

DART

DOUGLAS AREA RURAL TRANSIT



DIAL-A-RIDE

POLICIES & PROCEDURES

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The DART Dial-A-Ride service is open to the general public, seniors 60 years and older, ADA disabled riders, and students. DART Dial-A-Ride meets the criteria established by the U.S. Department of Transportation under the Americans with Disabilities Act (ADA) of 1990.

DART Dial-A-Ride is a shared-ride systems designed to transport public passengers from "curb to curb". Riders seeking to participate in the Dial-A-Ride Express routes and Local Dial-A-Ride services simply need to plan ahead, call dispatch at (775) 783-6456 and schedule a ride.

Certification/Eligibility

ADA disabled riders seeking eligibility to ride DART Dial-A-Ride must first be certified. To become certified, you must complete a DART Dial-A-Ride application form. Application forms are available at the Douglas County Senior Center, or by calling (775) 783-6456. All potential passengers seeking ADA eligibility status must complete Part A of the application. Part B of the application form must be completed by a qualified professional. Applications that are completed will be reviewed within 21 calendar days of submission. Acceptable qualified professionals are:

- Physician (M.D. or D. O.) or registered nurse
- Physical or occupational therapist
- Psychiatrist, psychologist, or mental health counselor
- Vocational counselor, rehabilitation specialist or independent living skills trainer
- Licensed social worker or case manager
- Orientation and mobility instructor or travel trainer
- Ophthalmologist

Applicants are to use qualified professionals who are familiar with your particular disability and current functional abilities to use public transit with or without a) Personal Care Attendant (PCA).

Once you are eligible, you must notify the DART Dial-A-Ride System of any changes in your address, phone number, or disability.

SERVICE HOURS AND AREA

Douglas County DART Dial-A-Ride Services are available Monday through Friday, 8:00 A.M. to 5:00 P.M. No service on Saturday and Sunday or designated holidays. These following services provide rider's access to Douglas County:

- **Dial-A-Ride Express (A Deviated Fixed Route)** Provides for public access to Carson Valley Inn, Stephanie/Vicky, Vista Grande/Mica, Target, Wal-Mart, Costco, and the Carson Valley Swim Center. These services are available for trips beginning and ending within three-quarters (3/4) of a mile. For more information, call (775) 783-6456.
- **Local Dial-A-Ride** provides for public transit to Minden, Gardnerville, Ranchos, Johnson Lane, Minden Library, Museum, Douglas County Departments, Social Services and Carson Valley Medical Center. A 5 day advance notice is encouraged.
- **Senior Transportation** allows the public and seniors 60 years and older daily rides to these following areas: Douglas County Senior Center, Medical appointments and shopping trips.

FARES

Fares for one way trips are \$2.00 for adults ages 12 and over, Senior's and the Disabled are a suggested donation of \$1.00 and Students are \$1.00 with a student ID card. Medicare cards are accepted for the reduced fare. One PCA, can travel at no additional cost if the passenger with has registered as needing a PCA with DART. Passengers 60 years and younger are required to pay the exact fare upon boarding prior to departure. The fare must be paid in exact cash as the driver does not carry cash and cannot make change. Checks, ATM or credit cards are not accepted. However, DART passes can be used. Non-payment of fares will result in a denial of your trip.

TRIP RESERVATIONS AND CANCELLATIONS

For reservations or cancellations call (775) 783-6456 from 8:00 A.M. to 5:00 P.M. Monday through Friday. Calls on Saturday and Sunday or after hours will be taken by voicemail.

Reservations can be made up to two (2) weeks to one (1) day in advance. Requests for next-day service received after normal business hours will be accommodated as space is available.

HOW TO MAKE A RESERVATION

Plan Ahead:

For the most important trips be sure to make your reservation as early as possible, up to two (2) weeks in advance. The earlier you schedule your ride, the better opportunity to get your requested trip without negotiation. If your requested time is not available you may be offered a negotiated time of up to one hour before or after your request. If an available time within those guidelines is not workable for you, have an alternate plan for

other transportation or for rescheduling at another time or day. Refusal of an available negotiated time is not considered a denial of service.

If your pick-up is at an apartment complex, nursing home, or adult program/day care center, it is the responsibility of the passenger to let the scheduler know if there are any special instructions needed, such as, security gated entries, apartment building number, or multiple entries to large institutions. Otherwise DART drivers will pick-up and drop-off at the main entrance or designated/ predetermined location. If the passenger fails to inform the scheduler of special instructions and the trip is missed as a result, it will be recorded as a "no-show."

Plan Your Trip Carefully:

Remember to allow up to 45 minutes for time spent picking up and dropping off other passengers before reaching your destination and be prepared for the possibility of delays due to traffic or bad weather. For example: if you must be somewhere at 10:00 A.M., plan your pickup for 9:00 A.M. When scheduling a return trip, please consider any unexpected delays you may encounter. For example: if you expect to be ready at 3:00 P.M., please ask for a 3:45 P.M. return time. At a minimum, if you are sure that no delays will occur when conducting your business, please remember to allow for a 15 minutes window and schedule your pick-up for 3:15 P.M., which means the bus could arrive as early as 3:00 P.M. or as late as 3:30 P.M. It is better to wait a few minutes than miss your scheduled ride. The DART Dial-A-Ride scheduler can help determine the most efficient use of a passenger's time.

Allow ample time to finish appointments. This is needed so you will be ready to board the vehicle at your scheduled pick-up time. **Be aware of opening and closing times at your destination to avoid waiting outside the building before or after business hours.**

If you are going to a doctor's office or other medical appointment, let the person who is making your medical appointment know you will be using DART Dial-A-Ride services. **Ask them how much time should be allowed for the appointment**, this will help you to set your return time. Please allow enough time for your appointments. If you miss your ride home because you under estimated how long the appointment will take, the needs of other paratransit passengers may not allow DART Dial-A-Ride to make a second trip for pick-up. In this case, you will need to find alternative transportation home. If DART Dial-A-Ride is able to return a second time, the needs of other customers may require that you wait additional time after you have completed your appointment. In this case, please be patient. **It is your responsibility to determine with your Doctor, how much time to allow for medical appointments.**

To Schedule a Ride:

DART Dial-A-Ride may be reached at (775) 783-6456 or (775) 783-6455 between 8:00 A.M. to 5:00 P.M. Monday through Friday. Calls on Saturday and Sunday or after hours will be taken by voicemail.

1. Reservations can be made up to two (2) weeks to one (1) day in advance. Requests for next-day service received after normal business hours will be accommodated as space is available.
2. Same day reservations may be available if space is available.
3. When making a reservation, we urge you to schedule a time for your return trip. Waiting until the last minute to schedule a return trip could result in a long wait.
4. Staff will try to accommodate changes made to a reservation after 5:00 P.M. the day before your trip, but there is not a guarantee.
5. When making a reservation, please be ready to provide:
 - Your name
 - Your pick-up physical address (exact location of pick-up; for example, apartment building name, which entrance, etc.)
 - Your telephone number;
 - The date on which you wish to ride
 - The time at which you wish to be picked up at your point of origin. Please allow up to 45 minutes to reach each destination. DART Dial-A-Ride is a shared-ride system; therefore some trips may take longer.
 - Your drop-off address. (Exact location of destination including telephone number if possible.) Certain public locations have specific drop-off and pick-up areas that will have to be observed.
 - The time at which you wish to be picked up for your return trip.
 - Whether you use a wheelchair or other mobility device.
 - Dimensions of a "common wheelchair" is such a device, that does not exceed 30 inches in width and 48 inches in length measured 2 inches above ground, and does not weigh more than 600 pounds when occupied.
 - Whether a PCA will be riding with you. If you are registered with DART Dial-A-Ride as needing a PCA, he or she may accompany you at no additional cost.
 - Whether a companion will be riding with you. Companions are welcome to ride with you for \$2.00 per person.

VISITORS WITH DISABILITIES

If the visitor has been certified as "ADA paratransit eligible" by another public entity, DART Dial-A-Ride will honor the certification and provide up to 21 days of DART Dial-A-Ride transit service. If visitors have not been certified as eligible by another public entity but claim they are ADA paratransit eligible, they are entitled to "presumptive eligibility" and shall be provided with 21 days of DART Dial-A-Ride service. Visitors who are not certified by another transit provider and who claim presumptive eligibility may be requested to provide certain documentation such as their place of residence and the nature of their disability to DART Dial-A-Ride.

The "21 days" of service that shall be provided to visitors with disabilities are to be calculated as any combination of 21 days during any 365 day period beginning with the visitor's first use of service. For example, a person may visit two days a week. Eligibility would be extended in this case over an eleven week period of time, within which 21 days of DART Dial-A-Ride would be provided.

Visitors with disabilities shall be provided the same level of service as certified DART Dial-A-Ride passengers and are subject to the same service policy requirements.

PCA's AND COMPANIONS:

Personal care attendants and companions **MUST** have the same origin and destination as the customer they are accompanying. DART Dial-A-Ride requires you to reserve a space for your PCA or companion (s) when scheduling your reservation. If more than one person accompanying you is designated as your PCA, only one will be allowed to ride at no fare. To maximize space available, accommodations for more than one traveling companion are granted on a space-available basis. Please remember, the request should be made when scheduling your reservation. To inquire about space availability, call DART Dial-A-Ride at (775) 783-6456 or (775) 783-6455.

CHILDREN:

When a child is traveling with an adult (who is serving as a PCA), a fare must be paid for the child and the adult attendant rides free.

Children accompanying a certified rider are considered traveling companions and a space must be reserved for them when scheduling a trip. Children riding as companions aged five (5) and over must pay the full fare, companions under age 5 can ride free.

