

<b>Touchette Regional Hospital</b>	<b>Department:</b> Transportation	<b>Policy #:</b> TR.1014
	<b>Author:</b> Administration	<b>Original Effective Date:</b> 1/2026
	<b>Title/Subject:</b> Transportation ADA	<b>Reviewed:</b>
		<b>Revised:</b> 2/26

**Policy Statement:** Touchette Regional Hospital (TRH) is committed to providing safe, accessible, and nondiscriminatory transportation services in compliance with the Americans with Disabilities Act (ADA) and applicable federal, state, and local regulations.

**Scope:** TRH employees, contractors, vendors, volunteers, and students

**Procedure:**

**Nondiscrimination:** TRH does not discriminate against any individual based on disability in the provision of transportation services. Individuals with disabilities shall be afforded the same level of service, safety, and courtesy as all other passengers.

**Eligibility and Access**

- Transportation services are available to individuals with disabilities without additional eligibility requirements beyond those applied to the public.
- No passengers are denied service due to the use of mobility devices, assistive devices, or service animals.

**Accessible Vehicles and Equipment**

- Accessible vehicles will be maintained in safe and operable conditions.
- Lifts, ramps, securement systems, and other accessibility features shall be inspected regularly.
- If an accessible vehicle is unavailable due to maintenance or emergency, reasonable alternative arrangements will be provided.

## **Mobility Devices**

- Wheelchairs and mobility aids used by passengers will be accommodated unless the wheelchair exceeds the size or weight capacity of the lift/ramp.
- Passengers are not required to transfer from their mobility device.
- Drivers do not require proof of disability.

## **Service Animals**

- Service animals are permitted to accompany passengers with disabilities.
- Service animals must be under the control of the handler.
- No additional fees or restrictions will be imposed for service animals.

## **Reasonable Modifications**

TRH will make reasonable modifications to policies, practices, or procedures to accommodate individuals with disabilities unless doing so would:

- Fundamentally alter the nature of the service, or
- Create a direct threat to the health or safety of others

Requests for reasonable modifications may be made verbally or in writing.

## **Communication Accessibility**

- Information will be provided in accessible formats upon request (e.g., large print, electronic formats).
- Employees will communicate effectively with passengers with disabilities, including those with hearing, vision, or speech impairments.

## **Driver and Staff Training**

All drivers and relevant staff will receive ADA training that includes:

- Proper operation of accessibility equipment
- Respectful interaction with individuals with disabilities
- Securement of mobility devices
- Service animal policies
- Emergency procedures involving passengers with disabilities

## **Complaints and Grievances**

Passengers may file ADA-related complaints without fear of retaliation.

### **ADA Coordinator:**

Name/Title: Bryan Hartiwick, HR Director

Phone: 618-482-7127

Email: [\*\*complianceconcerns@touchette.org\*\*](mailto:complianceconcerns@touchette.org)

Complaints may be submitted verbally or in writing and will be investigated promptly.

### **Reference:**

*ADA Act of 2008*