

Title: ADA Compliant Service Protocol for Drivers and Companion Providers

To ensure all drivers and caregivers that access the Ride Companion Platform to provide consistent, respectful, safe, and ADA Compliant services to clients with disabilities or mobility needs.

1. "General ADA Principle."

- A. All clients must be treated with dignity, respect, and equality, regardless of their physical or cognitive ability.**
- B. Services must be compliant with the Americans with Disabilities Act (ADA) which mandates equal access to transportation and caregiving services. (Picture)**
- C. Drivers and caregivers must provide reasonable accommodations without discrimination.**

2. Driver and Caregiver Conduct Standards.

- a). Maintain a professional appearance and attitude at all times.**
- b). Speak to the client directly, not just the accompanying caregivers.**
- c). Be patient, avoid rushing the client, and offer verbal support during all steps of the ride.**
- d). Never lift or carry a client without proper training or equipment.**

3. Pick-up and Drop off Protocol.

- a). Arrive on time at the client's home, facility, or designated location at all times.**
- b). Knock or ring the bell and wait patiently.**

Step 1. *Ride Driver arrives, checks vehicle, greets the passenger with a friendly, smile and a respectful tone of voice and confirms the name of the passenger with walker, wheelchair, or cane: Good day, mr/Ms. _____, my name is _____ of Ride. I will be assisting you today on your trip to (specify location and purpose of the trip).*

Step 2. *Driver will not touch any part of the passenger and their mobility aid/wheelchair without verbal permission. Driver will offer proper assistance, but must wait for consent. Use clear language like: "Would you like help getting in?". Support passenger by the elbow if needed - never pull or lift them forcefully.*

Step 3. *Driver shall gently wheel the passenger on to the ramp and then into the vehicle lift or ramp. As soon as the passenger reaches the inside of the vehicle, Driver will always secure wheelchairs and other mobility devices using the vehicle tie-downs, ensure walkers and canes are stored safely inside the vehicle. Driver must ask the passenger, "are you alright, do you feel comfortable, may I assist you with anything?"*

4. Vehicle Entry and Securement.

- A). Ensure the path to the vehicle is safe, dry, and obstacle free.**
- B). Open doors for the client and assist with * Stepping into/out of the vehicle, * Wheelchair ramp/lift operation (if trained).**
- C). Secure seatbelts and shoulder harness for all passengers, including wheelchair tie-downs, if needed.**
- D). Never transport a client without all safety restraints properly fastened.**

5. During the Ride.

- A. Drive safely, avoid sudden stops, and maintain a calm environment.
- B. Do not use loud music, distracting conversations, or personal phone calls.
- C. If the client appear distressed or needs a break, pause the ride safely and report it to dispatch.

6. Drop-Off Protocol.

- A. Exit the vehicle and assist the client to the door or reception area.
- B. Never leave a client unattended or dropped at the curb,
- C. Endorse the client to a facility representative, staff or relative and note the endorsement on the Ride platform. Introduce self by saying: Hello my name is _____, I am endorsing Mr. _____ for his/her appointment visit.
- D. Driver will take HIPAA-safe Photo of the drop off area as documentation. No people, no faces, only show the building entrance or signage. Store securely in the approved dispatch system.

7. Communications and Privacy.

- A. Never share client information with unauthorised persons.
- B. Do Not discuss ride details or client medical condition in public.
- C. Use secure company systems to communicate and store data.
- D. Keep all photos, logs, and documentations confidential.

8. Emergency Situations

- A. If a client experiences a fall, medical issue, or severe distress: Call 911, Notify Ride Customer Service/Compliance Unit Dispatch, and stay with client until help arrives.
- B. Complete an Incident Report within 24-hours from time of incident.

9. Prohibited Behaviours:

- A. No discrimination based on age, disability, race, gender, or religion.
- B. No physical handling of clients beyond ADA guidelines.
- C. No unauthorised photos, recordings, or conversations about clients.
- D. No late arrivals, missed pick-ups, or unattended drop-off at all times.

Acknowledgement:

All drivers and caregivers must reread, understand, adhere, and acknowledge that they will abide by these rules in accordance with ADA and CPUC-TN guidelines. Violations may lead to immediate suspension, or termination from the use of the Ride Companion Platform.

Driver/Companion Signature: _____ date: _____