FAYCO Enterprises, Inc.

Transportation Policy #43 Addendum

Americans With Disabilities Act (ADA)

**Policy Statement:**  The American with Disabilities Act (Title II) states, in part that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.” At FAYCO Enterprises, Inc. we are committed to complying with the requirements of Title II of the ADA in all of its programs, services, benefits, and activities.

**Accessibility:** FAYCO Enterprises, Inc. has vehicles within its fleet that meet the accessibility and equipment requirements of ADA. Vehicles with features required to make them readily accessible to and usable by individuals with disabilities will be maintained in an operative condition. Vehicles with inoperative equipment will be placed out of service until repairs can be completed. FAYCO Enterprises, Inc. scheduling allows for adequate time for people with disabilities to board and exit from vehicles. FAYCO Enterprises, Inc. staff are required to make use of accessibility-related equipment/features (such as deploying lifts and ramps) in order to provide accessible service to riders.

**Accessible Formats:** Information regarding our services and policies may be requested in alternate formats by contacting either the Transportation Supervisor at 618-283-1875 or the Director of Finance & Support at 618-283-0638. This information can be provided in large print, audio, braille, and alternate languages. TTY services available by calling 7-1-1 or 800-526-0844.

**Boarding Assistance:** FAYCO Enterprises, Inc. provides curb-to-curb service and may assist passengers to negotiate steps, ramps or lifts when boarding or disembarking. FAYCO Enterprises, Inc. staff cannot lift or bear weight of a passenger. FAYCO Enterprises, Inc. staff will not be able to escort passengers to or from their residence or pickup/drop off site.

**Personal Care Attendants:** Passengers needing assistance beyond what our staff can provide may request a Personal Care Attendant be scheduled to ride with them. Please inform you QIDP if you will have a Personal Care Attendant. This Personal Care Attendant must be picked up/dropped off at the same location as the passenger. Personal Care Attendants will ride for no additional charge.

**Wheelchair Devices & Securement:** For the purposes of this policy a wheelchair is defined as a three-or-more wheeled mobility aid device, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. With respect to size and weight of wheelchairs, FAYCO Enterprises, Inc. will transport a wheelchair and its user, as long as the lift can accommodate the size and weight of the passenger and wheelchair, and there is space for the wheelchair on the vehicle. However, FAYCO Enterprises, Inc. is not required to carry a wheelchair if the lift or vehicle is unable to accommodate the wheelchair and its user, consistent with legitimate safety requirements according to the lift manufacturer.

FAYCO Enterprises, Inc. requires wheelchair users to have their wheelchairs secured. FAYCO Enterprises, Inc. staff will be required to secure the wheelchair. FAYCO Enterprises, Inc. requires seatbelts be worn by all passengers unless the passenger submits documentation prior to transport that demonstrates that using seat belts and/or shoulder harnesses would pose a health hazard. Staff will ask or assist the passenger in fastening their seatbelt.

FAYCO Enterprises, Inc. will minimize the transferring of passengers from wheelchair to seat unless the individual can complete this task independently. FAYCO makes every effort to ensure that a vehicle is available that will accommodate the passenger without the need to transfer to a seat. The DSP curriculum sets guidelines for transferring passengers from a wheelchair to a vehicle or seat. These guidelines will be reviewed and used as needed.

**Portable Oxygen and/or Respirator Use:** FAYCO Enterprises, Inc. will provide transportation services to those passengers using portable oxygen and/or respirators. Staff will properly secure this equipment.

**Service Animals:** FAYCO Enterprises, Inc. will permit service animals, such as, but not necessarily limited to, service dogs, that have been individually trained to work or perform tasks to accompany passengers in vehicles. The service animal must remain under the control of the passenger and not present an immediate danger to the driver or other passengers.

**Staff Training:** All staff at FAYCO Enterprises, Inc. are trained in the proficient use of accessibility equipment, the operating policies related to each of the service requirements described, and in properly and respectfully assisting and treating individuals with disabilities considerately.

FAYCO Enterprises, Inc. vehicle operators will check operations of lifts/ramps and inspect all securement equipment through pre-trip and post-trip inspections procedures on a daily basis. All ADA equipment failures will be reported to the FAYCO Enterprises, Inc. Transportation Supervisor.Vehicles with inoperative equipment will be placed out of service until repairs can be completed.

**Reasonable Modification/Accommodation:** FAYCO Enterprises, Inc. is committed to providing equal access and opportunity to individuals with disabilities in all programs, services, and activities. To ensure equality and fairness, FAYCO Enterprises, Inc. is committed to making reasonable modifications to its policies, practices, and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by contacting the Transportation Supervisor or Director of Finance & Support.

Transportation Supervisor – 618-283-1875, 2022 Wagner, Vandalia, IL 62471

Director of Finance & Support – 618-283-0638, 1313 Sunset Drive, Vandalia, IL 62471

FAYCO Enterprises, Inc. reserves the right to decline reasonable modifications or requests should it result in: fundamental alteration to the nature of the program, service, or activity; present a health or safety hazard to others; result in undue financial hardship or administrative burden; or the modification is not imperative to the individual’s use of the services.

**ADA/Reasonable Modification Complaints:** ADA and Reasonable Modification complaints may be filed by using the ADA/Reasonable Modification Compliant form which you may request by contacting the Transportation Supervisor or the Director of Finance and Support at 618-283-0638. Forms may be requested in alternate formats. All complaints of discrimination on the basis of disability will be promptly and objectively investigated by the FAYCO Enterprises, Inc. EEOC Officer. FAYCO Enterprises, Inc. will promptly communicate its response to the complaint allegations, including its reasons for the response, to the complainant within 15 days of receipt in writing. Corrective action will be taken for violations of the American with Disabilities Act. Documentation of each complaint will be kept on file for five years. FAYCO Enterprises, Inc. investigates complaints received no more than 180 days after the alleged incident. FAYCO Enterprises, Inc. will only process complaints that are complete.