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NEW HORIZONS VILLAGE ADA Service Requirements

Maintenance of Accessible Features: All providers must maintain in operative condition the features required to make facilities and vehicles accessible to individuals with disabilities. These features include lifts, ramps, securement devices, elevators, signage, and systems to facilitate communications. All accessibility features must be promptly repaired.

Lift and Securement Use: Public and private entities providing transportation service must have a securement system for wheelchairs. Grantees may require wheelchair users permit their wheelchairs to be secured. Grantees may not require a wheelchair user to transfer to another seat. Staff must provide assistance upon request or as necessary with lifts, ramps, and securement systems. Grantees must permit individuals with disabilities who do not use wheelchairs to use the vehicle's lift or ramp. The goal of New Horizons Village is to provide reasonable accommodations for all individuals. However, accommodations can only be provided when they do not compromise the safety of the individual, staff, or others. If a chair cannot be securely positioned or used safely, safety will be the primary consideration.

Service Animals: Grantees must permit service animals to accompany individuals with disabilities in vehicles and facilities. As a resident of New Horizons Village, residents who have animals must comply with the pet policy. Animals are required to be kept on a leash at all times, and the handler must be capable of maintaining control of the animal to ensure the safety of all residents, staff, and visitors. All animals are in carriers with the exception of service animals when traveling on an NHV vehicle.

Lift Deployment at Any Designated Stop: Grantees must not refuse to permit a passenger who uses a lift to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is

deployed, or temporary conditions preclude the safe use of the stop by all passengers.

Service to Persons Using Respirators or Portable Oxygen: Grantees may not deny service to individuals using respirators or portable oxygen.

Adequate Time for Vehicle Boarding: (Not to be confused with driver waiting time) Grantees must ensure adequate time for individuals with disabilities to board or disembark a vehicle.