An adult accompanying a child on DART Dial-A-Ride is responsible for the child. Drivers are not permitted to carry children on or off the vehicle. If you will need assistance with the child, please bring a companion along to assist you.

If the child is 5 years of age or younger, or weighs less than 40 pounds, DART Dial-A-Ride Transit system strongly recommends that the child be secured in a child safety seat. The DART Dial-A-Ride Transit system does not provide safety seats for children.

USE OF PORTABLE OXYGEN:

The ADA provides that transportation service must be provided to a rider who needs to bring along an oxygen bottle. **For safety reasons, it is required that the rider must maintain control of the oxygen bottle.** If the rider cannot transport the oxygen bottle or maintain control of the bottle, then the rider shall provide a Personal Care Attendant to perform those functions.

PETS:

Service animals are permitted to ride on DART Dial-A-Ride. Animals that are not service animals may not ride on DART Dial-A-Ride only if they are properly secured in a cage or kennel. For safety reasons, drivers are not permitted to carry cages or kennels on or off

of the DART Dial-A-Ride vehicle. If you need assistance with a pet, please arrange to travel with someone who can help.

PLEASE KEEP IN MIND:

It is our goal to provide the greatest number of customers with safe, prompt, efficient and friendly service. Therefore, we are unable to honor specific requests for the following reasons:

- More than six-round trip requests per phone call
- Specific drivers
- Specific seats
- A particular vehicle
- Specific routes with certain customers

HOW TO RIDE DART DIAL-A-RIDE

DART Dial-A-Ride vehicles are ADA compliant and are accessible by wheelchair. Riding DART Dial-A-Ride employs a deviated fixed route for those riders who seek an Express route to connect with JAC at Costco. The Local Dial-A-Ride services provide access to Minden, Gardnerville, Ranchos and Johnson Lane areas.

- DART Dial-A-Ride is a Curb-to-Curb service.
- DART Dial-A-Ride is a Shared-Ride service.
- The driver may not make unscheduled stops.
- If other passengers get on or off the vehicle before your stop, you may need to temporarily moved to accommodate these passengers.
- No assistance will be provided beyond the curb of your destination. If you require further assistance, a personal care attendant should accompany you.
- You may ride from any origin in the DART Dial-A-Ride service area for any purpose as long as a reservation has been made.
- The vehicle may arrive 15 minutes before or after your scheduled pick-up time. It is the passenger's responsibility to be available to board the vehicle at least 15 minutes prior to your schedule pick-up time. You (and your PCA/companion) should meet the vehicle when it arrives.
- If the vehicle more than 15 minutes late for your scheduled time, please call DART Dial-A-Ride at (775) 841-7433 and a dispatcher will check the arrival time.
- The driver is will provide passengers envelopes for suggested donations at the posted fare rate. Please note that if your companion is younger than 60 years drivers are required to collect the posted General Public fare. Please have exact change ready. Checks, ATM or credit cards are not accepted. If your need for a personal care attendant has been registered with Dial-A-Ride, there is no charge for him or her. Non-Payment of fares will result in a denial of your trip.
- Eating, drinking—including consumption of alcohol, chewing tobacco, smoking, littering or listening to audio devices without earphones will not be permitted.
- Shirts and shoes (or equivalent), must be worn.
- Passengers should refrain from engaging in inappropriate/distracting conversation with the driver.

Beneficiary Rights Under Title VI

Douglas Area Rural Transit (DART) is committed to ensuring that no person shall on the basis of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance, and that no discrimination takes place in any of the programs it operates. To obtain more information on DART's nondiscrimination obligations, please send a request to the address below. If anyone feels that he/she or others protected by Title VI have been discriminated against, a complaint may be filed. To file a complaint, send a written notice to Senior Services & Transportation Manager, 2300 Meadow Lane, Gardnerville, NV, 89410, RE: Title VI Complaint.

DRIVER ASSISTANCE POLICY

- Drivers are not permitted to enter any home or go beyond the threshold of any building.
- Drivers are required to maintain visual contact with vehicles at all times. Drivers may enter into the main lobby of a business for the exclusive purpose of notifying a patron that the vehicle is available for boarding, provided they are able to maintain line-of-sight contact with the vehicle at all times. In locations where drivers cannot maintain line-of-sight with their vehicle and go to the door to notify passengers of the arrival of their ride, passengers may request telephone notification of the bus arrival for the specific location. As this request may require special arrangements with their parties and is subject to review, please contact us at (775) 783-6456 or (775) 783-6455 to make a request.
- Drivers are not permitted to maneuver a mobility device up or down stairs.
- Drivers are not permitted to physically lift passengers.
- Drivers are not permitted to carry objects over 15 pounds.
- Drivers are not permitted to load or unload passenger's carry-on items. It is the passenger's responsibility to load, unload and control all carry-on items.
- Passengers needing more assistance than the drivers are allowed to provide, are encouraged to make other arrangements for assistance at their pick-up and drop off points.
- One personal care attendant is allowed to ride with passengers as needed without charge.

WHAT TO DO IF YOU MISS YOUR RIDE

If you miss your scheduled ride, your missed trip will be treated as a "no-show". Contact DART Dial-A-Ride, (775) 783-6456 or (775) 783-6455 between 8:00 A.M. to 5:00 P.M. Outside of normal business hours, please call (775) 783-6455 and leave a message.

CARRY-ON ITEMS

In order to provide for the safety of our drivers and passengers, your carry-on items are limited to what can easily be contained and controlled by you and/or your companion(s). Items too large or too numerous to be reasonably controlled, carried or handled by a passenger are prohibited. Generally, packages with a combined weight of no more than 30 pounds are welcome on DART Dial-A-Ride. All items must be stowed out of the aisle

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or walkways, may not be placed in unoccupied seats and must remain within the passenger's immediate control. Customers or PCA/companions are responsible for getting packages to their destination. The following items are not allowed:

- Shopping carts;
- Hazardous materials;
- Firearms or weapons of any kind;
- Gas Powered Scooters;
- Additional packages.

HOW CAN DART DIAL-A-RIDE ACCOMMODATE YOU?

Visitors from other cities who are eligible under ADA criteria are welcome to use DART Dial-A-Ride during their visits to Douglas County for up to 21 days. Please call DART Dial-A-Ride at (775) 783-6455 if you are an out of town visitor wishing to register.

DART Dial-A-Ride customers should be offered the same access to other cities through our deviated fixed route and local Dial-A-Ride services upon showing rider identification card.

ADA POLICIES FOR USE OF SERVICE ANIMALS

Service animals are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

Under the Americans with Disabilities Act (ADA), businesses and organizations that serve the public must allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go. This federal law applies to all businesses open to the public, including restaurants, hotels, taxis and shuttles, grocery and department stores, hospitals and medical offices, theaters, health clubs, parks, and zoos.

- Businesses may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability.
- People with disabilities who use service animals cannot be charged extra fees, isolated from other patrons, or treated less favorably than other patrons. However, if a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may be charged for damage caused by his or her service animal.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the animal is out of control and the animal's owner does not

take effective action to control it (for example, a dog that barks repeatedly during a movie) or (2) the animal poses a direct threat to the health or safety of others.

Service animals are allowed to accompany you if such a need was indicated on your DART Dial-A-Ride application. Please inform DART Dial-A-Ride when scheduling your trip that a service animal will be accompanying.

HOW TO COMMENT ON DART DIAL-A-RIDE SERVICE

We can only resolve problems if we are informed, so please do not hesitate to call. Should you have questions or complaints about service, please call DART Dial-A-Ride at (775)783-6455. Please review the Complaint Process found on page [12](#).

SAFETY

A customer may be subject to any reasonable accommodation requirement that will ensure the safety for themselves, other customers and drivers. For example, a customer may be required to ride with a PCA if the passenger is unable to safely board a vehicle.

CUSTOMER CODE OF CONDUCT

It is the DART Dial-A-Ride's policy to provide the safest and most efficient service to our passengers. Passengers who abuse the following Code of Conduct guidelines can adversely affect the DART Dial-A-Ride program as a whole. For the safety and comfort of all passengers, DART Dial-A-Ride has established these policies that address instances when a passenger's conduct may adversely affect others involved with the DART Dial-A-Ride program. The following identifies the DART Dial-A-Ride policy on customer misconduct.

1. Customers may not operate any audio or visual equipment, which infringes upon other passenger's safety, comfort, or impairs the driver's ability to transport passengers safely. Examples include audio/visual devices without headsets, portable video games that have sound effects, etc.
2. Activities that infringe on the rights of other passengers or DART employees.
3. Destruction of DART property or vehicles.
4. Inappropriate behavior or language that disturbs other passengers or DART staff. Including: abusive, obscene, threatening, harassing, insulting, suggestive language, hate speech or epithets (e.g. racial, ethnic, sexist, homophobic and religious slurs).
5. Fighting, physical abuse, challenging others to fight.
6. Promotion of or engaging in any illegal activities.
7. Injuring or placing another passenger, staff, or his or her self in a harmful or dangerous situation due to deliberate or careless misconduct.
8. Inconsiderate or discourteous behavior towards other passengers or DART staff.
9. Possession, use or sale of alcohol or controlled substances.
10. Racial, religious or sexual harassment of passengers or staff.
11. Vandalism or littering within DART vehicles.

12. Violation of any federal, state, or county laws and ordinances.
13. Violation of any policy or procedure of DART.
14. Violation of smoking laws both inside and outside of DART vehicles.
15. Inappropriate and or revealing attire.
16. Lack of personal cleanliness and good hygiene.

