



***The Arc***<sup>®</sup>

*Amador and Calaveras*

# ADA Plan

The Arc of Amador and Calaveras

Rev. 02/01/2017

## **ADA PLAN**

The American with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on the fixed route service.

The Arc of Amador and Calaveras is committed to providing equal opportunities for person with disabilities. This commitment includes complying with the Americans with Disabilities Act of 1990 (ADA) and the Rehabilitation Act of 1993 including Section 37.173 of DOT's ADA regulations requiring The Arc to train personnel to properly assist and treat individuals with disabilities with sensitivity and to operate vehicles and equipment safely. This includes training personnel to use the accessibility equipment and to accommodate the different types of common wheelchairs.

### ***Policy***

It is the policy of The Arc of Amador and Calaveras that no applicant for services, or participant in services, in any way be favored or discriminated against because of age, race, national origin, sex, disability, political or religious opinions, affiliations, or other factors which are not service related.

It is the policy of The Arc of Amador and Calaveras that, when viewed in their entirety, services, programs, facilities, and communications provided by The Arc are readily accessible and usable to individuals with disabilities to the maximum extent possible. 49.CFR 37.105

### ***Travel Training***

The Arc of Amador and Calaveras offers mobility training to all of its clients which includes how to read the transit schedule, where the stops are, making transfers, boarding and disembarking the bus, etc.

### ***Consequences of Non-Compliance***

All complaints of discrimination on the basis of disability will be promptly and objectively investigated by the Executive Director. Corrective or disciplinary action will be instituted for behavior prohibited by this policy.

## HOURS OF OPERATION

The Arc of Amador and Calaveras operation are as follows:

### **Amador Day Program**

Monday – Friday  
9am to 3pm

### **Calaveras Day Program**

Sunday – Saturday  
9am to 3pm

### **Supported Living Services**

Sunday – Saturday  
Hours Vary

### **Supported Employment Services**

Sunday – Saturday  
Hours Vary

### **Recreation Services**

Monday – Friday      &      Saturday – Sunday  
3pm to 9pm                      9am to 8pm

## *Holiday Closures*

The Arc of Amador and Calaveras observes the following Holidays except in emergency situations: New Year’s Day, Martin Luther King Jr. Day, President’s Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day.

## EQUIPMENT

### *Approved Equipment*

In order to accommodate a wheelchair or power scooter in an Arc vehicle, it must meet the following standards:

- The equipment must have three (3) or more wheels
- The measurement of the equipment must fit safely in the vehicle securement area, including footrests and backpacks
- The equipment must not weigh more than 800 pounds when occupied
- Walkers must be collapsible and stored between seats
- Equipment must be in good working order, with batteries charged, tires inflated, brakes working, footrests attached, and all parts secure (49 CFR 37.3)

### *Mobility Device Brakes*

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices. With power chairs or scooters, it is recommended that the power switch be turned to the “off” position.

### ***Portable Oxygen Use***

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies as long as it does not violate laws or rules related to transportation of hazardous materials. Equipment must not obstruct the aisle. 49 CFR 37.167

### ***Securement Policy***

Arc staff will use front and rear tie-downs to secure mobility devices at the strongest part of the device; however, the client can indicate the most optimal tie-down spot. The mobility device will be secured front facing unless otherwise requested by the client, or due to the restriction of space. Arc staff will assist clients with securement systems, ramps and seatbelts.

### ***Service Animals***

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. The use of a service animal must be identified at the time of registration into The Arc's programs, or as soon as one is obtained. In order to ride in an Arc vehicle:

- The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately
- Birds, reptiles, amphibians, rodents and cats must be kept in an enclosed carrier/container
- The animal must remain on the clients lap or at their feet, it may not sit on a vehicle seat
- The animal must not be aggressive towards people or other animals
- The client is responsible for any damage caused by the animal 49 CFR 37.167 (d)

### ***Adequate Time for Boarding and Disembarking & Assistance***

The Arc of Amador and Calaveras will provide adequate time to allow passengers with disabilities to safely board and disembark the vehicles. Arc staff shall position the vehicle to make boarding and de-boarding as easy as possible and minimize the slope of the ramp.

### ***Maintenance of Ramps or Lifts***

Arc staff must test the ramp or lift during the pre-trip inspection. Breakdown of accessibility equipment must be reported immediately to the Program Director, the Director of Operations or the Executive Director. A vehicle with an inoperable lift or ramp must be removed from service and the lift or ramp immediately repaired by a licensed mechanic.

### ***Priority Seating***

Arc Staff may ask clients to yield priority seating to persons with disabilities who require accommodation for their needs and/or accessibility equipment.

### ***Eligibility***

Transportation will be made available to all clients of The Arc of Amador and Calaveras. A client's privileges may be suspended or revoked for any of the following:

- Smoking or carrying tobacco in an Arc vehicle
- Consuming alcoholic beverages in an Arc vehicle
- Loud, raucous, unruly, harmful or harassing behavior
- Unauthorized use of equipment on the vehicle
- Defacing the vehicle
- Brandishing a weapon of any type
- Failure to wear proper restraints while in the vehicle

The Program Director is responsible for implementing and monitoring client transportation privileges and will be the one to determine if a suspension or revocation of privileges is the proper action, and if so, the duration of the suspension or revocation. If a client disagrees with a suspension or revocation, they can appeal the decision to the Executive Director who is the final authority at The Arc of Amador and Calaveras.

### ***Notification of Policy***

The Arc of Amador and Calaveras is a private non-profit, 501 c(3) organization who only transports its clients and is not open to the "public". A copy of the ADA policy will be made available upon request.