

## ADA Reasonable Modifications Requests

### Overview

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against people with disabilities. [Title III](#) requires that places of public accommodation—including businesses and non-profits—must follow this law.

This includes, but is not limited to:

- Grocery stores
- Retail stores
- Restaurants
- Hotels
- Movie theaters
- Gyms
- Healthcare offices
- And more!

To prevent discrimination on the basis of disability, there are specific requirements that these organizations must uphold. One such requirement is making [reasonable modifications](#) to policies, practices, and procedures where needed to ensure that a person with a disability is provided equal access to all goods and services. (This includes safe access for people who are [high risk for illness](#) during an ongoing pandemic, among others.) Requests for modifications can be verbal or in writing at the point of service and do not need to specifically mention the ADA to be considered a request under the ADA. Individuals do not need to disclose their disability.

### Examples

Below are a few examples of reasonable modifications secured by Vermonters in recent months. This is not an exhaustive nor a prescriptive list, but it may assist in creatively thinking through ways to provide for people's needs and rights to safe and equal access:

- Permit customers to wear respirators without a need to lower/remove at any time
- Provide services outside with masked staff
- Provide curbside or home delivery
- Offer masked-only hours one morning a week
- Enable private, masked access prior to opening to the general public
- Allow customers to bring in a portable HEPA purifier

### Questions?

Our [regional ADA center](#) is available to help you! Call **1-800-949-4232**