

VETERAN'S COPY – KEEP FOR YOUR RECORDS

NOBLE COUNTY VETERANS SERVICE COMMISSION TRANSPORTATION POLICY

In accordance with section 5901.03 of title 59, it shall be the policy of the Noble County Veterans Service Commission to provide regular transportation to VA facilities within our district for qualified Veterans.

To qualify for this service, the **Veteran must be a Noble County** resident with a service discharge on file.

Scheduling Transportation for VA approved appointments:

1. All transportation services will be scheduled through the Noble County Veterans Service Office, who will coordinate with the contracted transportation service.
2. Veterans will not be picked up for appointments at their home residence prior to 8:30 a.m. on the date of the scheduled appointment unless authorized by the Noble County Veteran Service Commission. Please schedule appointments accordingly.
3. Appointments should be scheduled in a time frame which provides the Veteran to be returned to their residence not later than 5 p.m. on the date of the appointment.
4. Transportation services must be scheduled 48 hours in advance of the scheduled VA appointment.
5. The 48-hour deadline is established as follows: 8 a.m. of the date of transportation is considered the end of the 48th hour. Therefore the 48-hour period begins two days prior at 8 a.m. Example: Transportation date of May 20th, would have a deadline of 8 AM on May 18.

Pick up and Drop Off of the passengers:

Veterans may be picked up at their home of record when:

1. **They are the only person scheduled for transportation services.**
2. **A medical need necessitates home pick up and drop off at their residence.**

Veterans may be required to report to the Caldwell Senior Center parking lot at a designated time, in the event that multiple Veterans are requesting transportation to the same facility.

Transportation is provided to Veterans through the following guidelines:

1. Transportation is provided to and from VA medical appointments. There are no other stops authorized. The driver may elect to provide restroom stops at their discretion.
2. Alcohol is not permitted in the DAV vehicle. Any violation of this policy will result in immediate forfeiture of transportation services.
3. Tobacco products, drinking alcohol, use of foul and offensive language, or bringing weapons, drugs or any other illegal substance or items will not be permitted. The vehicle driver has the right to refuse transportation for any passenger whom she/he believes to be intoxicated, abusive or who pose a threat to the safety of the driver or other passengers. Drivers will call the Noble County Veterans Service Commission before any action is taken. Any violation of this policy will result in immediate forfeiture of transportation services.
4. Safety restraining belts must be worn at all times. Any violation of this policy will result in immediate forfeiture of transportation services.
5. Passengers will not engage in any activity that will distract the drivers' attention, thereby causing a safety hazard to him/herself, the driver or other passengers.

VETERAN'S COPY – KEEP FOR YOUR RECORDS

6. Time spent at the VA is for appointments only. Excessive time spent at the VA medical facility for matters not related to appointments is prohibited.
7. Drinks and snacks are allowed within the vehicle. All items that are brought onto the DAV vehicle will be removed from the vehicle with passengers.
8. When necessary or beneficial for the veteran to be accompanied to the VAMC or other VA medical facility by a spouse or other caregiver, permission may be granted for transportation in the DAV vehicle if space is available. The Noble County Veterans Service Commission shall make the necessary arrangements with the provider and contract transportation service prior to authorization.
9. The driver is not required to carry or lift any persons, things or objects of the Veterans.
10. There is no reasonable expectation of privacy or security of property left inside the van.
11. The driver will not accept any type of payment for services.
12. Passengers will not be eligible to receive VA travel reimbursement.
13. It is the responsibility of the Veteran or his/her family regarding appointments, cancellations or any other changes. Drivers will wait not more than 10 minutes for patients at designated pick-up points. Veterans who “no show” at scheduled pick-up points may become ineligible for transportation as patterns of “no show” are deemed to undermine the needs of eligible Veterans and waste resources. Ineligibility will result after the conclusion of the following steps.
 - a. A first time no show at pick-up will result in future pick-ups being conducted at the Noble County Senior Center for a period of 6 months with notification by letter.
 - b. A second time no show at pick-up will result in future pick-ups being conducted at the Noble County Senior Center for a period of 1 year with notification by letter.
 - c. A third time no show at pick-up will result in ineligibility for a period of 2 years with notification by letter.
 - d. A fourth time no show at pick-up will result in permanent ineligibility with notification by letter.

Regularly Scheduled Transportation Services Shall Include Transportation to: Cambridge, Chillicothe, Columbus, Marietta and Zanesville, Monday through Friday, on a first come, first served basis, with pick up beginning at 8:30 a.m. and return drop-offs not later than 5 p.m.

TRAVEL TO VA FACILITIES OUTSIDE OF THE TRANSPORTATION POLICY MUST BE APPROVED BY THE NOBLE COUNTY VETERANS SERVICE OFFICE. THESE EXCEPTIONS INCLUDE C&P EXAMS AND VA SCHEDULED APPOINTMENTS.

Transportation services are provided under the terms and conditions set forth between the contracts signed by the Contract Transportation Service and the Noble County Veterans Service Commission. This contract must include contract agreement to abide by:

1. The Noble County Veterans Service Transportation Policy
2. Voluntary Service VISN 10 Drivers Manual
3. Chillicothe VA Medical Center Policy Memorandum NO. 138-06
4. Chillicothe VA Medical Center Policy Memorandum NO.135-3
5. DAV Volunteer Driver Statement of Understanding.