



## NOTICE

### Requests for Accommodation Process

The Metropolitan Area EMS Authority (“MedStar”) is committed to providing individuals with disabilities an ***equal opportunity*** to participate in and benefit from MedStar’s programs, activities, and services.

Individuals may request ***reasonable accommodations*** from MedStar that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services.

To request reasonable accommodations, contact:

Chad Carr; Civil Rights Coordinator  
MAEMSA/MedStar Mobile Healthcare  
2900 Alta Mere Drive  
Fort Worth, TX 76716  
Fax: 817-840-2051  
Email: [compliance@medstar911.org](mailto:compliance@medstar911.org)



## FREQUENTLY ASKED QUESTIONS (FAQ)

The following FAQ provides information on requesting reasonable accommodations in MedStar’s programs and activities.

### **1. What is a reasonable accommodation in MedStar’s program?**

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of MedStar’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 MedStar.

### **2. How do I request a reasonable accommodation?**

If you need a reasonable accommodation, please contact [Recipient POC/Office and methods for contacting the recipient].

### **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 MedStar 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 MedStar at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that MedStar is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation, MedStar 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 MedStar’s staff or participate in its programs or activities.



## **6. What will MedStar do upon receiving my request for a reasonable accommodation?**

MedStar may contact you to obtain more information about your request and to better understand your needs. In addition, MedStar 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 MedStar's program or impose undue financial or administrative burdens on MedStar.

In addition, in some cases, MedStar may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made.

If MedStar determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, MedStar may deny your request. However, in the unlikely event that this occurs, MedStar will work with you to identify an alternative accommodation that allows you to effectively participate in MedStar's program, activity, or service.



**7. May MedStar request medical documentation from you after receiving your request for a reasonable accommodation?**

No, MedStar may not request medical documentation after receiving your request for a reasonable accommodation. MedStar'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 MedStar charge you the cost of providing the reasonable accommodation?**

No, you are not responsible for the cost of an auxiliary aid or service MedStar provides to you.

**9. What are some examples of reasonable accommodations?**

There are many types of reasonable accommodations. Some examples of how MedStar provides 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
- Furnishing a temporary ramp to access the dais or other areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.