PINES OF SARASOTA
POLICY AND PROCEDURE REGARDING

ADA (AMERICANS WITH DISABILITIES ACT) POLICY

Department: Administration: Resident Transportation Effective Date: 11/1/2020

Revision Dates: 4/11/2023

Policy: Pines of Sarasota is committed to ensuring that individuals with disabilities are provided with full and equal access to programs, services, and activities provided by Pines of Sarasota, and has a sincere commitment to the satisfaction and accommodation of all our customers, regardless of disability.

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The ADA is a civil rights legislation which requires that persons with disabilities receive transportation services equal to those without disabilities, and prohibits discrimination and ensures equal opportunity and access for persons with disabilities.

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

Procedure:

Transportation Compliance

The Federal Transit Administration works to ensure nondiscriminatory transportation in compliance with the ADA law. Persons with disabilities must be able to receive transportation services equal to those available to persons without disabilities. Complementary special needs transportation shall be provided by Pines of Sarasota with professionally trained operators and their fleet of ADA accessible vehicles.

Operator Training

Operators shall be trained to safely and proficiently operate ADA equipment on Pines of Sarasota vehicles and to properly assist individuals with disabilities. All Pines of Sarasota operators are Certified Nursing Assistants (CNAs) and receive ongoing training from the Director of Education in the care and assistance of elderly patients and residents, most of whom need assistance with mobility, including when transporting them in vehicles.

Scheduling Transport

Schedulers and supervisors shall assist any person who seeks accessibility information with accurate transportation information. All personnel shall assist any person with disabilities who requests information about route, schedule or other transportation information.

Approved Equipment

Passengers will be transported, provided the lift and vehicle will physically accommodate them, unless doing so is inconsistent with legitimate safety requirements (e.g. the combined weight of the wheelchair/occupant exceeds that of the lift specifications). Additionally, Pines of Sarasota accommodates mobility devices that meet the following minimum standards:

- Wheelchair means a mobility aid belonging to any class of three or more wheels, usable indoors, designed or modified for and used by individuals with mobility impairments, whether manually operated or powered.
- Walkers must be collapsible and able to be stored between seats or in the vehicle's trunk.

Portable Oxygen Use
Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle. [49 CFR 37.167(h)]

Service Animals and Attendants
Driver will permit all service animals to board vehicle. Driver can elect to ask the passenger if the animal is a "service animal." Drivers will permit an attendant to accompany a passenger.

Securement Policy
Operators will use front and rear tie-downs to secure mobility devices. Operators will secure mobility devices at the strongest parts of the device; however, the passenger can indicate the most optimal tie-down spot. The mobility device will be secured front facing unless otherwise requested by the passenger. Operators will assist passengers with securement systems, ramps, and seatbelts. Pines of Sarasota will not refuse to transport someone whose mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described in this policy. (49 CFR 37.165)

Boarding Assistance
Operators shall position the bus to make boarding and de-boarding as easy as possible for everyone. Operators shall assist passengers. Passengers with disabilities shall be allowed adequate time to board and disembark the vehicle.

Maintenance of Lifts or Ramps
Operators shall test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment shall be reported immediately to Plant Operations. A vehicle with an inoperable lift or ramp will be removed from service and repaired as soon as possible, and will not be returned to service until repaired. If there is a lift or ramp failure, a replacement vehicle will be dispatched. (49.CFR 37.163)

Reserved Seating
Mobility device securement areas on buses are reserved. Passengers using common mobility aids shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of passengers on the bus. Operators are required to ask passengers sitting in the securement areas to move to other available seats or to stand.

Suspension of Service
A rider's privileges may be suspended for any of the following infractions on Pines of Sarasota's property, including vehicles or bus stops:

- Smoking or carrying a lit pipe, cigar, e-cigarette, or cigarette (unless in a designated smoking area).
- Discarding or dumping litter in places other than the recognized receptacles.
- Consuming alcoholic beverages or in possession of alcoholic beverages.
- Loud, raucous, unruly, harmful, or harassing behavior.
- Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

Direct Threat
If a person is violent, seriously disruptive, or engaging in illegal conduct, Pines of Sarasota may, consistent with established procedures for all riders, refuse to carry the passenger. A person who poses a significant risk to others may be excluded from Pines of Sarasota's service if reasonable modifications to the public accommodation's policies, practices, or procedures will not eliminate that risk. (49CFR 37.5 App. D/ 29 CFR 36.208)

Behaviors that may cause immediate exclusion from the system include:

- Destruction of public property (the vehicle, and/or its furnishings).
- Doing violence to others or to oneself.
- Behavior that is seriously unruly, seriously disruptive, threatening, or frightening to others.
- Behavior that interferes with the safe operation of the vehicle.
- Violations of operating rules governing the provision of transportation system- wide.
- Engaging in illegal conduct.
- Other conduct judged by Pines of Sarasota to represent an actual or potential threat to the health, safety or wellbeing of oneself, the operator, other passengers, and/or transit personnel.

Passengers who are excluded from the system due to a direct threat have the ability to request an administrative appeal by contacting Pines of Sarasota, 1501 N. Orange Avenue, Sarasota, FL 34236; (941) 365-0250.

ADA Notification
Pines of Sarasota is an equal opportunity employer and provider of employment and training and other services. Pines of Sarasota does not discriminate in providing services on the grounds of race, creed, color, religion, national origin, gender, age, marital status or the presence of any sensory, mental, or physical handicap. Auxiliary aids and services are available upon request to persons with disabilities. To obtain more information on Pines of Sarasota's non-discrimination obligations or to file a Title VI or ADA complaint, contact: Pines of Sarasota, 1501 N. Orange Avenue, Sarasota, FL 34236; (941) 365-0250.

AUTHOR/COMMITTEE: Governing Body and Senior Leadership Committee

APPROVED BY _____, Administration