



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

In accordance with the Americans with Disabilities Act (“ADA”), the South Carolina Ports Authority (“SCPA”) is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from SCPA programs, activities, and services. Individuals may request reasonable accommodations from SCPA 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 SCPA Solutions Center at [solutionscenter@scspa.com](mailto:solutionscenter@scspa.com) or 843-579-4433.

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

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

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

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

If you need a reasonable accommodation, please contact the SCPA Solutions Center at [solutionscenter@scspa.com](mailto:solutionscenter@scspa.com) or 843-579-4433.

### **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 SCPA 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 SCPA at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that SCPA is able to fulfill the request for an accommodation.

For certain requests, such as requests for sign language interpretation, SCPA 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 SCPA staff or participate in its programs or activities.

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

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

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

SCPA 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, SCPA will provide an interim accommodation until such requested accommodation can be provided.

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

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

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

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

There are many types of reasonable accommodations. Some examples of how SCPA 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.