



# PUERTO RICO FEDERAL AFFAIRS ADMINISTRATION

ADMINISTRACION DE ASUNTOS FEDERALES DE PUERTO RICO

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## REGULATION NUMBER 4

Policies on Priority Turns for Individuals with Disabilities and Senior Citizens served at PRFAA's offices

***Regulation Number 4***

(Reglamento Número 4)

***Puerto Rico Federal Affairs Administration***

(Administración de Asuntos Federales de Puerto Rico)

***Policies on priority turns for individuals with disabilities and senior citizens served at PRFAA's offices***

(Normas sobre la concesión de turnos de prioridad a ciudadanos envejecientes y personas con impedimentos)

**PRFAA INDIVIDUALS WITH DISABILITIES AND  
SENIOR CITIZEN REGULATIONS**

- 1.) These Regulations shall apply to all PRFAA offices where an individual can procure PRFAA's services in person.
  
- 2.) Individuals with disabilities seeking PRFAA services in person are entitled to "priority turns". Individuals with disabilities and individuals over sixty (60) years of age seeking PRFAA services in person are entitled to an "Express Line".
  
- 3.) PRFAA's policy is to give priority to individuals with disabilities or who are 60 years or older, when they solicit PRFAA's services in any of its offices. In accordance with the particular needs of PRFAA and its different facilities, the 'Priority Turn' or 'Express Line' systems will be used as practicable.
  - A. 'Priority Turn' System – This system shall be used when the public is called for services based on a number or list system. In these cases:
    - i. Alternate, priority numbers will be provided exclusively to the beneficiaries of this right; or
    - ii. The beneficiaries of this right shall be registered on an alternate list where the service providers will call them with priority over other individuals.
  
  - B. 'Express Line' System – This system shall be used when the public is called for services using a line system.
    - i. An 'Express Line' shall be reserved for use by the beneficiaries of this right; or
    - ii. The beneficiaries of this right will be directed to a priority desk.
  
  - C. Any individual with a disability or who is over sixty (60) years of age that is a beneficiary of the rights that these laws provide, may be asked to present evidence of their condition(s). The following documents will be accepted:

- i. The ID Card provided to individuals with disabilities by their local State Government or by the Federal Government of the United States.**
- ii. The ID Card provided to individuals 60 years or older by their local State Government or by the Federal Government of the United States.**
- iii. Any ID rightly issued by the Government of the Commonwealth of Puerto Rico, a State Government, the Federal Government of the United States of America or a foreign government, which has a birth date which establishes that the individual is 60 years or older.**
- iv. A photocopy of the removable parking sign for individuals with disabilities will not be accepted, since its reproduction is illegal and subject to penalties in accordance with Article 2.25 of Law Num. 22, January 7, 2000.**

**D. Every PRFAA dependency shall display, in a manner visible to the public, a sign that clearly states the following:**

**“This Agency abides by the dispositions of the ‘Express Service’ Law for individuals with disabilities and individuals 60 years or older and the ‘Priority Turns’ Law for individuals with physical, mental, or sensory disabilities.**

**If you encounter any problems or believe that the laws are not being abided by, please contact the Individuals with Disabilities Solicitor’s Office at (787) 725-2333, or the Office of Senior Citizen’s Affairs, Governor’s Office at (787) 721-6121.”**

**Law Num. 51, July 4, 2001 and Law Num. 354, September 2, 2000.**

- 4.) PRFAA will ensure that individuals without disabilities or under 60 years of age that apply for services in its offices will not be unduly affected by its new system.
- 5.) PRFAA will appoint an employee in each office to be in charge of the implementation of and compliance with these regulations.
- 6.) A family member of or an individual responsible for an individual with disabilities may use the priority or express system to conduct business in the name of an individual with disabilities. He/she must have an authorization signed by the beneficiary of this right or another document accompanied by the corresponding identification of the individual with a disability, as well as his/her own identification. These documents are necessary to certify that the presence of the family member or the individual responsible for the disabled individual in that PRFAA office is indeed authorized to conduct the affairs that the individual with a disability applying for a service delegated to him/her. Examples of documents that can be used to establish authority are:
  - A. A sworn declaration or affidavit.
  - B. A Puerto Rico or State court decision establishing trusteeship.
  - C. A document prepared and signed by the individual in whose name the affairs are being conducted.
  - D. A birth or marriage certificate establishing the relationship between the individual who needs the services and the individual applying for it.
- 7.) Violations of these Regulations
  - A. If it is determined that an individual has offered false information regarding his/her age, condition, or authorization to act on another's behalf, the individual shall be referred to the appropriate authorities and shall be subject to the penalties established in the Penal Code of Puerto Rico or relevant local jurisdiction for providing false information.

**8.) Right to Appeal: Any individual with a disability or 60 years of age or older whose applicability request under these laws has been denied or revoked can present a complaint before PRFAA, Individual with Disabilities Solicitor's Office, or the Office of Senior Citizen's Affairs, Governor's Office. In these cases, the corresponding Adjudging Procedure Regulation, prepared and approved in accordance with Law Num. 170, August 12, 1988, as amended, known as the Uniform Administrative Procedure Law of the Commonwealth of Puerto Rico, shall apply.**