

CATEGORY: Safety
NUMBER: 721
SUBJECT: Transportation Services

POLICY NAME: ESC ADA Origin to destination services for transportation

Purpose:

To comply with the Dept of Transportation's ADA regulation of providing origin to destinations services for approved trips provided by Eddy SeniorCare's Transportation Department

Policy:

The Department of Transportation's ADA regulation provides that complementary paratransit service for ADA paratransit eligible persons shall be "origin-to-destination" service. **49 CFR §37.129**

The drivers of Eddy SeniorCare are responsible for assisting participants in and out of their homes and in/out of the day center/medical appointments. All drivers have been trained upon hire with guarding techniques with ambulation and management of participants in wheelchairs and will have reviewed with them annually proper guarding/wheelchair management techniques. Drivers are responsible for going to the participant's door to pick them up for an appointment, provide assistance getting to and onto the bus, seating them safely on the bus, and then providing assisting into the destination location.

Created: September 2025
Author: Michael Flaherty, Executive Director