

SNYDER VILLAGE

TRANSPORTATION MODIFICATION REQUEST PROCEDURE

Snyder Village is committed to providing accessible transportation services to seniors and individuals with disabilities. A modification is a change to a policy, practice, or procedure that may be necessary to allow an individual with a disability to access and use Snyder Village transportation services.

Describe what you need in order to use the transportation service. Requests should be made in advance whenever possible. If a need arises unexpectedly during a trip, the driver or transportation staff may address the request at that time when feasible.

Please submit the following form to your care team in the health center or your administrator in independent or assisted living.

SNYDER VILLAGE TRANSPORTATION MODIFICATION REQUEST FORM

RIDER INFORMATION

Name: _____

Phone Number: _____

Email (optional): _____

Preferred method of contact:

☐ Phone ☐ Email ☐ Other: _____

TRIP INFORMATION

Requested transportation date: _____

Pickup location: _____

Destination: _____

Is this request for:

☐ A single trip

☐ Multiple trips

☐ Ongoing transportation needs

REQUEST FOR MODIFICATION

What modification or assistance are you requesting?

Please describe what you need in order to use Snyder Village transportation services. You do not need to provide a medical diagnosis.

Is there a specific policy, procedure, or transportation practice that creates a barrier for you?

Is there anything else Snyder Village transportation staff should know in order to safely and effectively provide the requested modification?

Can this request be accommodated by another person traveling with you or by another available resource?

☐ Yes ☐ No ☐ Not applicable

If yes, please explain: _____

COMMUNICATION PREFERENCE

Do you need information about your transportation or this request provided in an alternative format or language?

☐ No

☐ Yes – please list preferred language: _____

RIDER ACKNOWLEDGMENT

I understand that Snyder Village will review my request and determine whether the requested modification can be provided. Snyder Village may contact me if additional information is needed.

Rider/Requestor Signature: _____ **Date:** _____

FOR SNYDER VILLAGE USE ONLY

Date Request Received: _____

Received By: _____

Method Received:

☐ In person ☐ Phone ☐ Email ☐ Written ☐ Other: _____

Determination

- ☐ Approved as requested
☐ Approved with modification
☐ Alternative modification offered
☐ Unable to provide requested modification

Reason/Explanation:

Alternative provided or offered, if applicable:

Date Decision Made: _____

Staff Member Making Decision: _____

Date Rider Notified: _____

Method of Notification:

☐ Phone ☐ Email ☐ Mail ☐ In person

Additional Notes:

Important

A request may be denied when providing the requested modification would fundamentally alter the nature of the transportation service, create a direct threat to the health or safety of others, or otherwise meet a permissible basis for denial under applicable ADA requirements. When a requested modification cannot be provided, Snyder Village should consider whether another modification could reasonably allow the individual to access the service.