POLICY IMPLEMENTATION

The Senior Services and Transportation Manager (hereinafter referred to as "Manager") is responsible for implementing this code of conduct. The Manager is also responsible for making a determination regarding possible violations of this code of conduct and the level of discipline imposed on the participant, volunteer, or staff member or transit rider.

COMPLAINTS CONCERNING PARTICIPANTS, VOLUNTEERS, OR EMPLOYEES

- 1) A complaint form must be filled out and submitted to the Senior Services and Transportation Manager (hereinafter referred to as "Manager").
- 2) A participant, volunteer, member of the public or staff may file a complaint. The complaint form is attached as Exhibit 1.
- 3) The Manager shall review the complaint within 3 business days following the submission to determine whether a violation of the code of conduct has occurred.
 - a) If the subject of the complaint is not a violation the code of conduct the Manager shall attempt to resolve the problem informally.
 - i) The manager shall meet with the parties involved within 5 business days of reviewing the complaint to attempt to achieve an informal resolution.
 - ii) If the parties are not satisfied with the informal resolution, the parties must serve a request in writing to the Manager that the complaint be appealed to the Community Services Director for review. The Director must review the complaint within 10 business days of the written request, and must provide a written response to the parties within 15 business days of the written request.
 - iii) All decisions by the Director are final.
 - b) If the complaint is against an employee, the Manager must follow the disciplinary procedures set forth in the Douglas County Code and/or the Douglas County Employees Association Bargaining Agreement. As personnel related matters are confidential, the complaining party does not have a right to know the outcome of any discipline. The complaining party does not have the right to appeal any decision of the Manager with respect to an employee.
 - c) If the complaint is based upon a violation of the code of conduct, the Manager shall follow the procedures for discipline.

PROCEDURES FOR DISCIPLINE

- 1) The Manager must review the complaint and ensure the inappropriate behavior has been fully documented in the complaint, including:
 - a) Date and time of the incident
 - b) Information regarding what happened and who was involved;
 - c) Any other pertinent information
- 2) The Manager must evaluate the severity of the violation of the code of conduct.
- 3) If necessary, the Manager may ask the participant to leave the Senior Center until an investigation of the inappropriate behavior can be completed.
- 4) The Manager must speak to all individuals involved.
- 5) The Manager must determine the appropriate course of action

LEVELS OF DISCIPLINE

- 1) **Verbal Counseling:** In private, the Manager will confer with the participant, making every effort to define the extent of the problem and offer direction to the participant for correcting the behavior. Verbal Counseling should be utilized for minor behavioral issues. The Manager shall document the verbal counseling within the participant's file with Senior Services and Transportation.
- 2) **Written Warning:** A written warning may be used if the offense warrants or if the participant's behavior has not improved after verbal counseling. A participant should receive a written warning documenting the unacceptable behavior. The written warning must be signed by the participant and the Manager. A participant's refusal to sign the written warning should be so noted and signed by an additional staff member. The Manager shall keep the written warning and supporting documentation within the participant's file with Senior Services and Transportation.
- 3) **Suspension:** Suspension may be used if the offense warrants or if the participant's performance has not improved after a written warning. In cases where such action is warranted, the participant will be notified in writing that they will be suspended by the Manager. The Manager shall keep the suspension and supporting documentation within the participant's file with Senior Services and Transportation
- 4) **Investigatory Suspension:** When it is necessary to investigate a serious complaint, which may result in termination, the participant may also be placed on suspension pending the investigation. The investigating authority must notify the participant that they are suspended in writing pending the outcome of the investigation. The Manager shall conduct the investigation in a timely manner to avoid a lengthy investigatory suspension.

CONSEQUENCES OF UNINTENTIONAL MISCONDUCT:

Any act that would qualify as misconduct, but is the direct and immediate act of the passenger's disability shall be considered Unintentional Misconduct. One example would be such as abusive language that is the consequence of Tourett's Syndrome. Consequences of Unintentional Misconduct will be addressed as noted below after counseling with the passenger.

1. A passenger may be subject to any reasonable accommodation requirement that will ensure the safety of all passengers and drivers.
 - a. A passenger may be required to ride with a PCA.
 - b. A passenger may be required to attend training or receive additional counseling in proper transit conduct.
2. The accommodation requirement may last for a time period sufficient to allow the passenger to learn appropriate behavior.
3. The accommodation requirement may be permanent if the conduct is beyond the passenger's control.
4. If a passenger commits an act of misconduct that he or she has been trained inappropriate, that act is considered intentional.

Passengers will be notified in writing before DART Dial-A-Ride takes any of these steps. A passenger whose service is to be suspended because of misconduct has a right to request a hearing through an appeals process, see Appendix B.

DART DIAL-A-RIDE NO-SHOW AND LATE CANCELLATION POLICY

Because cancellations may cause lost trips and/or rides for other passengers, it is necessary to enforce a no-show and late cancellations policy. This policy is as follows:

1. Three (3) no-shows and/or late cancellations within a ninety (90) day period will result in a warning letter.
2. Six (6) no-shows and /or late cancellations within a ninety (90) day period will result in a 14 calendar day suspension from DART Dial-A-Ride service.
3. Nine (9) no-shows and/or late cancellations within a ninety (90) days period will result in an additional 30 calendar day suspension from DART Dial-A-Ride service.
4. Ten (10) no-shows and/or late cancellations within a ninety (90) day period will result in a 30 day Suspension with a New Development Plan from DART Dial-A-Ride service.

This policy prevents excessive bookings and cancellations of rides that deny other passengers needed transportation services. A cancellation or no-show that is medically related will not be counted, if you notify DART Dial-A-Ride between 8:00 A.M. – 5:00 P.M. Documentation may be required.

Cancellations should be made at least one hour before the scheduled pick-up time. Cancellations made less than one hour prior to the scheduled pick-up time will be considered a late cancellation. This policy applies to all scheduled trips.

A passenger whose service is to be suspended because of misconduct has a right to request a hearing through an appeals process, see Appendix B.

DART (DIAL-A-RIDE) EXCESSIVE CANCELLATION POLICY

Even when a trip is cancelled a day in advance or at least one hour before the established pick-up time, a pattern of excessive cancellations causes DART Dial-A-Ride

service to not be available at the time other passengers desire service. The policy is as follows:

Passengers canceling 50% or more of their scheduled trips with a minimum of six (6) cancellations within a ninety (90) day period, will be subject to a 30-day suspension from service.

ACTIONS RESULTING FROM NO-SHOW, EXCESSIVE CANCELLATIONS, LATE CANCELLATIONS

You will be notified in writing before DART Dial-A-Ride takes any of these steps. A DART Dial-A-Rid passenger whose service is to be suspended because of no-shows, has a right to request a hearing through an appeals process, see Appendix B. An appeal may be filed at any level of suspension. There will be no loss of service while an appeal is in progress.

APPENDIX A DEFINITION OF ADA PARATRANSIT ELIGIBLE

The U. S. Department of Transportation Americans with Disabilities Act of 1990 defines "ADA paratransit eligible" as:

1. Any person with a disability who can use an accessible vehicle, but for whom any desired trip can't be made because the fixed-route service he/she needs to use is not yet accessible. This category includes those persons who use wheelchairs, walkers or braces and others whose disabilities prevent them from utilizing an inaccessible vehicle or facility.
2. Persons, who because of the nature of their disabilities, cannot navigate even a transit system that is otherwise accessible. This category includes persons who because of their disability cannot independently assume the individual will not and need not be able to operate a boarding system such as a wheelchair lift, ramp or securement device. The presence of a traveling companion does not affect this eligibility.
3. Persons with impairment-related conditions that prevent them from getting to or from a boarding or disembarking location. This relates to an individual's particular functional disability. This eligibility requires functional evaluation of its application to a particular system and a particular trip. Examples of eligibility under this category include severe, chronic fatigue related to HIV infection and AIDS, heat sensitivity due to cardiovascular disease and hypothermia due to quadriplegia.

Generally the following four tests are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?
2. Can the individual board, utilize and disembark the vehicle at the bus stop?
3. Can the individual recognize the destination and disembark the bus?
4. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

APPENDIX B APPEALS PROCESS

Appeal of Service Suspension, Termination and Eligibility Certifications

APPEALS POLICY

The Appeals Policy for participants is designed to provide the participant with a fair and equitable review of the disciplinary actions.

- 1) **Appeal of Verbal Counseling.** Verbal counseling is not subject to an appeal.
- 2) **Appeal of Written Warning:** A participant may write a written response to the written warning. The response will be attached to the written warning and kept with the participant's file at the Senior Center and or DART Administrative Offices.
- 3) **Appeal of Suspension or Termination:** A participant may appeal the decision of a suspension or termination (excluding an investigatory suspension).
 - a) The participant subject to either a suspension or termination, excluding an investigatory suspension, may request a review by the Community Services Director.
 - i) The participant requesting an appeal must file a written request with the Manager within seven (7) days after being provided with the notice of suspension or termination.
 - ii) Upon receipt of the appeal, the Manager shall send forward a copy of information used to make the determination, a copy of the determination and a copy of the appeal to the Community Services Director.
 - iii) The Community Services Director (or their designee) shall review the information no later than ten (10) calendar days following the receipt of this notice. The Community Services Director may meet with the parties if he or she feels it is warranted.
 - iv) The Director of Community Services shall provide their decision in writing to the Manager and the participant no later than twenty (20) calendar days from the date of the notice.
 - b) If the participant is not satisfied with the decision of Community Services Director, the participant may appeal the decision to the Appeals Board.
 - i) The participant requesting an appeal must file a written request with the Manager within seven (7) days after being provided with the decision of the Community Services Director.
 - ii) Upon receipt of the appeal, the Manager shall send forward a copy of information used to make the determination, a copy of the determination and a copy of the appeal to the members of the Appeals Board
 - iii) The Appeals Board shall review the information and hold a hearing with the parties no later than twenty (20) calendar days following the receipt of this notice.

