



Union County Veterans Service Commission Veterans Service Office

835 East Fifth Street, Suite B

Marysville, Ohio 43040

(937) 642-7956 • (800) 686-2308 • Fax (937) 642-9282



2020 Transportation Policy (Client)

Dear Client,

In accordance with the Ohio Revised Code (ORC) Section 5901-03(H), the Union County Veterans Service is mandated to provide veterans transportation to federal Department of Veterans Affairs (VA) or VA-referred facilities. The ORC does not tell each county Veterans Service Office (VSO) how to meet this mandate – only that it will provide transportation.

Union County provides one of the most client-oriented transportation services in the state of Ohio. However, **we are not an ambulance service. If you are experiencing crisis health issues, you MUST call 911.** Inform the emergency room you are enrolled in the VA and which VA facility. Then request a Social Worker to work with your VA doctor. We do not guarantee the VA will pay for your transportation or emergency room care at a non-VA facility.

Your Veteran Service Commissioners (our bosses), developed a comprehensive transportation service for you. We are fortunate to have a fleet of 5 vehicles and 4 Contract Drivers – all just to get you to your VA appointment. Our agency makes every effort to get you where you need to be and as close to your appointment time as possible. This, however, is not always possible. Let me explain.

Our drivers are “on-call”. That means they drive only when you request a ride to get to a VA appointment. The 48-hour notice we require to schedule your ride is critical for two reasons:

1. We need to confirm a driver is available to make the trip.
2. If we need to change the scheduled departure time for any reason, then we need time to notify all parties – the driver and other passengers.

In order to accommodate each veteran's transportation request, we may need to schedule the trip earlier than your appointed time. We schedule departure times based on the earliest appointment. For example, if an individual has an appointment at 8:00 a.m. and yours is at 11:00, then we'll depart based on the earliest individual's appointment time.

If you have any concerns, problems, or positive comments about any of our drivers, please contact me directly. Your feedback is always welcomed.

On the back of this Policy Letter, you will find our Transportation Guidelines.

If you have any questions at all, call me. I'll be glad to address any question or issue. It's our pleasure to serve you.

**Our office hours are Monday, Tuesday and Thursday, Friday, 08:30 to 4:00 pm.
Wednesday, 08:30 to 5:00 pm, you may leave messages at (937) 642-7956.**

In case of an emergency, if you need to contact your passenger, please call the Union County Sheriff's Office (937-645-4110) and talk to the dispatcher. They will contact the Executive Director to find out the status of the vehicle and the passengers of that vehicle.

(OVER)

Transportation Guidelines

1. **We need at least 48 hours notice for a transportation request.** Requests less than 48 hours will be honored only if a run to that facility is already scheduled, the departure time is not affected, and there is room for the client.
2. We transport only to VA facilities in our **VA Medical Center District** or VA-referred facilities.
 - a. You must let us know exactly which VA facility you need to go to. The facilities that are in our **VA Medical Center District** and we transport to are as follows:

Columbus VAACC, Chillicothe VAACC, Dayton VAACC, Cleveland VAAACC, Grove City CBOC, Marion CBOC, Newark CBOC and Zanesville CBOC. All other medical facilities (civilian) only as required by the Columbus VA Clinic (referrals). Referral documentation is required.
 - b. **For all VA-referred facilities, you'll need to provide us the exact address of that referred facility.**
3. Let us know if your spouse or caregiver needs to accompany you. Drivers **can not** act as caregivers, per VA Clinic requirements.
4. **Let us know if you require a wheelchair or the use of the lift-van. This vehicle's availability is limited to a "First come, first serve basis".**
5. **We do not** pick-up clients as a matter of convenience. Clients are generally expected to be at our agency's office at the scheduled departure time. Let us know if you need picked up. Your reason for pick up must be validated by the VSO staff member.
6. Departure time is based on the earliest appointment time – if several clients require Transportation on the same day and will return after the last appointment.
7. The driver will wait **five minutes** after the scheduled departure time for passengers to show up at the office or client's home. They will leave at that point. **Please be on time.**
8. Notify us immediately if you or the VA cancels or reschedules your appointment.
9. Clients who do not show-up (without notifying us) may be denied future transportation rides.
10. We do not transport on weekends or federal holidays. **We do NOT provide emergency transportation. In the event of a possible emergency, call 911.**
11. If bad weather (snow, ice, sleet, etc.) is imminent or unexpected, transportation may be cancelled on very short notice. We will notify you as soon as possible so you can reschedule.
12. All occupants of our vehicles must wear seat belts. Vehicle cell phones are for business use only.
13. **No smoking, eating, or drinking, or use of tobacco products is permitted in any vehicle.**
14. As a courtesy, we will call you the day before your appointment to confirm the scheduled departure time. However, if you do not hear from us, it is your responsibility to call us **before 12:00 noon** to confirm the departure time.
15. Notify us if your address or telephone number changes.
16. Drivers have the option to refuse transportation to anyone who appears seriously ill or appears to be under the influence of drugs or alcohol. In such a case, the driver will notify the office as soon as possible of the situation.

I acknowledge receipt and understanding of this policy.

Signed by: _____ Date: _____ VSO Rep _____
Client