

AGE CENTRAL
ADA Reasonable Modification Request Form

Requests for modifications to the policies, practices, or procedures of Age Central to accommodate an individual with a disability may be made in advance or at the time of the transportation service. Requests for reasonable modifications shall be made and determined in advance whenever feasible. A reasonable modification related to the ADA Paratransit is *a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to transportation*. Please fill out this form with details about your modification request and how it relates to your disability.

Modification Request By: _____ Date: _____

Address: _____ Phone: _____

Modification for (Name) _____ Date of Trip: _____

Describe the modification request for ADA demand response transportation including why the modification is necessary:

Signature of ADA Passenger or Guardian

Date

Once completed, please mail or email this form to:

Age Central

ATTN: Reasonable Modification

700 Hamilton Blvd

Peoria, IL 61603

Email: info@ciao.net

To request a modification by phone, please call the following number: (309) 309-674-2071

Requests for reasonable modifications may be denied on the following grounds:

1. It is a fundamental alteration to the nature of the program, service, or activity,
2. It is a direct threat to the health or safety of others,
3. It is not a requirement by the requester to use the service or
4. The modification creates an undue financial/administrative burden.

Age Central will strive to acknowledge and approve or deny requests within three (3) business days of receipt. All riders who are denied a request can appeal. For a copy of our Appeals Form and the complete Reasonable Modification Policy, please visit www.ciaoa.net

All information is kept confidential. Upon request, all materials are available in accessible format and in languages other than English.