



FTA Section 5310 Service Provider

The Volunteer Interfaith Caregiver Program (VICaP)

ADA Policies

2019

It is the policy of the Volunteer Interfaith Caregiver Program (VICaP) to abide by all provisions of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, as amended, including all programs, services, activities, operations and relationships with—and accommodations/modifications of—employees, client-customers, and the general public, including but not limited to those stated below.

The Americans with Disabilities Act of 1990 (ADA) requires that individuals with disabilities receive the same level of service as non-disabled individuals. Services that are “separate but equal” are not acceptable. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance.

VICaP keeps all federally funded equipment and facilities in good operating condition. VICaP has one 9-passenger cutaway wheelchair-accessible van under lien with ADOT, and one donated mini-van. Both vehicles are used in the greater Willcox area for transportation for medical related appointments and grocery shopping. These vehicles are currently the only public transportation resource available in the Willcox area.

Our paid drivers follow our policies and procedures to ensure vehicles are maintained in good working order. VICaP ensures scheduled maintenance is performed such that all features of our vehicles that are required to make them accessible are in good working order. ADA accessibility features are repaired promptly if they are damaged or out of order. Our lift is inspected whenever the pre-operational and post-operation checks are performed, and regular services and maintenance are performed by an authorized lift service provider.

VICaP is primarily a Volunteer organization, with Volunteers driving their own vehicles to transport elderly and disabled neighbors that have sufficient mobility to get into or out of the volunteer’s vehicle for transportation to medically related appointments or grocery shopping.

Our volunteers are trained at start with routine updates shared via email and provided a copy of the Volunteer Handbook which speaks to all relevant safety and service issues that pertain to our volunteers, ensuring full awareness of and compliance with the provisions of the ADA, as amended.

Specific transportation provisions of the ADA, as amended, include but are not limited to the following requirements:

Equivalent Service: As required by the ADA, VICaP has a sufficient number of, or access to, wheelchair accessible vehicles in service area regardless of employment status to ensure that individuals needing an accessible vehicle have equivalent access to our transportation services as ambulatory individuals.

Maintenance of Accessible Features on Vehicles: As required by the ADA, the accessible features on our vehicles are maintained in operative condition so that individuals needing these features receive equivalent service to individuals not needing those features. Accessibility features are repaired promptly if they are damaged or out of order. Drivers are required to report lift and ramp failures promptly.

Transporting and securing wheelchairs: A wheelchair is 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. VICaP will transport passengers with wheelchairs, even in circumstances when the wheelchair cannot be secured to the driver's satisfaction, unless the wheelchair exceeds the size or weight capacity of the wheelchair lift or ramp.

Adequate Time for Vehicle Boarding and Disembarking: As required by the ADA, VICaP provides adequate time for boarding and disembarking our vehicles for individuals with disabilities.

Use of Portable Oxygen/Respirator Equipment: As required by the ADA, individuals using our transportation service may bring respirator, portable oxygen equipment, and/or other life support equipment on board our vehicles, as long as they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into our vehicles safely and without obstructing the aisle and/or blocking emergency exits. Passengers must secure the equipment by means such as carrying the equipment using a shoulder strap or securing the equipment to a wheelchair or a seat.

Service Animals: As required by the ADA, any guide dog, signal dogs, or other animal individually trained to work or perform tasks for the benefit of an individual with a disability, including but not limited to, guiding individuals with impaired vision or alerting individuals with impaired hearing, have access to our vehicles. All service animals must be kept under the control of their owner at all times and abides by local animal safety regulations.

Training in Wheelchair Securement, Sensitivity to Passengers: As required by the ADA, VICaP trains its personnel to operate vehicles and equipment safely, assist passengers properly, and treat individuals with disabilities who use the service in a respectful and courteous way. A "Certified Trainer" in Passenger Assistance Safety and Security (P.A.S.S.) provides training to our paid drivers, prior to being released to drive our two vans for VICaP.

Driver use of, and assistance with, Accessibility Equipment: As required by the ADA, VICaP personnel make use of all available accessibility equipment when needed and provide a reasonable level of assistance to passengers as necessary and upon request with lifts, ramps, and securement devices.

ADA complaints: VICaP discrimination related customer service complaints, including those associated with ADA regulations, will be reported to ADOT Civil Rights Office and complaint documentation is maintained on file for one year. ADA related service complaint logs are kept on file for five years, per USDOT regulations.

For further information, please contact VICaP's ADA Contact, Deborah Godwin, phone # 520-459-8146 or via email at vicapsv13@gmail.com.