

Touchette Regional Hospital	Department: Transportation	Policy #: TR.1017
	Author: Transportation Manager	Original Effective Date: 2/2026
	Title/Subject: Reasonable Modification and Accommodations	Reviewed:
		Revised:

Policy Statement: Touchette Reginal Hospital (TRH) is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. TRH recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. TRH adheres to applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for people with disabilities. TRH does not discriminate based on disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. TRH will take appropriate steps to ensure that people with disabilities have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of TRH or be subject to discrimination by TRH

Scope: TRH Transportation Department

Definition: Reasonable accommodation shall be interpreted in a manner consistent with the term “reasonable modifications” as set forth in the Americans with Disabilities Act Title II regulations at 28 CFR 35.130(b)(7), and not as it is defined or interpreted for the purposes of employment discrimination under Title I of the ADA (42 U.S.C. 12111–12112) and its implementing regulations at 29 CFR part 1630.

Procedure:

Reasonable Modifications

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. TRH makes reasonable modifications to policies, practices and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Making the accommodation would fundamentally alter the nature of the transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers.
- The individual with a disability can fully use TRH's service without the accommodation being made.

References: *Title I of the ADA (42 U.S.C. 12111–12112) and its implementing regulations at 29 CFR part 1630.*

Attachment: Appendix A: ADA Reasonable Modification Request Form

A
Touchette Regional Hospital
ADA Reasonable Modification Request Form

Requests for modifications to the policies, practices, or procedures of TRH to accommodate an individual with a disability may be made either in advance or at the time of the transportation service. Whenever feasible, requests for reasonable modifications shall be made and determined in advance. A reasonable modification related to the ADA is *a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to transportation*. 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:

Touchette Regional Hospital Transportation Department

ATTN: Damon Loveless- Reasonable Modification

5900 Bond Avenue

Cahokia Heights, Illinois, 62207

Email: dloveless@touchette.org

To request a modification by phone, please call the following number: 618-332-5484

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.

TRH will strive to acknowledge and approve or deny requests within five (5) 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.touchette.org

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