



# Reasonable Modification Policy

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## Introduction

In accordance with the Americans with Disabilities Act (ADA) it is the policy of Opportunity Enterprises, Inc. to provide individuals with disabilities with a reasonable modification to its policies, practices, and procedures so that they can access programs, facilities and activities. Furthermore, it is the policy of Opportunity Enterprises, Inc. to provide these modifications quickly, easily and without additional disability justification. Denial of a modification should only occur in situations for which the policy modification would fundamentally alter the program, service, or activity, or would constitute an undue financial and/or administrative burden.

Opportunity Enterprises, Inc. shall take the following steps to implement its reasonable modification policy for the benefit of the public:

1. Provide notice, in accessible formats, upon request, to members of the public of their rights to ask for a modification in policies, practices, and procedures or use of an auxiliary aid or service in order to accommodate a disability.
2. Respond to a request for a reasonable modification in a timely manner – within 72 hours, if feasible.
3. Provide adequate communication devices for people with disabilities requesting communication assistance, such as qualified interpreters, note-takers, computer-aided transcription services, written materials, audio recordings, computer disks, large print and Braille materials, and assistive listening systems to ensure Opportunity Enterprises, Inc. will be able to communicate effectively with individuals with disabilities, and that individuals with disabilities will be able to participate in the range of services and programs offered by Opportunity Enterprises, Inc.
4. Provide appropriate training to staff members who will respond to requests for reasonable modifications

## What Is a Reasonable Modification?

A reasonable modification is a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to programs, services and activities. Reasonable modifications must always be related to the individual's specific limitation caused by the disability.

When requesting a reasonable modification to Opportunity Enterprises, Inc. program or service, an individual with a disability is not required to provide a medical documentation or diagnosis to justify their request, but they must be able to explain how their disability is related to the requested modification.

## What Is a Fundamental Alteration?

A fundamental alteration takes place in the rare instance when there may be a significant change in the nature of the service, program, or activity in question because of a reasonable modification.