

## **VOLUNTEER TRANSPORTATION SERVICES ADA POLICY & PROCEDURE**

### **ADA Policy**

This policy pertains solely to individuals receiving transportation services from Volunteer Services, a program of Catholic Community Services of Western Washington (CCSWW). The intent of this ADA policy is to insure that individuals with disabilities are provided with full and equal access to transportation services provided by Volunteer Services. People with special transportation needs are defined in RCW 47.06B as people "including their personal attendants, who because of physical or mental disability, income status, or age are unable to transport themselves or purchase transportation."

CCSWW has a sincere commitment to the accommodation of all our clients. All individuals, regardless of ability, shall not be discriminated against and shall be served in the same order in which each respective individual seeks assistance.

### **Accessible Employment Policy**

It is the policy of CCSWW to provide equal employment opportunity for employees and applicants for employment without regard to the presence of a physical, sensory, or medical disability or the use of a trained dog guide or service animal by a person with a disability. CCSWW will not deny employee opportunities to an otherwise qualified individual with a disability because that individual requires reasonable accommodations to facilitate or continue employment.

### **Access to Program Information & Materials**

Appropriate staff training has been provided to allow clients access to services through a variety of means such as phone Relay Service, video phone, interpreters, and email. Program information can be viewed on the website in over 100 languages and transportation materials are available translated in both written and oral interpretation, and large print. Staff are available to assist clients in reading and completing paperwork.

### **Notification of Policy**

A copy of this policy will be posted on the website.

### **Reasonable Modifications**

Requests for modifications of Volunteer Service policies, practices, or procedures to accommodate an individual with a disability can be made. The program is best able to address a modification request when it is made in advance of the ride to ensure that the volunteer driver is able to provide the requested accommodation. All reasonable effort will be made to ensure that all individuals are afforded the opportunity to function independently. [§ 37.169\(c\)\(1\)-\(3\)](#).

### **Additional Passengers**

Personal Care Attendants or Assistants (family member/neighbor/friend) who provide travel assistance are welcome to ride with the passenger. Please notify the office at the

time of the ride request if an Attendant or Assistant will be accompanying you on the ride.

### **Portable Oxygen**

An individual traveling with a respirator or portable oxygen shall not be denied a ride. The individual should notify the program at the time of the ride request to ensure any accommodations needed will be made.

### **Direct Threat**

Volunteer Services may refuse to provide transportation when an individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. An individual who poses a significant risk to others may be excluded from volunteer transportation services if reasonable modifications, practices or procedures will not eliminate that risk. *49 CFR 37.5 (h)*

Behaviors that may cause immediate exclusion from volunteer transportation include:

- Damage to the vehicle
- Harm to others or self
- Behavior that is seriously disruptive, unruly, threatening or frightening to others
- Failure to observe service animal policy
- Conduct judged by volunteer driver or staff to represent an actual or potential threat to the health, safety, or wellbeing of others or self.

Riders excluded from the program due to a direct threat may request an administrative appeal by contacting Volunteer Services at (206) 328-6853.

### **Service Animals**

Service animals are permitted to accompany individuals with disabilities. *49 CFR 37.167(d)*.

Service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. *49CFR 37.3*

Service animals may accompany clients, but must be properly controlled. Clients are responsible for the behavior and hygiene needs of the service animal. Service can be refused or discontinued if a service animal is seriously disruptive or violent. Clients must declare they will be bringing a service animal with them when making the request.

- The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- The animal must remain at a client's feet or on his/her lap.
- The animal must not be aggressive towards people or other animals.
- The client is responsible for any damages caused by the animal.

### **Hours of Service**

Business hours are Monday through Friday, 9 a.m. to 5 p.m. Messages left after 4 p.m. are retrieved the next business day.

### **Holidays**

The office will be closed on the following recognized holidays:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Half-day Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas
- Day after Christmas

### **Trip Scheduling**

Rides may be scheduled by contacting (206) 328.5787. Requests must be made at least seven days before the trip requested to allow time to schedule a volunteer. All rides must be scheduled through the VS office.

### **No Shows:**

You are considered to be a "no-show" for your scheduled ride if:

- You are not at home when a volunteer driver arrives at the scheduled time and location.
- You cancel at the door or are not ready to go at the arranged time and your volunteer driver has waited 15 minutes.

**Cancellations:** You must call **at least 24 hours in advance** to cancel a ride.

**Termination of Services:** After one no-show or late cancellation, a phone call will be made to the client. After a second no-show or late cancellation, a written letter will be sent to remind the client of program policies and the consequence of any further missed appointments. Upon a third no-show/late cancellation, participation in the volunteer transportation services will be terminated.

**Complaint Process:** CCS is committed to providing safe, reliable, and accessible service options for the community. There is an established Complaint Policy and clients wishing to file a complaint and/or obtain a copy of the policy may contact the Volunteer Service office at (206) 328-6853, visit the [ccsww.org/volunteer\\_services](http://ccsww.org/volunteer_services) website or in person at the administrative office at 100 23rd Avenue South, Seattle, WA 98144.