

## **REASONABLE ACCOMMODATIONS FOR INDIVIDUALS WITH DISABILITIES**

In accordance with the Americans with Disabilities Act (“ADA”), the Virginia Port Authority (“VPA”) is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from VPA programs, activities, and services. Individuals may request reasonable accommodations from VPA that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services.

To request reasonable accommodations, contact the VPA at [povcustomerservice@vit.org](mailto:povcustomerservice@vit.org). The following FAQ provides information on requesting reasonable accommodations in VPA’s programs and activities.

1. **What is a reasonable accommodation in VPA’s program?** A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of VPA’s programs or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to VPA.
2. **How do I request a reasonable accommodation?** If you need a reasonable accommodation, please contact the VPA Customer Service at [povcustomerservice@vit.org](mailto:povcustomerservice@vit.org).
3. **Does my request for a reasonable accommodation need to be in writing?** No, you do not need to put your request in writing, however, making a written request can be helpful documentation for ensuring that VPA provides the desired accommodation. In addition, you do not need to use the specific words “reasonable accommodations” when making your request.
4. **When should I request a reasonable accommodation?** You may request a reasonable accommodation from VPA at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that VPA is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, VPA requests at least two week’s advance notice.
5. **May someone request a reasonable accommodation on my behalf?** Yes, anyone can request a reasonable accommodation on behalf of an individual with a disability who seeks to interact with VPA staff or participate in its programs or activities.
6. **What will VPA do upon receiving my request for a reasonable accommodation?** VPA may contact you to obtain more information about your request and to better understand your needs. In addition, VPA may review your request to determine:
  - Whether the requested accommodation will be effective in allowing you to participate in the activity or program in which you are seeking participation;
  - Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and
  - Whether providing you with the requested accommodation would fundamentally alter the nature of VPA program or impose undue financial or administrative burdens on VPA.

In addition, in some cases, VPA may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made, if any. If VPA determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, VPA may deny your request. However, in the event that this occurs, VPA will work with you to identify an alternative accommodation that allows you to effectively participate in VPA program, activity, or service.

VPA will respond to accommodation requests within ten (10) business days acknowledging receipt of the request and notifying the individual of processing. In the event the requested accommodation cannot be timely provided, VPA will provide an interim accommodation until such requested accommodation can be provided.

7. **May VPA request medical documentation from you after receiving your request for a reasonable accommodation?** No, VPA may not request medical documentation after receiving your request for a reasonable accommodation. VPA questions will be limited to understanding the barrier to your ability to participate in the program or activity in which you are interested and the nature of an accommodation that will remove this barrier.
8. **May VPA charge you the cost of providing the reasonable accommodation?** No, you are not responsible for the cost of an auxiliary aid or service VPA provides to you.
9. **What are some examples of reasonable accommodations?** There are many types of reasonable accommodations. Some examples of how VPA may provide reasonable accommodations include:
  - Arranging for qualified sign language interpreters;
  - Providing on-site captioning;
  - Producing alternate formats of print materials in braille, large print, or in an electronic format;
  - Providing remote conference captioning services; and
  - Furnishing a temporary ramp to access areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.