

## UpValley Family Centers Reasonable Accommodation Policy



UpValley Family Centers (UVFC) is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from UVFC's programs, activities, and services. Individuals may request reasonable modifications from UVFC that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services. These aids and services may include, but are not limited to, qualified interpreters or readers, assistive listening devices, assistive technologies or other modifications to increase accessibility to UVFC's programs, web sites, and written materials.

A reasonable modification is a change or modification to afford a qualified individual with a disability full enjoyment of UVFC'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 UVFC.

### Notice to Program Beneficiaries

UVFC clients can request reasonable modifications in the following ways:

- Seek accommodation requests by contacting Lupe Maldonado, Program Director, in writing via email to: [lmaldonado@upvalleyfamilycenters.org](mailto:lmaldonado@upvalleyfamilycenters.org) or by calling (707) 965-5010. Requests need to be made with 5 business days prior to the event. If requests are made the same day of the event, UVFC may not be able to make the accommodation.
- UVFC provides the public notice of its complaint process on its website: <https://upvalleyfamilycenters.org/clients> and posted at its main offices: 1440 Spring St., St. Helena, CA 94574 and 1500 Cedar St., Calistoga, CA 94515.
- The request process is accessible for persons with disabilities and persons with limited English proficiency. Forms in English and Spanish are available on the website: <https://upvalleyfamilycenters.org/clients>; other languages are available upon request using telephonic interpreters. To access UVFC's language access policy, please visit: <https://upvalleyfamilycenters.org/clients>
- The requester will not be responsible for the cost of the auxiliary aid or service provided by UVFC.

### Accepting and Responding to Requests for Reasonable Modifications

The UpValley Family Centers' executive director, Jenny Ocon, is responsible for coordinating UVFC's response to complaints and complying with state and federal

civil rights laws. She will investigate and resolve complaints regarding their access to UVFC programs, services, activities or facilities.

Jenny Ocon, Executive Director  
1440 Spring Street  
St. Helena, CA 94574  
(707) 965-5010  
[jocon@upvalleyfamilycenters.org](mailto:jocon@upvalleyfamilycenters.org)

The investigation/resolution process may include consulting with the individual seeking the accommodation in an interactive process to determine what, if any, modification UVFC should provide, and whether an interim modification can be made in cases where the modification cannot be made immediately. UVFC will provide a written response within 10 business days. UVFC will monitor the provision of reasonable accommodations, tracking number and type of requests received annually, accommodations made and reasons for any denials.

UVFC will maintain the confidentiality of and appropriately secure any personally identifiable information (PII) in the requests for reasonable modifications to ensure that only those UVFC employees with a need to know have the information.