

John O'Leary
Executive Director

Christopher J. Nasto
Board President



Reasonable Modification

Githens Center provides services for children and adults with a wide range of abilities and recognizes that reasonable modifications must be made at times to individuals who require additional assistance to access services. Through evaluation of the individual's needs and discussion with family members, Githens Center will try to accommodate all reasonable modification requests for assistance by following the procedure below:

1. Consumers/families must inform the Driver or Program Coordinator of the need and specific type of additional assistance requested when need arises
2. Driver/Coordinator will advise the Transportation Manager of the specific consumer need/request. Transportation Manager will log and review the information and determine the resources required to accommodate the consumer.
3. The Driver will evaluate the request and report to the Transportation Manager whether the request is reasonable to perform.
4. If the Transportation Manager deems 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
5. If Githens Center concurs with the finding of the Transportation Manager, the consumer will be informed via phone call at least 24 hours before the requested/scheduled trip. The finding will also be communicated to the consumer by written correspondence.
6. Consumers 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 the Executive Director at Githens Center 40 Cedar Street, Mount Holly, NJ 08060

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

Attn: Complaint Team

East Building, 5th Floor- TCR

1200 New Jersey Avenue, SE

Washington, DC 20590