is a landmark federal legislation that opens services and employment opportunities to the millions of Americans with disabilities. The ADA affects access to employment; state and local government programs and services; transportation, and access to places of public accommodation such as businesses, non-profit service providers; and telecommunications.

1. Commitment

MACC's/MFS's transportation Program is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, at the Monadnock Adult Care Center and activities in the community. The MACC Transportation Program recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to procedures. MACC/ MFS will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable accommodations, as necessary, to afford equal access to all persons. MACC/MFS does not discriminate on the basis of disability in admission to, participate in, or receipt of services and benefits under any transit program or activity. MACC'S/MFS'S transportation Program will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

2. Reasonable Accommodations

A Reasonable Accommodation is a change, or exception to a practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. MACC/ MFS Transportation Program will make reasonable modifications to practices and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- . Making the accommodations would fundamentally alter the nature of the transportation system offered,
- . Making the accommodations would create a direct threat to the health or safety of other passengers.
- . The individual with a disability is able to fully use MACC'S/MFS Transportation Program's service without the accommodation being made.

3. Eligibility Criteria

An individual is eligible to be considered to receive a reasonable accommodation if that individual has: a physical or mental impairment that substantially limits one or more of the major life activities of such individual: a record of such impairment: or been regarded as having such impairment.

4. Request for Reasonable Accommodations

If requesting an accommodation due to a disability, an eligibility form must be completed.

Please visit www.mfs.org

Under Monadnock Adult Care Center you will find a printable form.

Please complete the form and return to:

Monadnock Adult Care Center
22 North Street
Jaffrey, NH 03452

If unable to download and print and application, an applicant can also call the MACC at (603)-532-2427 and assistance will be provided to complete the form.

*The Reasonable Accommodation process begins as soon as the request for accommodation is made.

5. Interactive Process

When a request for accommodation is made, the individual requesting an accommodation must engage in good faith in an interactive process to determine what, if any accommodation, shall be provided. The individual and the MACC director must communicate with each other about the request. The process for determining whether an accommodation(s) requested and whether an accommodation will be provided. *Good faith communication from both parties is essential to the outcome of the process.

6. Time Frame for Processing Requests and Reasonable

Accommodation

MACC Transportation Program will process requests for reasonable accommodation and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. MACC Transportation recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

7. Granting a Reasonable Accommodation Request

As soon as MACC determines that a reasonable accommodation will be provided, that decision shall be immediately communicated to the individual. This notice must be in writing in order to maintain the required information for purposes of reporting. Upon request, alternative means of response will be provided.

8. Denying a Reasonable Accommodation Request

As soon as MACC/MFS Transportation program determines that a request for reasonable accommodations will be denied, MACC/MFS Transportation program will communicate the basis of the decision in writing to the individual requesting the accommodation. The explanation for the denial will clearly state:

1. The specific reasons for the denial;
2. Any alternative accommodation that may create the same access to transit services as requested by the individual; and
3. The opportunity to file a complaint relative to the MACC/MFS Transportation program decision on the request.

Monadnock Adult Care Center/Monadnock Family Services

ADA Commitment and Compliance

MACC and MFS are committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis on their disability as outlined by the Americans with Disabilities Act.

MACC Director and MFS's quality Assurance/Complaints and Grievances Team ensure accountability in this commitment and support the ADA guidelines.

9. ADA Complaint Process

If you wish to file an ADA complaint of discrimination with MACC/MFS regarding MACC Transportation you may file a complaint form located on our website www.mfs.org under the Monadnock Adult Care Center tab. Download complaint form, complete and return to:

**Complaint Manager
Monadnock Family Services
64 Main Street, Suite 201
Keene, NH 03432
603-357-4400**

MFS will process all claims that are complete. Once the complaint has been received, the complainant will receive an acknowledgement of receipt. More information may be required to thoroughly complete the investigation, therefore, MFS may contact complainant for additional information. The Complainant has 30 business days from the date of the letter to send requested information to MFS complaint manager.

Once a complaint investigation is complete, complainants will receive a letter of findings via their preferred mode of contact (phone, E-mail, US Postal Service, etc.) If there is no contact information provided, a note regarding the outcome of the investigation will be kept on file for a minimum of three years.

10. Designated Employee

MFS shall designate one official within the agency responsible for processing **Reasonable Accommodation Requests** in regards to transportation. This individual is:

Christine Selmer R.N./Director at MACC
22 North Street
Jaffrey, NH 03452
603-532-2427

***All complaints/grievances are sent to MFS Keene as noted earlier in this policy.**