- iv) After meeting with the parties the Appeals Board shall provide their decision in writing to the Manager and the participant no later than ten (10) calendar days from the meeting.
- v) The determination by the Appeals Board is not appealable.

4) Appeals Board:

- a) The appeals board shall be comprised of the following individuals:
 - i) Four members of the Senior Services Advisory Committee
 - ii) The President of the Young at Heart Senior Club
 - iii) A member of the Senior Services and Transportation staff.
- b) The Manager shall choose which members of the Senior Services Advisory Committee and which Senior Services and Transportation staff will serve on the Appeals Board.
- c) If there is a conflict of interest, or a member of the Appeals Board is personally involved in the complaint, the Manager may replace that individual with a non-interested member of the senior services advisory committee or staff.

ASSISTANCE

If assistance is needed filling out the attached written complaint, please contact the Manager, who will assist you.

Conduct of Hearings

The manner of conducting hearings is under direction, control and discretion of the Manager. These guidelines govern issues, evidence, and documents:

- The issues to be decided at the hearing are limited to those set forth in the Request for Hearing.
- Evidence commonly relied upon by reasonable, prudent persons will be heard and considered. Specifically, this includes statements (oral and written), documents and copies of documents, official and business reports, and records not certified as such.
- Irrelevant, immaterial, redundant or unduly repetitious evidence will be excluded.
- A record of the hearing (electronic or otherwise) will be kept, as determined by the Manager.

Eligibility Certification appeals will be considered by the ADA Eligibility Certification Board made up of three (3) persons, the Transit Coordinator of the City or his/her designee, the Transportation Manager of the City or his/her designee, and an individual who is knowledgeable in the limitations of the disability in question.

Decisions

All decisions will be in writing. Decisions will be rendered at the conclusion of the hearing or as soon thereafter as a decision can be made. The Manager will notify the Requester in writing of the decision and the reasons for the decision.

GENERAL

The Manager may modify or waive any of these rules in the interest of fairness or justice for good cause shown.

The Douglas Area Rural Transit system is not required to provide transportation to individuals for the duration for the certification appeals process if meetings are held outside of Monday through Friday 8:00A.M. to 5:00 P.M..

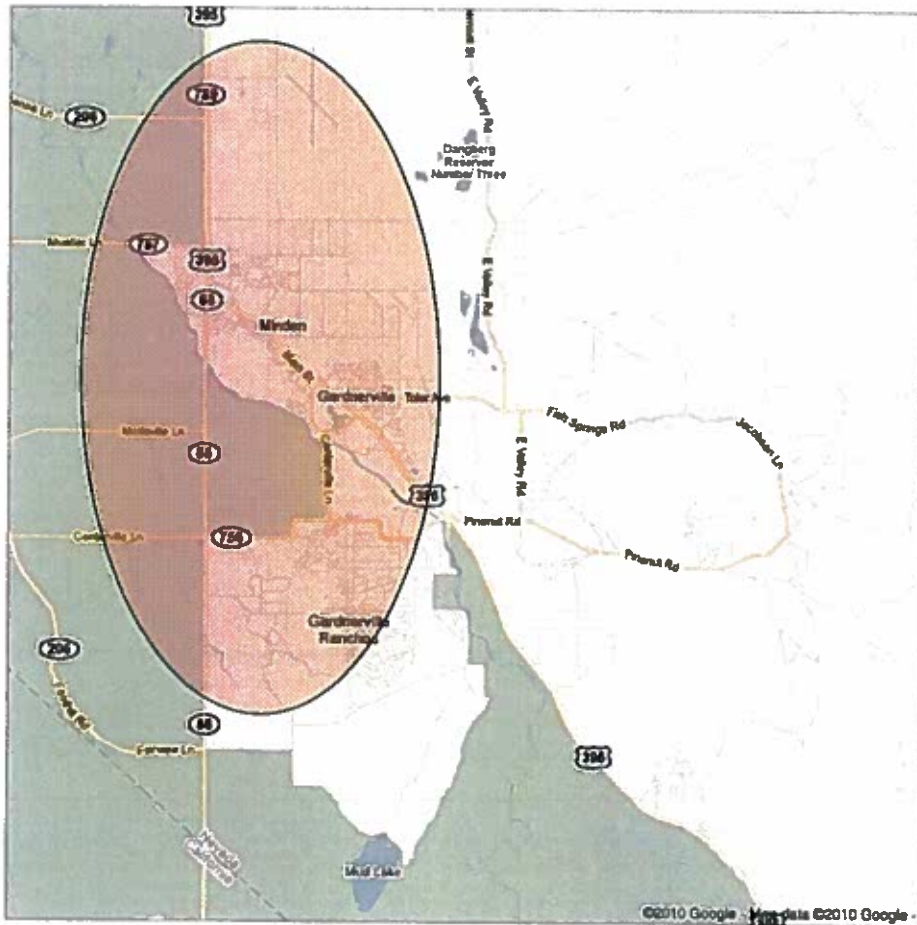
ASSISTANCE

If assistance is needed filling out the required documentation, please contact the Manager, who will assist you.

DART DIAL-A-RIDE SERVICE RIDE MAP

Google Maps

Page 1 of 1



<http://maps.google.com/maps?hl=en&ie=UTF8&ll=38.925229,-119.710808&snn=0.12954...> 8/30/2010

Effective February 21, 2018

APPENDIX D

Disability Means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

1. The phrase physical or mental impairment means-
 - a. Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory including speech organs, cardiovascular, reproductive, digestive, genitor-urinary, hemi and lymphatic, skin and endocrine;
 - b. Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities;
 - c. The term physical or mental impairment includes, but is not limited to such contagious or non-contagious disease and conditions as orthopedic, visual, speech, and hearing impairments; cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, specific learning disabilities, HIV disease, tuberculosis, rug addiction, and alcoholism;
 - d. The phrase physical or mental impairment does not include homosexuality or bisexuality.
2. The phrase major life activities means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, eating, sleeping, standing, lifting, bending, reading, concentrating, thinking, communicating, working, reaching, sitting, interacting with others and work.
3. The phrase has a record of such an impairment means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major life activities.
4. The phrase is regarded as having such an impairment means-
 - a. Has a physical or mental impairment that does not substantially limit major life activities, but which is treated by a public or private entity as constituting such a limitation;
 - b. Has a physical or mental impairment that substantially limits a major life activity only as a result of the attitudes of others towards such an impairment; or
 - c. Has none of the impairments defined in paragraph (1) of this definition but is treated by a public or private entity as having such an impairment.

APPENDIX E

**DART Dial-A-Ride Transit System
2300 Meadow Lane
Gardnerville, NV 89410**

Phone: (775) 783-6455 Fax: (775) 783-6457

DART Dial-A-Ride ELIGIBILITY APPLICATION

**PART A
Personal/ Contact Information**

DART Dial-A-Ride provides curb-to-curb transit services to the general public all riders are eligible to ride any service available. To become eligible for service, applicants along with a qualified professional such as: physician (M.D. or D.O.) or registered nurse, physical or occupational therapist, psychiatrist, psychologist, or mental health counselor, vocational counselor, rehabilitation specialist or independent living skills trainer, licensed social worker or case manager, orientation and mobility instructor or travel trainer, or ophthalmologist must complete and submit Part A and Part B for review. Applicants will also need to complete an Authorization form for Disclosure of Protected Health Information attached to Part B that will be submitted by the qualified professional.

PLEASE TYPE OR PRINT IN INK TO COMPLETE APPLICATION FORMS

Last Name _____ First Name _____ MI _____

Address _____ Apt. No. _____

City/Town _____ State _____ Zip _____

Home Phone: (____) _____ Work Phone: (____) _____

Cell Phone: (____) _____ DOB ____ / ____ / _____

Email Address: _____

Do you require information in an alternative format?

Braille _____ Large Print _____ Audio Tape _____ Other: _____

If someone is helping you with this application, that person must complete the following:

Name _____

Address _____

Home Phone (____) _____ Work Phone (____) _____

Emergency Contact Information:
Effective February 21, 2018

Name _____ Relationship _____

Home Phone (____) _____ Work Phone (____) _____

Cell Phone (____) _____

INFORMATION ABOUT YOUR ABILITIES

1. What is the disability or health condition that provides for your ADA usage of DART Dial-A-Ride:

- Certified Legally Blind
- Loss or inability to use one or more limbs
- Severe effects of stroke
- Paralysis affecting mobility, speech, vision or memory
- Severe Arthritis
- Autoimmune Disorders, for example, Lupus or Scleroderma etc.
- Severe cardiac and/or respiratory impairment affecting strength and/or endurance
- Developmental disabilities, for example, mental retardation, cerebral palsy, epilepsy, autism or neurological disorder, etc.
- Hearing loss accompanied by an inability to understand speech with/without a hearing aid

Other (please explain):

a. Is your disability permanent? _____ Yes _____ No

b. If your disability is temporary, how long do you expect it will be until you're better?

_____ Months.

c. Is there a season during the year that your disability/health condition worsens and prevents you from traveling without help? (Check all that apply)

_____ Spring _____ Summer _____ Fall _____ Winter

2. Do you use any of the following mobility aids? Check all that apply.

Manual Wheelchair

Electric Wheelchair

Powered Scooter

Cane

Walker

White Cane

Service Animal

Crutches

Oxygen

Other (please list) _____

3. Do changes in weather (like extreme heat, cold, wind, rain, snow and/or ice) combined with your disability or health condition stop using DART Dial-A-Ride services?

