

The Lakes Region Mental Health Center, Inc.

ADA Policy Nondiscrimination and Availability Requirements

Notice of Nondiscrimination

It is the policy of The Lakes Region Mental Health Center, Inc. (LRMHC) to abide by all provisions of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, and all subsequent amendments in all programs, services, activities, operations, relationships with and accommodations/modifications of employees, patients, and the general public, including, but not limited to, those stated below.

Nondiscrimination Statement:

The Lakes Region Mental Health Center, Inc. does not discriminate based on race, color, national origin (including LEP and primary language), sex, age, or disability.

Notice of Availability

Accessibility Services: Upon the request of an individual, Lakes Region Mental Health Center will provide, at no charge, reasonable modifications and appropriate auxiliary aids and services for individuals with disabilities. Accommodations include those described in the **Section 1557** final rule regarding language access obligations: qualified interpreters and alternate formats such as braille or large print.

Language Assistance: Upon the request of an individual, Lakes Region Mental Health Center will provide, at no charge, language assistance services, including translated documents and oral interpretation, in a timely manner.

Access Information: Language identification cards are posted in all public areas of LRMHC. If information is needed in another language, notify support staff or contact (603) 524-1100 for assistance in accessing LRMHC language assistance services in a timely manner. Language assistance services provided at no charge include translation of documents, oral interpretation, qualified interpreters, and alternate formats such as

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braille, or large print.

Service Animals: As required by the ADA under 49 CFR 37.3, any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items, have access to our facilities and/or vehicles.

Per ADA 49 CFR Part 37, the LRMHC transportation program allows trained service animals to accompany people with disabilities in our facilities and/or vehicles. LRMHC staff will not ask for proof of the qualifications of an animal, but may ask what tasks the animal has been trained to perform. LRMHC does not impose species or breed restrictions. Any animal that is not under the person's control or becomes a direct threat to the health or safety of others, may be restricted from the facility or vehicle. Emotional support animals are not considered service animals under ADA regulations for accessible facilities or transportation.

Specific transportation provisions of the Americans with Disabilities Act (ADA):

Equivalent service: As required by the ADA, LRMHC has a sufficient number of, or access to, wheelchair-accessible vehicles to ensure that individuals requiring an accessible vehicle have equivalent access to transportation services as ambulatory individuals.

Maintenance of Accessible Features on Vehicles: As required by the ADA, the accessible features on our vehicles are maintained in operative condition so that individuals needing these features have equivalent access. Drivers are required to report accessibility feature failures promptly, and repairs are made promptly if they are damaged or out of order.

Transporting and securing wheelchairs: A wheelchair is a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. LRMHC will transport passengers with wheelchairs, even in circumstances when the wheelchair cannot be secured to the driver's satisfaction, unless the wheelchair exceeds the size or weight capacity of

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the wheelchair lift or ramp. A rider may request to board separately from their wheelchair to avoid exceeding the weight capacity of the lift. These requests should be granted. It is incumbent upon the rider to safely maneuver their wheelchair onto the lowered lift. Drivers are not expected, nor should they operate the controls of a power wheelchair.

Adequate Time for Vehicle Boarding and Disembarking: As required by the ADA, LRMHC provides adequate time for boarding and disembarking our vehicles for individuals with disabilities. LRMHC permits individuals with disabilities who do not use wheelchairs, including standees, to use a vehicle's lift or ramp to board and/or disembark the vehicle.

Use of Portable Oxygen/Respirator Equipment: As required by the ADA, individuals using the LRMHC transportation service may bring a respirator, portable oxygen equipment, and/or other life support equipment on board our vehicles if they do not violate the law or rules relating to the transportation of hazardous materials. All equipment must be small enough to fit into our vehicles safely and without obstructing the aisle and/or blocking emergency exits. Passengers must secure the equipment by means such as carrying the equipment using a shoulder strap or securing the equipment to a wheelchair or a seat.

Training in Wheelchair Securement, Sensitivity to Passengers: As required by the ADA, LRMHC trains its personnel to operate vehicles and equipment safely, assist passengers properly, and treat individuals with disabilities who use the service in a respectful and courteous manner. Personnel are required to successfully complete NH DOT-mandated "Passenger Assistance Training" before being permitted to drive for LRMHC. Following the initial 8-hour training, drivers are required to maintain their skills by attending mandatory annual refresher training.

Driver Use of, and Assistance with, Accessibility Equipment: As required by the ADA, LRMHC personnel make use of all available accessibility equipment and provide a reasonable level of assistance to passengers as necessary and upon request with lifts, ramps, and

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securement devices. Upon request, standees may also use the accessibility equipment to enter the vehicles.

Grievance Procedure

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with The Lakes Region Mental Health Center, Inc. To file an ADA complaint, you may obtain an ADA Complaint form from the Lakes Region Mental Health Center website: www.lrmhc.org.

Complaints associated with ADA regulations are reported to the NHDOT Civil Rights Office. Complaint documentation is maintained on file for one year. ADA-related service complaint logs are kept on file for five years, per USDOT regulations.

For complaints associated with Section 1557 language access obligations, contact the LRMHC Section 1557 Coordinator at (603) 524-1100, or email Section1557@lrmhc.org.

For transportation-related Title VI matters, a complaint may also be filed directly with the New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; titlevi@dot.nh.gov

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.

Contact Information

For more information on The Lakes Region Mental Health Center, Inc. Title IV rights program, the procedures to file a complaint, or to file a complaint, please contact the LRMHC Title VI Officer at 603-524-1100, visit the website at <http://www.lrmhc.org> for more information, or visit the main administrative office at 40 Beacon St. East, Laconia, NH, 03246.

For more information on The Lakes Region Mental Health Center, Inc. Section 1557 rights

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The Lakes Region Mental Health Center, Inc. Notice to the Public is posted in the following public areas and transit vehicles:

- 40 Beacon St. East, Laconia, NH
- 67 Spring St., Laconia, NH
- 81 Highland St., Plymouth, NH
- Plymouth Van: 81 Highland St.
- Laconia Bus: 40 Beacon St. East.
- Mobile Crisis Van: 67 Spring St.