

Reasonable Modification Requests and ADA Complaint Process for Persons with Disabilities

Bolivar County Council on Aging, Inc. is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services, and activities. In some cases, individuals with disabilities may need reasonable modifications to policies and procedures to ensure access to transit services. **Bolivar County Council on Aging, Inc.** will provide reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities **Bolivar County Council on Aging, Inc.** will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

Any person who believes he or she has been discriminated against under the Americans with Disabilities Act (ADA) including but not limited to obtaining a reasonable modification may file a complaint by contacting **Bolivar County Council on Aging, Inc., LaShonda McKinney-Wilson, 800 South Davis; Cleveland, MS 38732 (662) 846-6161.**

or

**Office of Civil Rights
Federal Transit Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
Phone: 888-446-4511**