

Iredell County Council on Aging, Inc.

ADA Service Denial Policy

(Adopted June 18, 2025)

I. PURPOSE

This policy outlines the conditions under which ICOA may deny services to an individual while remaining in compliance with the Americans with Disabilities Act (ADA).

II. POLICY

No individual shall be excluded from participation in ICOA programs on the basis of disability. Services may be denied or suspended only when necessary to protect the health and safety of participants or staff or to prevent serious disruption of program operations.

III. SERVICE DENIAL CRITERIA

1. The individual poses a direct threat to the safety of others that cannot be eliminated by reasonable modifications.
2. The individual engages in repeated violent, abusive, or disruptive behavior after warnings and interventions.
3. The requested service would require a fundamental alteration of the program or create undue financial or administrative burden.

IV. PROCEDURE

1. The Program Manager must document the incident and attempted interventions.
2. A written recommendation for suspension or denial is submitted to the Executive Director for review.
3. The individual will be notified in writing of the decision and their right to appeal within ten (10) business days.
4. Appeals shall be reviewed by the Executive Director and, if unresolved, by the Board of Directors, whose decision is final.

V. REINSTATEMENT

Individuals whose service has been denied or suspended may be reinstated upon demonstrating corrected behavior or resolution of safety issues.

Approved by the Board of Directors: June 18, 2025