_____ Yes _____ No

If yes, explain completely. Use an additional sheet if necessary.

4. Do you require the assistance of a personal care attendant (PCA) when you travel?
(Riders must provide their own PCA)

_____ Yes _____ No _____ Sometimes

5. All DART Dial-A-Ride Transit System Vehicles have wheelchair lifts (if you are unable to climb stairs, you can stand on the lift). Can you get on and off the bus without the assistance of another person?

_____ Yes _____ No _____ Sometimes

If you answered No or Sometimes, explain why:

6. Does your disability or health condition stop you from getting to or from a bus stop without help from another person, for one or the following reasons?(Check all that apply.)

___ Unable(not just difficult) to travel on rough or hilly terrain

___ Extreme sensitivieity to certain weather conditions

___ Extreme fatigue due to health condition

___ Unable to cross busy intersections

___ Lack of sidewalks and curb cuts at bus stop

___ Unable to locate bus stop due to a visual impairment

___ Unable to wait outside for ten (10) minutes or more

___ Unable to travel on ice or snow covered surfaces

___ Unable to identify correct bus in the daytime when it is light

___ Unable to identify correct bus in early morning or evening hours when it is dark

___ Other

Please explain: _____

7. Indicate below how far you are.able to travel **without** help.

___ Less than 200 feet ___ 1/4 mile(3 blocks) ___ 1/2 (6 blocks)

___ 3/4 mile (9blocks) ___ more than ¾ of a mile

8. After arriving at a bus stop, how long can you wait outside (not sitting) until the bus arrives?

- 30 minutes or longer 15 minutes 10 minutes
 Less than 10 minutes

If you cannot stand while waiting, why not?

9. Which of the following functions are you unable to perform without assistance from another person" (check all that apply)

- Understand and/or process information
 Ask for, or follow written or oral information, such as schedules including TDD, audio tape or voice?
 Figure out the correct fare?
 Follow instructions in an emergency?
 Recognize your destination while on the bus?
 Once you get off the bus, locate and reach your destination?
 Cross a busy intersection?
 Find your way between familiar locations?
 Signal the bus driver to get off the bus at a familiar stop and then get off the bus?
Assume the driver calls all stops.
 Grasp coins, passes, and handles?
 Communicate addresses, destination, and telephone numbers on request?
 Deal with unexpected situations or unexpected changes in routine e.g., route change due to road construction, regular bus stop closed?
 Go up and down steps?

10. If training for riding on DART Dial-A-Ride bus system were available at no charge, do you think that you would benefit from receiving this training?

Yes No

I understand that the purpose of completing PART A is the first step to determine if I am for ADA/Disabled transit service.

I certify by my signature that I have been truthful in answering all questions in the application, and that the information I have provided is correct. I understand that providing false information could result in denial of service.

Applicant's Signature

Date

**DART Dial-A-Ride Transit System
2300 Meadow Lane
Gardnerville, NV 89410**

Phone: (775) 783-6455 Fax: (775) 783-6457

DART DIAL-A-RIDE TRANSIT SYSTEM ELIGIBILITY APPLICATION

PART B

Professional Verification

Dear Qualified Professional:

The application form below contains questions to assist you in evaluating the applicant to determine their ADA status.

Please read the following ADA (Americans with Disabilities Act) definition of a persona with a disability:

Any person with a disability who is unable, as a result of a physical or mental impairment to board, ride or disembark from an ADA accessible vehicle independently or complete transfers without the assistance of another individuals.

And/or

Any person with a disability who has a specific impairment that prevents them from traveling to and from a bus stop on the public bus system. Architectural and environmental barriers such as distance, terrain or weather do not, standing alone, form a basis for eligibility. However, consideration should be given to the interaction of environment conditions (terrain and weather) with the individual's impairment related condition.

Name of Applicant P.O. Box/Street Address City State Zip code

Is the applicant eligible for ADA/ Disability status:
 Yes No

If no, please explain what additional services needed: For example a (PCA) Personal Care Assistant etc. that will safely assist this ADA/ Disable Rider to board and exit transportation vehicles safely, please explain:

Professional Signature _____ Date _____

Printed Name Certification/Licensure Phone Number

CLIENT REGISTRATION FORM

LEGAL NAME (First/Last): _____

NICKNAME: _____ MALE FEMALE

DATE OF BIRTH: _____ / _____ / _____ PHONE NUMBER: (____) _____

PHYSICAL ADDRESS: _____ MAILING ADDRESS: _____
(If Different)

No Current Address/Residence

EMERGENCY CONTACT INFORMATION (Attach additional papers if more than one person):
 NAME (First/Last): _____ RELATIONSHIP: _____
 HOME PHONE: (____) _____ WORK OR CELL PHONE: (____) _____

ETHNICITY
 HISPANIC OR LATINO
 NON-HISPANIC OR LATINO

RACE
 WHITE, CAUCASIAN HISPANIC
 AMERICAN INDIAN / ALASKAN NATIVE
 ASIAN BLACK / AFRICAN AMERICAN
 NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
 OTHER _____

If you do not speak English, what is your primary language? _____

Activities of Daily Living (ADLs)
 Without assistance, I am unable to:
 Bathe Get Dressed
 Eat Use the Bathroom
 Walk Transfer In or Out of a Bed or Chair
 None – I can perform these activities

Instrumental Activities of Daily Living (IADLs)
 Without assistance, I am unable to:
 Prepare Meals Do Light Housework
 Take Medication Do Heavy Housework
 Manage Money Use the Telephone
 Shop Use Transportation Services
 None – I can perform these activities

YOUR INCOME IS:
 Please provide an answer on **both** lines:
 BELOW POVERTY OR ABOVE POVERTY
And is also,
 BELOW 300% SSI OR ABOVE 300% SSI
 (The Service Provider will supply you with the current Federal Poverty Guidelines and 300% SSI amount.)

DO YOU:

1. LIVE ALONE? Yes No
 2. HAVE A DISABILITY? Yes No
 3. CONSIDER YOURSELF FRAIL? ... Yes No

ARE YOU:

1. UNABLE TO LEAVE YOUR HOME WITHOUT ASSISTANCE (Homebound)?..... Yes No
 2. A VETERAN / SERVED IN ARMED FORCES? Yes No
 3. ON STATE MEDICAID?..... Yes No
 4. A CAREGIVER?..... Yes No
 IF YES, for whom do you provide care?
 Spouse Child, Age 0-18 Adult Child, 18+
 Parent Family Member Other _____

I was provided the *Notice of Privacy Practices*

Client Signature _____ Date _____
 (Initial or Revised Registration)

Client Signature – 2nd year _____ Date _____
 (I certify that my information has not changed.)

FOR OFFICE USE ONLY

Services Registered For: _____ _____ _____

New to This Service? Y N Y N

Nutrition Risk Assessment Score (HD Meals): _____
 Site: _____
 Notes: _____

Your Name (Please Print)

Date

DETERMINE YOUR NUTRITIONAL HEALTH

Circle each that applies to your nutritional habits.	YES
1. I have an illness or condition that made me change the kind and/or amount of food I eat.	2 points
2. I eat fewer than 2 meals per day.	3 points
3. I eat few fruits or vegetables, or milk products.	2 points
4. I have 3 or more drinks of beer, liquor or wine almost every day.	2 points
5. I have tooth or mouth problems that make it hard for me to eat.	2 points
6. I don't always have enough money to buy the food I need.	4 points
7. I eat alone most of the time.	1 point
8. I take 3 or more different prescribed or over-the-counter drugs a day.	1 point
9. Without wanting to, I have lost or gained 10 pounds in the last 6 months.	2 points
10. I am not always physically able to shop, cook and/or feed myself.	2 points
<i>Total Your Nutritional Score</i>	

If your score is . . .

0—2 Good! Recheck your nutritional score in 6 months.

If it's . . .

3—5 You are at moderate nutritional risk.
See what can be done to improve your eating habits and lifestyle. Refer to the attached handout for helpful tips. Recheck your nutritional score in 3 months.

6 or more You are at high nutritional risk.
Bring this checklist the next time you see your doctor, dietitian or other qualified health or social service professional. Talk with them about any problems you may have. Ask for help to improve your nutritional health.



Senior Services & Transportation
1329 Waterloo Lane, Gardnerville, NV 89410

775-783-6455
FAX: 775-783-6457

CONSENT TO USE OR DISCLOSE HEALTH INFORMATION

I authorize Douglas County to use and disclose my medical records for the purposes of Treatment, Payment and Health Care Operations.

Treatment includes activities performed by a health care provider, nurse, office staff, and other types of health care professionals providing care to you, coordinating or managing your care with third parties, and consultations with a between other health care providers. This consent includes treatment provided by any physician who covers my/our practice by telephone as the on-call physician.

Payment includes activities involved in determining your eligibility for health plan coverage, billing and receiving payment for your health benefit claims, and utilization management activities which may include review of health care services for medical necessity, justification of charges, pre-certification and pre-authorization.

Health Care Operations includes the necessary administrative and business functions of our office.

You have the right to revoke this Authorization at any time, provided that you do so in writing and except to the extent that we have already used or disclosed the information in reliance on this Authorization.

Unless revoked earlier or otherwise indicated, this Authorization will expire 180 days from the date of signing or shall remain in effect for the period reasonably needed to complete the request.

You may review Douglas County's "Notice Of Privacy Practices" for additional information about the uses and disclosures of information described in this Consent prior to signing this Consent.

