

**CAMP HAVEN AMERICANS WITH DISABILITIES ACT (ADA) TRANSPORTATION  
SERVICE POLICIES AND PROCEDURES**



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**ADA TRANSPORTATION SERVICE POLICIES AND PROCEDURES**

**Basic Requirements**

The main tenet of ADA transportation regulation is that:

*"Camp Haven Inc. will not discriminate against an individual with a disability in connection with the provision of transportation service."*

**Service Delivery Requirements**

Access to information: material is made available for persons with disabilities. Camp Haven utilizes these materials are available upon request. Material is located both in van & Assistant Executive Director office. Also visit our website [www.camphaven.net](http://www.camphaven.net)

Access to communications: Camp Haven Please visit us at [www.camphaven.net](http://www.camphaven.net) for further information for someone with speech and/or hearing. Service available Monday-Friday 830-5PM or call (772) 999-3625.

Employee training: ADA regulations require that:

"Each public or private entity which operates a fixed-route or demand responsive system shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the differences among individuals with disabilities."

Camp Haven requires that all employees be trained according to ADA regulations and that this required training is incorporated in the overall training program of all employees. This training shall include passenger sensitivity and disability awareness training.

Equipment maintenance: It is the policy of Camp Haven that all lifts, securement systems, and other access-related equipment must be maintained in safe, operating condition. If damaged or out of order, this equipment will be repaired promptly. The vehicle will be immediately removed from service if repairs are required on the lift until such time as repairs can be made. When equipment is out of order, reasonable steps will be taken to accommodate riders who would otherwise use the equipment.

If an accessible vehicle is not available Camp Haven staff will contact GoLine, (772)569-0903, to arrange for appropriate transportation of individuals.

Lift and securement use: It is the policy of Camp Haven that all people using wheelchairs and other powered mobility devices must be allowed to ride the entity's vehicles. A "wheelchair" is defined as a mobility aid belonging to any class of three-or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or

powered. A lift conforming to ADA requirements has a platform measuring and least 30" x 48". Transportation operators must carry a wheelchair and occupant if the lift and vehicle can physically accommodate them. If a lift has the minimum design load of 600 pounds, there is no requirement for an agency to transport a heavier occupied device. However, if the vehicle lift has a design load of 800 pounds, the agency would need to transport an 800-pound wheelchair/passenger combination, but not a combination exceeding 800 pounds. An operator may deny transportation if carrying the wheelchair and its occupant would be inconsistent with legitimate safety requirements, as when, for example, the wheelchair is so large it would block an aisle or would interfere with the safe evacuation of passengers in an emergency.

Camp Haven requires that all wheelchairs be secured by using a securement system to ensure the wheelchair remains in securement area during transport. Camp Haven will not deny transportation to an individual with disabilities because the person's mobility device cannot be secured satisfactorily by the vehicle's securement system. However, if accommodating an unsecured mobility device would violate a safety requirement such as aisle blockage transportation would be denied. Drivers are responsible for safely operating the lift and properly securing the wheelchair in a forward-facing position using the securement system in the vehicle.

It is the policy of Camp Haven that all passengers, both ambulatory passengers and those that use mobility aids, must wear seat belts. A passenger who presents documentation exempting them from required seatbelt use because such use would pose a health risk will be permitted to ride in the vehicle.

When transporting users of three-wheeled wheelchairs or other mobility devices that pose securement problems, Camp Haven drivers can request that the user transfer to a vehicle seat. It is not a requirement that the rider make this transfer. Drivers can explain to riders the reasons for requesting a transfer but must allow them to make the final decision on whether a transfer is appropriate given their particular disability. Camp Haven drivers will be provided training on the proper techniques for assisting passengers in transferring from their three-wheeled wheelchair to a vehicle seat.

Camp Haven policies require that a person who cannot enter a vehicle using the stairs but who does not use a wheelchair must be allowed to enter the vehicle using the lift. All lifts must be properly equipped with handrails on both sides of the lift.

Camp Haven does not require that individuals with disabilities to use priority seats. The use of priority seats is strictly up to the individual with the disability.

Camp Haven's drivers will require drivers to deploy the lift or ramp upon request including for standees.

Accommodating mobility aids and life support systems: Camp Haven policies permit **all** riders to travel with service animals. Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Camp Haven drivers may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's

disability. A service animal may not be excluded unless the animal is out of control and the animal's owner does not take effective action to control the service animal, or if the animal poses a direct threat to the health and safety of others.

In addition, Camp Haven policies allow riders to travel with respirators and portable oxygen. Travel with this equipment can only be denied if it would violate rules concerning the transportation of hazardous materials. In general, the transport of common types of portable life support equipment is not prohibited. Cylinders of oxygen used by passengers for health reasons, for example, are not subject to the Hazardous Materials Regulations.

Attendant policies/refusing service: Personal care attendants (PCAs) must be permitted to accompany riders and are not considered companions. PCAs are not charged a fare. Camp Haven requires that individuals who indicate the need to travel with a PCA notify Camp Haven by calling (772)999-3625 and speaking to the Executive Director or the Assistant Executive Director; verbal request to the Executive Director or Assistant Executive Director; or written request to the Executive Director or Assistant Executive Director.

Camp Haven cannot require that an individual travel with an attendant. If Camp Haven feels that a rider would benefit from the aid of an attendant, this can be suggested. Service cannot be refused; however, if the person decides to continue to travel independently.

Service can only be refused if a rider engages in "violent, seriously disruptive, or illegal conduct." Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees. If the passenger(s) wish to appeal service denial they can do so by completing the Camp Haven Resident Grievance Form, Camp Haven Resident Grievance Reporting procedure and form are attached and available in areas as stated in the Camp Haven Resident Grievance Procedure or request one from staff.

Additional charges: Special fares and charges, beyond those required of other riders, will not be imposed on persons with disabilities, even if additional services are required.

Boarding/disembarking time: Adequate time must be provided for persons with disabilities to board and disembark from vehicles. The drivers are required to assist with ramps, lifts, and/or securement.

Equivalency of service: Camp Haven does not currently have an accessible vehicle. Camp Haven will coordinate and arrange for transportation for individuals requiring such services with the county paratransit provider GoLine, (772)569-0903.