

**Purpose:** To provide Mille Lacs County veterans with transportation to and from scheduled VAMC medical appointments.

Disabled American Veterans (DAV) purchases vans and donates them to the VAMCs; then the VAMCs provides for the insurance, maintenance and fuel cost. DAV volunteer drivers are covered under the VAMC tort law. The DAV operates the vans for the sole purpose of transporting veterans to VAMC related appointments.

### DAV Requirements

- DAV will schedule all rides and determine transportation availability.
- DAV will keep the Mille Lacs County Veterans Service Office informed when issues arise.
- DAV will contact any veteran who misses a scheduled ride to ensure the veteran is aware. In the event a pattern of missed rides develops, the DAV may refuse future transportation.
- DAV coordinator will work with the VAMCs to reschedule any veteran appointment where the DAV is not available to transport.
- DAV will pick up and drop off riders at their residence.
- DAV will transport bagged oxygen only.
- The DAV van may stop for a bathroom break. These breaks are not for any other purpose.

### Driver Requirements

- Drivers have the responsibility to provide friendly and courteous service to all riders.
- Drivers have the right to refuse any veteran a ride when the veteran appears to be intoxicated, abusive, or violent. Drivers must immediately report this action to DAV.
- Drivers have the right to refuse any veteran a ride when the veteran is disrespectful or uncooperative. Drivers must immediately report this action to DAV.
- Drivers will notify DAV immediately when a veteran misses a scheduled ride.
- Drivers do not have the authority to schedule rides for any veteran.

### Rider Requirements

- Veterans must call the DAV at **(320) 252-1670 EXT. 6676** to schedule rides.
- DAV REQUIRES a 7 day notice when transportation is needed to ensure transportation is available. **Veterans to enhance the DAVs ability to schedule and coordinate transportation the DAV request you call as soon as a VAMC appointment is scheduled.**
- Mille Lacs County currently has one DAV van. The DAV will schedule rides to both the VAMC St. Cloud and Minneapolis (MPLS). The DAV will not transport to both VAMCs in one day. If the DAV van is schedule go to one of the VAMCs, and you have an appointment for the other VAMC, the DAV will assist with rescheduling your appointments. See DAV Requirements
- Riders are responsible to be up and ready. The DAV will not authorize any extra trips to pick up veterans who missed their ride.
- Veterans must **schedule all appointments** between the hours of 9 am and 2 pm. Veterans should take any needed breaks in between appointments or immediately after the last appointment. See Rider Rights
- Veterans who have need of assistance will be allowed to have someone accompany them to appointments, based on available room.
- Veterans must be ambulatory.

- Veterans must notify the DAV Coordinator when scheduling a ride when they plan to have their service animal accompany them.

### **Rider Rights**

- Veterans will have a reasonable amount of time, approximately 30 minutes, to eat after medical appointments. Please schedule your appointments accordingly.
- Veterans will have a reasonable amount of time, approximately 15 minutes, to use the rest room prior to departure on the return trip and are encouraged to do so.
- Veterans must tend to other non-VAMC business between scheduled appointments.
- Veterans who need to stop for a bathroom break while on the road will inform the DAV driver, and the DAV driver will find a convenient place to stop for the veteran to have a bathroom break. These breaks are not for any other purpose. See DAV Requirements

### **DAV Disclaimer and transportation of service animals**

- The DAV provides transportation based on Volunteer availability.
- It is the policy of the DAV to transport service animals, provided it does not create unsafe conditions for passengers or volunteers.

**Cost:** There is NO COST for DAV transportation. Veterans are NOT ELIGIBLE FOR TRAVEL PAY WHEN USING DAV FOR THEIR TRANSPORTATION!

A veteran's spouse may ride the van if the veteran needs assistance, or when the spouse is going to visit their hospitalized veteran. The DAV DOES NOT provide rides for a spouse only; spousal transportation will be permissible only when space is available. When a veteran's spouse is riding the van to visit their hospitalized veteran, the spouse must be ready to depart when the van is ready to leave.

### **Outside Donations:**

Outside agencies or individuals who wish to support the veteran's transportation program may make donations to the DAV. Please notate "Veteran Transportation for Mille Lacs County" on all donations.