Because we have reserved the right to change our privacy practices in accordance with the law, the terms contained in the Notice may change also. A summary of the Notice will be posted in our office indicating the effective date of the Notice in the upper right hand corner. We will offer you a copy of the Notice on your first visit to us after the effective date of the then current Notice. We will also provide you with a copy of the Notice upon your request.

As more fully explained in the Notice, you have the right to request restrictions on how we use and disclose your protected health information fro treatment, payment, and health care operations purposes. We are not required to agree to your request. If we do agree, we are required to comply with your request unless the information is needed to provide you emergency treatment. Other physicians who provide call coverage for our office are required to use and disclose your protected health information consistent with the Notice.

I understand that I have the right to revoke this Consent provided that I do so in writing, except to the extent that Douglas County has already used or disclosed the information in reliance on this Consent and to examine the County's Notice of Privacy Practices.

Signature of Patient or Person Authorized by Law

Date

Printed Name of Patient or Person Authorized by Law

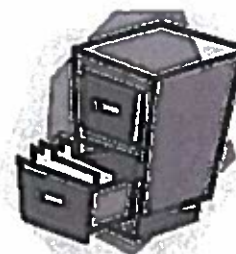
Date

MAILING ADDRESS: P.O. Box 218, Minden NV 89423

State of Nevada
Department of Health and Human Services
Aging and Disability Services Division
Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE READ IT CAREFULLY.

Your health information is personal and private. The law says that we (the Aging & Disability Services Division) must protect this information. When you first asked for our help or services, you gave us information that helped us decide if you qualified. It became part of your file, which we keep in our offices. Also in your file is information that is given to us by hospitals, doctors and other people who treat you. A federal law says that we must give you this notice to help you understand what our legal duties are and how we will protect your health information.



When is it okay for us to share your health information?

If you sign a special form that tells us it is okay to share your health information with someone, then we will share it. You can cancel this at any time by notifying us in writing except if we have already shared the information. We do not use your information for marketing or share psychotherapy notes without your written approval.

When can we share your health information without your ok? Your information can be shared without your okay when we need to approve or pay for services. We can also share it when we review our programs and try to make them better. Under the law, these uses are called treatment, payment and health care operations.

The law says that there are some other situations when we may need to share information without your okay. Here are some examples.

For your medical treatment and payment

- When you need emergency care
- To tell you about treatment choices
- To remind you about appointments
- To help our business partners do their work
- To help review program quality

For public health reasons

- To help researchers study health problems
- To help public health officials stop the spread of disease or prevent an injury
- To protect you or another person if we think that you are in danger

For your personal reasons

- To tell your family and others who help with your care things they need to know
- To be listed in a patient directory
- To tell a funeral director of your death
- If you have signed organ donation papers, to make sure your organs are donated according to your wishes

Other special uses

- To help the police, courts and other people who enforce the law
- To obey laws about reporting abuse and neglect
- To report information to the military
- To help government agencies review our work and investigate problems
- To obey court orders

**State of Nevada
Department of Health and Human Services
Aging and Disability Services Division**

What are your rights?

- You can ask us not to share your information in some situations. However, the law says that we do not always have to agree with you.
- If you are reading this notice on the Internet or on a bulletin board, you can ask for a paper copy of your own.
- You can ask to look at your health information and get a copy of it. You may be charged a fee for the copies based on Division policy. However, you need to remember that we do not have a complete medical record about you. If you want a copy of your complete medical record, you should ask your doctor or provider of health care.
- If you think that something is missing or is wrong in your health record that we have, you can ask us to make changes.
- You can ask to have a copy of your health information provided in electronic format if it is available.
- You can ask us to give you a list of the times (after April 14, 2003) that we have shared your health information with someone else. This will not include the times we have shared your information for the purposes of treatment, payment or health care operations.
- You may ask to restrict the release of your health information to a health plan when you have paid out of pocket in full for items or services.
- You can ask us to mail health information to an address that is different from your usual address or to deliver the information to you in another way.



What if you have a complaint?

If you think that we have not kept our promise to protect your health information, you may complain to us or to the federal Department of Health and Human Services. Nothing will happen to you if you complain.

What are our responsibilities?

- We must keep your health information private except in situations like the ones listed in this notice.
- We must give you this notice that explains our legal duties about privacy.
- We must follow what we have told you in this notice.
- We must agree when you make reasonable requests to send your health information to a different address or to deliver it in a way other than regular mail.
- We must notify you if there is a breach of your unsecured health information.
- We will only use or share the minimum amount of your health information necessary to perform our duties.
- We must tell you if we cannot agree when you ask us to limit how your information is shared.

Contact Information

If you have any questions or complaints about our privacy rules, please contact us at: Aging & Disability Services Division Privacy Officer 3416 Goni Road, Suite D - 132 Carson City, NV 89706 (775) 687-4210	Or contact the Dept. of Health and Human Services at: Office for Civil Rights 90 7th Street, Suite 1-100 San Francisco, CA 94103 (415) 437-8310; (415) 437-8311 (TDD)
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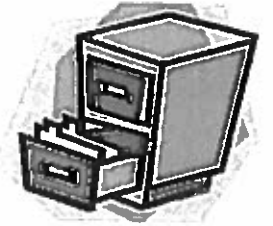
The Aging & Disability Services Division has the right to change this notice and change the way your health information is protected. If that happens, we will make corrections and send a new notice to you by mail and we will post it in our offices and on our web site at: <http://aging.nv.gov>

**State of Nevada
Department of Health and Human Services
Aging and Disability Services Division**

**División de Cuidados de Salud Financiamiento y Póliza
División de Servicios para Ancianos y Discapacitados
Aviso de Prácticas de Privacidad**

ESTE AVISO DESCRIBE COMO SU INFORMACION MEDICA PUEDE SER USADA Y DIVULGADA Y COMO USTED PUEDE TENER ACCESO A ESTA INFORMACION. POR FAVOR LEALO CUIDADOSAMENTE.

Su información de salud es personal y privada. La ley dice que nosotros División de Servicios para Ancianos y Discapacitados debemos proteger esta información. Cuando usted pidió nuestra ayuda o servicios, usted nos dio información que nos ayudo a decidir si usted calificaba. Esta información se volvió parte de su archivo que guardamos en nuestras oficinas. También en su archivo existe información que nos fue dada por los hospitales, doctores y otras personas que le han dado tratamiento. Una ley federal dice que nosotros tenemos que darle a usted ésta noticia para ayudarle a usted a entender cuales son nuestros deberes legales y como nosotros protegeremos su información de salud.



¿Cuándo podemos compartir su información de salud?



Si usted firma un formulario especial que nos dice que podemos compartir su información de salud con alguien, entonces nosotros la compartiremos. Usted puede cancelar esto en cualquier momento notificándonos por escrito exceptuando si hemos compartido su información antes de recibir su cancelación. Nosotros no usaremos su información para la comercialización o las notas de psicoterapia comparten sin su aprobación por escrito.

Su información puede ser compartida sin su consentimiento cuando nosotros necesitamos aprobar o pagar por servicios antes. Bajo la ley, estos usos son llamados operaciones de cuidados de salud, tratamiento y pago.

La ley dice que existen otras situaciones en las que nosotros podemos compartir información sin su consentimiento. Por ejemplo:

Para su tratamiento médico y pagos

- Cuando usted necesita cuidados de emergencia
- Para informarle sobre las opciones de tratamiento
- Para recordarle sobre sus citas
- Para ayudar a nuestros compañeros de negocios a hacer su trabajo.
- Para ayudar a revisar la calidad del programa

Por razones personales suyas

- Para decirle a su familia y a otros que ayudan con su cuidado cosas que ellos necesitan saber.
- Para enlistarle en el directorio del paciente.
- Para recordarle sus citas
- Para decirle al director de funerales que usted ha muerto.
- Si usted ha firmado los papeles de donación de órganos, para asegurarse de que sus órganos se donan a su gusto

Por razones de salud pública

- √ Para ayudar a los investigadores a estudiar problemas de salud.
- √ Para ayudar a los oficiales de salud pública a detener la propagación de enfermedades o prevenir daños.
- √ Para protegerle a usted u a cualquier otra persona si nosotros pensamos que están en peligro.

Otros usos especiales

- Para ayudar a la policía a la corte u a otras personas a ejecutar la ley.
- Para obedecer las leyes sobre el reporte de abuso y negligencia.
- Para repórtar información a los militares
- Para ayudar a las agencias del gobierno a revisar nuestro trabajo y a investigar problemas.
- Obedecer las órdenes judiciales

**State of Nevada
Department of Health and Human Services
Aging and Disability Services Division**

Cuales son sus derechos?

- Usted puede pedirnos que no compartamos su información de salud en ciertas situaciones. No obstante, la ley dice que nosotros no siempre tenemos que estar de acuerdo con usted.
- Si usted está leyendo esta noticia en el Internet o en un tablero de noticias, usted puede pedir una copia en papel para usted.
- Usted puede pedir ver su información de salud y pedir una copia. Usted podría tener que pagar por las copias basado en las Pólizas de la División. No obstante, usted necesita recordar que nosotros no tenemos un registro médico completo sobre usted. Nuestros registros mayormente se refieren a pagos hechos a sus doctores y a otra gente que cuidan de usted. Si usted quiere una copia de su registro médico completo, usted debe de pedirla a su doctor o a su clínica de salud. Si usted piensa que algo está incompleto o equivocado en los registros que tenemos, usted nos puede pedir que hagamos cambios.
- Usted puede pedir que le demos una copia electrónica de su información de salud si esta esta disponible.
- Usted puede pedirnos que le demos una lista de las veces (después de Abril 14, 2003) que nosotros hemos compartido su información de salud con alguien. Esta lista no incluirá las veces en que hemos compartido su información con propósitos de tratamientos, pagos u operaciones de cuidados de salud.
- Usted puede pedir la restricción de la propagación de su información de salud para un plan de salud cuando usted ha pagado de su propio bolsillo el total de las cosas y servicios.
- Usted puede pedirnos que le mandemos su información de salud por correo a una dirección diferente que la dirección usual o que le mandemos la información a usted de otra forma.



