The Arc of the Quad Cities Area

SUBJECT: **Administration - Property**

PROCEDURE: **ADA Transportation (PR-ADA Transportation)**

EFFECTIVE DATE: **11/26**

Section 1.0 Transportation Service and Accessible Ride Arrangements

1.1 The Arc of the Quad Cities Area uses vehicles provided through the Section 5310 program to transport people residing in its homes, including people with accessibility needs. This transportation supports the activities and needs of the people living in those homes and is not a general public ride service.

1.2 Rides are arranged through the person's home or program staff. A person needing transportation, or someone assisting them, should contact their home or program staff to communicate the requested trip and any accessibility needs. Staff coordinate an appropriate vehicle and driver, including necessary accessibility equipment, based on the person's needs. Transportation information and assistance arranging an accessible ride are available in accessible formats and through communication methods appropriate to the person's needs. Residents or people assisting them may request large print, reading assistance, help communicating a trip request, or other effective communication assistance through home or program staff or by contacting Jake Greenwalt at 309-786-6474, extension 1197, or greenwaltj@arcqca.org. Staff will work with the person to provide an effective means of obtaining information and arranging the ride.

1.3 Requests for reasonable modifications to transportation policies, practices, or procedures may also be communicated through home or program staff, who will assist the person in accessing The Arc's reasonable modification process.

Section 2.0 Reasonable Modification Policy

2.1 The Arc of the Quad Cities Area is committed to providing safe, reliable, courteous, and accessible services to all of our customers. To ensure equality and fairness, we are committed to making reasonable modifications to our 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 calling us at (309)786-6474 or sending us an email at greenwaltj@arcqca.org.

Section 3.0 Service Animals

3.1 Service animals may accompany riders with disabilities in The Arc's transportation vehicles and facilities. Under U.S. Department of Transportation regulations, a service animal is a guide dog, signal dog, or other animal individually trained to work or perform tasks for a person with a disability. The definition is not limited to dogs. When clarification is needed, staff may ask whether the animal is a service animal required because of a disability and what work or task it has been trained to perform. Staff will not require certification, identification cards, or disclosure of the person's diagnosis.

3.2 Service animals are working animals, not pets. An animal whose sole function is to provide emotional support or comfort, without individual training to perform work or tasks, is not a service animal under DOT transportation regulations. Pets are not permitted on The Arc's vehicles.

3.3 A service animal may be excluded if it is out of control and the handler does not take effective action to control it, or if it poses a direct threat to the health or safety of others. Any direct-threat determination must be based on an individualized assessment of actual behavior or circumstances, not assumptions about the animal. If an animal is excluded, staff will offer the rider the opportunity to receive transportation without the animal.

Section 4.0 ADA Complaints

4.1 The Arc of the Quad Cities Area operates its programs and transportation services without discrimination on the basis of disability. Anyone who believes they have experienced disability discrimination in The Arc's services may file an ADA complaint within 180 days of the alleged discrimination. The accompanying ADA Complaint Form is the form used with this procedure and is available upon request. The form may be used to document the complaint; use of the form is not required.

4.2 Submit the completed form or a written complaint by email to greenwaltj@arcqca.org, or by mail or hand delivery to The Arc of the Quad Cities Area, Attn: Jake Greenwalt, Director of Property — ADA Complaints, 4016 9th Street, Rock Island, IL 61201. Hand delivery is not required.

4.3 For assistance filing a complaint, an alternative format, or help communicating the complaint, contact Jake Greenwalt at 309-786-6474, extension 1197, or 309-236-1455. A person who cannot submit a written complaint may communicate it by telephone or request assistance from home or program staff. Staff will help document the complaint and obtain the person's confirmation. Reasonable assistance and accessible communication will be provided as needed.

4.4 Once a complaint is received, it will be reviewed by The Arc of the Quad Cities Area Director of Property. In instances where additional information is needed, they will contact the complainant by phone or in writing. Failure of the complainant to provide the requested information by a defined date may result in the administrative closure of the complaint or a delay in complaint resolution.

4.5 Based upon receipt of all the information required, The Arc of the Quad Cities Area will investigate an ADA complaint within 30 days of receipt. The Arc of the Quad Cities Area will use its best efforts to respond to a complaint within 60 days of receipt. Receipt of additional information and/or simultaneous filing of a complaint with The Arc of the Quad Cities Area and an external entity may expand the timing of complaint resolution.

4.6 The Director of Property will review and investigate every complaint promptly. Reasonable measures will be taken to preserve any information that is deemed confidential. At a minimum, The Arc of the Quad Cities Area will:

4.61 Identify and review all relevant documents, practices, and procedures; and

4.62 Identify and interview persons with knowledge of the incident.

4.7 For every complaint, whether substantiated or not, the Director of Property will promptly provide the complainant with a documented decision explaining the findings, the reasons for the decision, and any corrective action. The response will be provided in writing and in an accessible format or communication method as needed, and a record of the response will be retained. If a violation is found, remedial steps will be taken immediately.

4.8 A complainant may appeal to the President and Chief Executive Officer, who will independently review the complaint, investigation, and appeal and promptly provide a documented decision explaining the outcome in an accessible format as needed. Submit appeals by mail or hand delivery to The Arc of the Quad Cities Area, Attn: President and Chief Executive Officer — ADA Appeal, 4016 9th Street, Rock Island, IL 61201, or through greenwaltj@arcqca.org for prompt forwarding to the President and Chief Executive Officer. Assistance is available through home or program staff or the telephone numbers above.

4.9 The Director of Property shall maintain a log of ADA complaints received, including date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by The Arc of the Quad Cities Area in response to the complaint. Should The Arc of the Quad Cities Area receive a complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to The Arc of the Quad Cities Area legal counsel. Full records of complaints will be kept for one year, and a summary of complaints will be maintained for five years.

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Michael Glanz,
President and Chief Executive Officer