



**Policy Name: Origin-to-Destination Transportation
Policy-Brunswick Center Services**

Effective Date: September 2025

Revision Date:

Intent

It is the policy of The Arc of Rensselaer County to provide safe and accessible transportation that meets the needs of all individuals we support. Consistent with ADA Complementary Paratransit requirements, our transportation services are designed to go beyond “curb-to-curb” when needed, ensuring each rider can complete their trip safely.

Origin-to-Destination Service

- When a rider’s disability, health, or environmental factors (such as adverse weather or mobility barriers) make it unsafe or impossible to travel independently from the vehicle to their destination, staff will provide *origin-to-destination* assistance. This may include:
 - Helping guide a wheelchair from the vehicle to the entrance.
 - Walking with a rider who needs extra steadiness on uneven or slippery ground.
 - Escorting a rider to the door when they cannot walk safely alone.
 - Assisting an individual in unlocking their door as needed, or assisting with carrying their personal items.
- Drivers and staff must follow each person’s individual plan of care (Life Plan, IPOP, or other safeguards) when providing assistance, including supervision or “time alone” status.

Reasonable Modification Process

The Arc of Rensselaer County will make reasonable modifications to transportation policies, practices, or procedures when needed to ensure access for individuals with disabilities. A request may only be denied if the modification:

1. Fundamentally alters the nature of the service
2. Creates a direct threat to health or safety of other riders

Examples of reasonable modifications include:

- Allowing a rider with a medical condition to eat or drink on the vehicle.
- Adjusting pickup or drop-off locations for safety or accessibility.

- Allowing for medication administration during transport if it does not create a safety risk, following all required medication administration guidelines and regulations.

How to Request a Modification

- Contact individual program administration/management with the specific need, including any required medical documentation.
- Request in advance: to ensure the program has time to evaluate and plan, including training drivers and aides on the needed accommodation.
- All requests will be reviewed promptly, and decisions will be communicated in a timely manner.