



CCPRC Modification Request Process

1. Customer indicates they need a modification to participate in a program or event due to disability (note: registration for all programs/events includes a prompt to request modification).
2. Park and Program Services (PPS) staff initiate communication with the customer.
 - a. Online registration – When this prompt is checked, PPS staff will call the customer for more information. If PPS cannot connect with the customer, PPS will email the customer and CC the program supervisor.
 - b. Phone or in-person registration – During registration, PPS will ask the customer for more information.
3. When PPS staff contact the customer, if the request is directly program-related, PPS staff will:
 - a. Notify the customer the program supervisor will be in touch to discuss further details and determine a plan for participation.
 - b. Forward any prior communication to the program supervisor via email and request the programmer contact the customer for further discussion. Programmers are expected to contact customers requesting modifications as soon as possible as it may take some time to make arrangements to provide the modification.
 - c. Note: in the event that modification is not possible, a full refund will be issued, regardless of when the withdrawal occurs.
4. If the request is not directly program-related, is an informational request that PPS can answer, or is not a disability-related request, PPS can resolve without forwarding to program supervisor.
5. Upon receiving the request, the programmer will contact the customer and engage in further discussion to assess the participant's abilities and needs and create a mutually agreed upon plan for participation.