



Western Berks Ambulance Association

2506 Belmont Avenue
West Lawn, PA 19609-1535

EMERGENCY TELEPHONE
911

BUSINESS TELEPHONE
610-678-1545

FAX NUMBER
610-670-3783



NOTICE

Reasonable Accommodations for Individuals with Disabilities

The Western Berks Ambulance Association is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from our programs, activities, and services.

Individuals may request reasonable accommodations from the Western Berks Ambulance Association 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 Title VI Coordinator at 610-678-1545 or atucci@wbems.org.

FREQUENTLY ASKED QUESTIONS (FAQs)

The following FAQ provides information on requesting reasonable accommodations in Western Berks Ambulance Association's programs and activities.

1. What is a reasonable accommodation in Western Berks Ambulance Association's program?

- A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of Western Berks Ambulance Association'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 the Western Berks Ambulance Association.

2. How do I request a reasonable accommodation?

- If you need a reasonable accommodation, please contact the Title VI Coordinator at:
 - 610-678-1545, or
 - atucci@wbems.org, or
 - the station at 2506 Belmont Ave., Reading, PA 19609.

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 the Western Berks Ambulance Association 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 the Western Berks Ambulance Association at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that the Western Berks Ambulance Association is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, the Western Berks Ambulance Association requests at least two weeks 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 the Western Berks Ambulance Association staff or participate in its programs or activities.



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6. What will the Western Berks Ambulance Association do upon receiving my request for a reasonable accommodation?

- The Western Berks Ambulance Association may contact you to obtain more information about your request and to better understand your needs. In addition, the Western Berks Ambulance Association 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 the Western Berks Ambulance Association's program or impose undue financial or administrative burdens on the Western Berks Ambulance Association.

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

7. May Western Berks Ambulance Association request medical documentation from you after receiving your request for a reasonable accommodation?

- No, Western Berks Ambulance Association may not request medical documentation after receiving your request for a reasonable accommodation. The Western Berks Ambulance Association's 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 Western Berks Ambulance Association charge you the cost of providing the reasonable accommodation?

- No, you are not responsible for the cost of an auxiliary aid or service the Western Berks Ambulance Association provides to you.

9. What are some examples of reasonable accommodations?

- There are many types of reasonable accommodations. Some examples of how Western Berks Ambulance Association provides reasonable accommodations include:
 - Arranging for qualified sign language interpreters
 - Producing alternate formats of print materials in braille, large print, all languages on the "I Speak ..." Point to Your Language Card", or in an electronic format
 - Providing remote conference captioning services
 - 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.