

Reasonable Accommodation for Transportation

Policy:

It is the policy of the Children and Adult Rural Transportation Service (CARTS) to ensure that clients, including individuals with disabilities, be allowed reasonable accommodations (i.e. allowing food or drink to be consumed in the vehicle by someone with a medical condition, modifying pick-up or drop-off locations for safety and accessibility, and allowing for medication administration, provided it does not create a burden or risk) necessary to reach their destination.

Procedures:

If an accommodation is requested, staff will evaluate the following:

1. Is the accommodation necessary?
2. Does the modification fundamentally alter the service or create a safety risk?

Clients are asked to make the request as far in advance as possible, especially for long-term needs, to give staff time to evaluate and implement it.

Complaints about reasonable accommodation should be directed to the following:

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