

Notice and FAQ about Reasonable Accommodations for Individuals with Disabilities

Jacintoport International, LLC (hereinafter “Company”) is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from the Company’s programs, activities, and services.

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

**To request reasonable accommodations,
email accommodations@jacintoport.com
or call 713-821-7422.**

Frequently Asked Questions (FAQs)

1. What is a reasonable accommodation?

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of the programs, activities, and services, 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 Company.

2. How do I request a reasonable accommodation?

If you need a reasonable accommodation, please contact us via email at accommodations@jacintoport.com; or via telephone at: 713-821-7422.

3. Does my request for a reasonable accommodation need to be in writing?

No, you do not need to request in writing. However, making a written request can be helpful documentation for ensuring that the Company is aware of the specific accommodation you require. 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 Company at any time. However, making the request in advance of a meeting, conference call, or visit will help ensure that the Company is able to fulfill the request for an accommodation. For certain requests, such as for sign language interpretation, the Company prefers at least two (2) 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 Company’s staff or participate in its programs, activities, or services.

6. What will the Company do upon receiving my request for a reasonable accommodation?

The Company will contact you to obtain more information about your request and to better understand your needs. In addition, the Company may seek additional information to determine:

- Whether the requested accommodation will be effective in allowing you to participate in the program, activity, or service 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 Company's program, activity, or service, or impose undue financial or administrative burdens on the Company.

In some cases, the Company may consult with you to determine whether your requested accommodation or an alternative accommodation can be made.

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

7. May the Company charge you the cost of providing the reasonable accommodation?

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

8. What are some examples of reasonable accommodations?

There are many types of reasonable accommodations. Some examples of how the Company may provide a reasonable accommodation include:

- Providing on-site captioning
- Arranging for qualified sign interpreters
- 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 areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.