¿Que pasa si tienes una queja?

Si usted piensa que no hemos mantenido nuestra promesa de proteger su información de salud, usted puede quejarse con nosotros o con el Departamento de Salud y Servicios Humanos. Nada le pasará a usted si usted se queja.

¿Cuales son sus responsabilidades?

- Bajo la ley, nosotros tenemos que mantener privada su información de salud excepto en situaciones como las que han sido mencionadas en esta noticia.
- Nosotros tenemos que darle ésta noticia que explica nuestros deberes legales sobre privacidad.
- Nosotros tenemos que seguir lo que le hemos dicho en esta noticia.
- Nosotros tenemos que estar de acuerdo cuando usted hace una solicitud razonable de mandar su información de salud a una dirección diferente o de mandarla en otra forma diferente que el correo regular.
- Nosotros tenemos que notificarle si hay una brecha en su información de salud que no es segura.
- Nosotros solamente usamos o compartimos la menor cantidad posible de su información de salud, solamente lo necesario para llevar a cabo nuestras obligaciones.
- Nosotros tenemos que decirle si no estamos de acuerdo cuando usted nos pida que limitemos como su información es compartida.

Información para contactarse

Si usted tiene cualquier pregunta o queja sobre nuestras reglas de privacidad, póngase en contacto con nosotros en la siguiente dirección:
Aging & Disability Services Division
Privacy Officer
3416 Goni Road, Suite D - 132
Carson City, NV 89706
(775) 687-4210

O póngase en contacto con el Departamento de Salud y Servicios Humanos en la siguiente dirección:
Office of Civil Rights
90 7th Street, Suite 1 -100
San Francisco, CA 94103
(415) 437-8310;
(415) 437-8311 (TDD)

La División de Servicios para Ancianos y Discapacitados tiene el derecho de cambiar esta noticia y cambiar la forma en que la información de salud de usted es protegida. Si esto pasa, nosotros haremos correcciones mandaremos una nueva noticia a usted por correo y pondremos una copia de ella en nuestras oficinas y en nuestra página de la red del Internet: <http://aging.nv.gov>

NUTRITIONAL HEALTH TIPS

The following tips are designed to provide you with suggestions for improving your nutritional health, if you answered "Yes" to any of the statements on the "DETERMINE YOUR NUTRITIONAL HEALTH" checklist.



1. I have an illness or condition that made me change the kind and/or amount of food I eat.

Changes in your eating habits make it difficult for you to get all the nutrients you need. Good nutrition helps the body resist diseases and recover more quickly if illness does strike.

- Avoid using vitamin and mineral supplements without medical advice.
 - Use medications as directed.
 - Drink 6 to 8 glasses of water every day, even if you're not thirsty.
 - Try to stay near your healthy body weight.
 - Stay physically active.
-



2. I eat fewer than two meals per day.

Eating only once a day makes it almost impossible to get the variety of foods and nutrients you need to stay healthy.

- Try not to snack all day so you will be hungry at mealtime.
- Eat at usual times since hunger pangs may not come. If necessary, set an alarm to remind you to eat.

- Eat with friends or in a cheerful environment.
 - Cook meals ahead so that when you are too tired to cook, you only need to defrost or reheat your meal.
 - Keep easy-to-fix items (fruits, milk or yogurt, cereals, soups, cheese and crackers, peanut butter and whole wheat bread) on hand.
-



3. I eat few fruits or vegetables, or milk products.

Fruits and vegetables provide many important vitamins and minerals plus dietary fiber, which is important for proper bowel function. Here are some tips to help you add fruits and vegetables to your daily diet.

- Choose fruits for snacks between meals.
- Use fresh or canned fruit slices as a colorful garnish.
- Eat fresh fruits topped with yogurt or cottage cheese and sprinkled with cinnamon.
- Blend fresh, frozen or canned fruit with milk for a fruitshake.
- Top angel food cake with fresh, frozen or canned fruit.
- Bake or broil apples, pears or bananas with cinnamon and nutmeg; fruit tastes even sweeter when eaten while warm.
- Add vegetables to soups, stews or casseroles.
- Mix several kinds of vegetables for an interesting medley.

- Buy frozen vegetables in bags. You can use them as needed and store the rest for later.
- Use herbs and lemon juice to season vegetables.

Milk products provide a variety of nutrients including calcium. A diet low in calcium may lead to osteoporosis, which weakens bones and often leads to painful and disabling fractures. Below are some tips to help you increase the amount of milk products in your daily diet.

- Add non-fat dry milk to soups, stews and casseroles.
- Eat low-fat yogurt and cottage cheese as a snack or with meals.
- Prepare canned soup with milk instead of water.
- For calcium-rich desserts, select ice milk, frozen yogurt, custards and puddings made with milk.
- If you are unable to drink milk, consult with a physician or dietitian about your need for additional calcium.



4. I have 3 or more drinks of beer, liquor or wine almost every day.

Many health problems become worse if you drink more than one or two alcoholic beverages per day. These problems may:

- Lead to malnutrition because you are replacing food with alcohol,
- Increase your risk of falls and accidents,
- Cause permanent damage to the brain and central nervous system and to the liver, heart, kidneys and stomach,
- Make it difficult for your doctor to diagnose certain medical problems,

- Mask pain that may otherwise serve as a warning sign of a medical problem such as a heart attack,
- Cause problems similar to dementia and confusion,
- Cause undesirable side effects when mixed with prescription and over-the-counter drugs.

If you think alcohol may be a problem for you, seek help from a state or local social services agency.



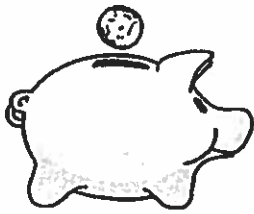
5. I have tooth or mouth problems that make it hard for me to eat.

A healthy mouth, teeth and gums are necessary for eating. Missing, loose or rotten teeth, or dentures that don't fit well or cause mouth sores, make it hard to eat.

- Have regular dental checkups whether you have natural teeth or dentures.
- Brush your teeth thoroughly at least twice daily.
- Floss your teeth at least once daily.
- Brush all denture surfaces with a denture care product each day.
- To relieve dry mouth, drink extra water and avoid sugary snacks, caffeinated beverages, tobacco, and alcohol.

If you have difficulty chewing:

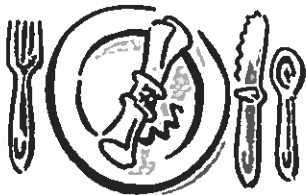
- Cook meat slowly in broth to make it tender.
- Cut or chop meat into small pieces before you cook it.
- Try softer meat substitutes such as beans, eggs, cottage cheese, or cheese.
- Try steaming vegetables so they are tender.
- Chop vegetables so your teeth have less work to do.
- Try putting vegetables in the blender or mashing them with a potato masher.



6. I don't always have enough money to buy the food I need.

To stay healthy, you need to eat nutritious, wholesome foods. It is possible to buy such foods and not spend a lot of money by following some basic rules.

- Decide what foods you need *before* shopping, make a list.
- Check the newspaper for "specials."
- Compare ads and clip coupons.
- Compare prices between brands.
- Loose-pack frozen fruits and vegetables allow you to remove a serving and return the unused portion to the freezer.
- Buy whole chickens or roasts, which are usually cheaper, and cut them up yourself.
- Take advantage of "economy" packs of meat, poultry and fish. Wrap these in individual-size servings and freeze.
- Shop with a friend. Share a head of lettuce or bunch of broccoli instead of letting it spoil in your refrigerator.



7. I eat alone most of the time.

It is important that eating alone does not become an excuse for eating poorly.

- Take turns eating with other single friends.
- Prepare full recipes for casseroles or other dishes; freeze individual portions for later use.
- Eat a meal or two at a community center for good

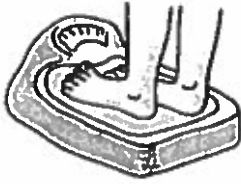
food and companionship.

- Eat near a window or with television, radio or reading material to enhance your meal.
- Attend church or benefit dinners.
- Ask your pastor for names of shut-ins who may enjoy company at meals.
- Offer to help at a hospital or nursing home. Volunteers often receive meals for the services.
- Treat yourself well. Would you be eating the same foods if you were cooking for a family?

8. I take 3 or more different prescribed or over-the-counter drugs a day.

Medications can cause dangerous drug and food interactions.

- Always tell the doctor about past problems with drugs.
 - When starting to take a new drug, ask the doctor or pharmacist about the side effects that may occur.
 - Take the exact amount of any drugs prescribed by the doctor and follow the dosage schedule as closely as possible.
 - Ask your pharmacist or dietitian if you should avoid certain foods and beverages when taking any medications.
 - Never take drugs prescribed for someone else.
 - If you use more than one pharmacy, take all of your medications to one pharmacist to evaluate possible interactions.
 - Discard outdated medicines.
-



9. Without wanting to, I have lost or gained 10 pounds in the last 6 months.

Being overweight or underweight increase your chance of health complications. A sudden weight change may signal a health problem. You should seek immediate medical attention.

10. I am not always physically able to shop, cook and/or feed myself.

Impaired functional abilities may increase your risk for malnutrition.

- If shopping is a problem, order foods from the local market by phone and have them delivered.
- Call your local senior center or State Agency on Aging for information about home-delivered meal services.



APPENDIX – F

COMPLAINT

My complaint is against _____
_____, who is a

Participant

Volunteer

Employee

(please circle one) at the Douglas County Senior Center or with Douglas Area Rapid Transit (DART Dial-A-Ride)

My complaint is based upon the following: _____

Signature of complaining party _____

Printed name of complaining party _____

Date of incident _____

Date of filing _____

Signature of Manager _____

Received on _____

WRITTEN WARNING

You are being issued this written warning as a result of your conduct on _____

while participating in the _____

It is my determination that you violated the Senior Services and Transportation Code of
Conduct by: _____

Further misconduct by you may result in your suspension or termination from
participating in activities provided by the Douglas County, Senior Services and Public
Transportation.

If you feel this warning is unfair, you may write a response to be attached and placed in
your file with Senior Services and Transportation.

Signature of participant _____

Signature of Manager _____

Date _____

SUSPENSION

Effective _____ you are being suspended from participating in the following programs at the Douglas County: _____

for _____ calendar days. You may resume your participation on _____
_____.

It is my determination that you violated the Senior Services and Transportation Code of Conduct by: _____

Further misconduct by you may result in your suspension or termination from participating in activities provided by the Douglas County, Senior Services and Transportation. If you feel this suspension is unfair, you may write file an appeal with the Senior Services and Public Transportation Manager within seven (7) days. Your appeal will be heard by the Community Services Director.

Signature of participant _____

Signature of Manager _____

Date _____

TERMINATION

Effective _____ you are being terminated from participating in the following programs with Douglas County, Senior Services and Transportation: _____

It is my determination that you violated the Senior Center Code of Conduct by: _____

If you feel this termination is unfair, you may write file an appeal with the Senior Services and Transportation Manager within seven (7) days. Your appeal will be heard by the Community Services Director.

Signature of participant _____

Signature of Manager _____

Date _____

APPENDIX G

Douglas Area Rural Transit (DART) Reasonable Modification Policy

1. Purpose

The purpose of the reasonable modification policy is to ensure that DART offers equal and effective opportunities and access to public transportation services for persons with disabilities and full compliance with the provisions of the Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

2. Policy

DART is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. DART recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. DART will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. DART does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. DART will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of DART or be subject to discrimination by DART.

3. Reasonable Modifications

A reasonable modification is a change or exception to a policy, practice, or procedure that allows disabled individuals to have equal access to programs, services, and activities. DART will make reasonable modifications to policies, practices and procedures when necessary to ensure access to transit services for qualified individuals with disabilities, unless:

- Making the accommodation would fundamentally alter the nature of the public transportation service.
- Making the accommodation would create a direct threat to the health or safety of other passengers.
- The individual with a disability is able to fully DART's service without the accommodation being made.

For the purposes of this section, the term reasonable accommodation shall be interpreted in a manner consistent with the term “reasonable modifications” as set forth in the Americans with Disabilities Act Title II regulations at 28 CFR 35.130(b)(7), and not as it is defined or interpreted for the purposes of employment discrimination under Title I of the ADA (42 U.S.C. 12111–12112) and its implementing regulations at 29 CFR part 1630.

4. Eligibility Criteria

An individual is eligible to be considered to receive a reasonable modification if that individual has: a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or been regarded as having such impairment.

5. Requests for Reasonable Modifications

DART shall make information about how to contact DART make requests for reasonable modifications readily available to the public through its website and rider policy guidelines. DART shall follow these procedures in taking requests:

- a. Individuals requesting modifications shall describe what they need in order to use the service.
- b. Individuals requesting modifications are not required to use the term “reasonable modification” when making a request. Personnel at DART will determine if the request represents a reasonable modification and proceed in accommodating the request accordingly.
- c. Whenever feasible, DART requests that individuals make such requests for modifications before DART is expected to provide the modified service.
- d. Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit, demand response, or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel shall make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with DART’s management before making a determination to grant or deny the request.

Requests for accommodation may be made either orally or in writing. The reasonable accommodation process begins as soon as the request for accommodation is made.

The request can be submitted in any written format. Alternative means of filing a request, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

6. Interactive Process

When a request for accommodation is made, DART and the individual requesting an accommodation must engage in a good faith interactive process to determine what, if any accommodation shall be provided. The individual and the DART must communicate with each other about the request, the process for determining whether an accommodation will be provided, and the potential accommodations. Communication is a priority throughout the entire process.

7. Time Frame for Processing Requests and Providing Reasonable Modification

DART will process requests for reasonable accommodation and then provide accommodations, where appropriate, in as short a time frame as reasonably possible. DART recognizes, however, that the time necessary to process a request will depend on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting information.

8. Granting a Reasonable Modification Request

As soon as DART determines that a reasonable accommodation will be provided, that decision shall be immediately communicated to the individual. This notice must be in writing in order to maintain the required information for reporting purposes. Upon request, alternative means of response will be provided.

In choosing among alternatives for meeting nondiscrimination and accessibility requirements with respect to new, altered, or existing facilities, or designated or specified transportation services, DART shall give priority to those methods that offer services, programs, and activities to qualified individuals with disabilities in the most integrated setting appropriate to the needs of individuals with disabilities.

9. Denying a Reasonable Modification Request

As soon as DART determines that a request for reasonable accommodation will be denied, DART will communicate the basis for the decision in writing to the individual requesting the modification. The explanation for the denial will clearly state:

- a. the specific reasons for the denial;
- b. any alternative accommodation that may create the same access to transit services as requested by the individual; and

- c. the opportunity to file a complaint relative to the DART's decision on the request.

10. Complaint Process

DART has a process for investigating and tracking complaints from qualified individuals. These procedures shall be posted on the DART's website and will be provided to any individual where the DART has denied a request for accommodation. The process and any forms necessary to file a complaint are readily available from the web. Alternative means of filing complaints, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a complaint by completing and submitting a DART's Reasonable Modification Complaint Form. DART investigates complaints received no more than 30 days after receipt. DART will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, DART may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to DART.

If DART is not contacted by the complainant or does not receive the additional information within 30 business days, the DART may administratively close the complaint. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After DART investigates the complaint, a decision will be rendered in writing to the complainant. DART will issue either a Letter of Closure or Letter of Finding.

- a. *Letter of Finding* – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by DART to address the complaint.
- b. *Letter of Closure* – This letter will explain why DART has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision of DART, an opportunity to appeal the decision may be pursued provided the complainant files notice of appeal within 21 days of the initial decision of DART.

In the event of appeal, the complainant will be granted all due process, including the ability to be present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

11. Designated Employee

DART shall designate one official within the organization responsible for processing reasonable modification requests and handling complaints. This individual is:

Travis K. Lee, Community Services Manager
DART Transportation
1329 Waterloo Lane
Gardnerville, NV, 89410
775-783-6456
tlee@douglasnv.us

12. Record Retention

DART will maintain all records related to reasonable modification requests and denials for at least three (3) years.

GLOSSARY

ADA- Americans with Disabilities Act signed into law in 1990, making it illegal to discriminate against persons with disabilities regarding employment, public services, public accommodations, and telecommunications. The intent of this law is to provide equal opportunity to persons with disabilities, allowing them to fully participate in society and live independently and with economic self-sufficiency.

CANCELLATION – To give notice more than one-hour before the scheduled trip, that the trip is not needed.

COMPANION – A fare-paying person accompanying the DART Dial-A-Ride Rider.

CURB TO CURB – The DART Dial-A-Ride vehicle will pick up and drop off the passenger at the curb of the address of their origin and destination.

DISABILITY (as defined by ADA, see Appendix D)- A person with a disability is defined as:

- A person with physical or mental impairment that substantially limits one or more major life activities; or
- A person with a record of such a physical or mental impairment; or
- A person who is regarded as having such impairment.

It should be noted that the ADA definition of disability is not the same as other definitions of disability used in other federal laws and programs such as Social Security, workers compensations, veterans programs, etc.

DEVIATED FIXED-ROUTE – A route in which the bus operates along prescribed routes and deviates per reservation within a $\frac{3}{4}$ of a mile for each fixed schedule.

DOUGLAS AREA RURAL TRANSIT (DART)- The transit department that operates the DART Dial-A-Ride public and Senior/ADA transit service.

DIAL-A-RIDE EXPRESS – The deviated fixed route that provides transportation to the public, senior, and ADA riders to Costco daily. This route also provides for connections to JAC that continue northbound towards Carson City.

LOCAL DIAL-A-RIDE – Is a local curb-to-curb services available to all public, seniors and disabled riders. This service provides public access to Minden, Gardnerville, Ranchos, Johnson Lane areas of Douglas County. Furthermore this service is designed to work as a feeder system to the Dial-a-Ride Express.

JURISDICTION – The total area within which the provider is authorized to operate.

LATE CANCELLATION- Failure to give notice of cancellation within one hour of scheduled pick-up.

NO-SHOW – Failure to give notice of cancellation and/or failure to show up at pick-up location.

PARATRANSIT – Comparable transportation for individuals, who because of physical or mental impairment, cannot use a regular fixed-route system.

PERSONAL CARE ATTENDANT (PCA) - An individual, who, accompanies the paratransit eligible individual, who requires more assistance than that provided by the driver. Examples of PCA activities performed on behalf of the passenger may include mobility assistance, personal care, or communication.

SERVICE ANIMAL – Any guide dog, signal dog, service dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability.

SERVICE AREA – Area in with DART Dial-A-Ride will pick-up or drop-off individuals. Currently the Service Area contains three-quarters (3/4) of a mile on each side of each fixed-route.

VISTOR – Someone who does not reside in the jurisdiction served by the Douglas Area Rural Transit system.