



Disabled American Veterans

Guidelines for Van Riders and VA Employees

For information or
to reserve a seat on the van
call the Transportation Office at
304-263-0811, ext. 3732
or 800-817-3807, ext. 3732

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Martinsburg VA Medical Center

The Volunteer Transportation Network has vans that originate in several areas bringing Veteran patients in for scheduled medical appointments. These vans are purchased by Veteran Service Organizations in those areas thru a program sponsored by Ford and the Disabled American Veterans. The vans are driven by volunteers who generously give their time in service to our Veterans.

The areas serviced by the vans include:

Chambersburg, PA - Monday, Tuesday, Thursday and Friday

Cumberland, MD - daily

Elkton, VA - Tuesday through Friday

Frederick, MD - Monday, Wednesday and Friday

Woodstock, VA - Monday, Wednesday and Friday

Franklin, WV - every Wednesday and 1st and 3rd Friday of every month

Keyser, WV - Tuesday, Wednesday and Thursday

Hagerstown, MD - Monday, Wednesday and Friday

In order to ride the van the Veteran patient must have a **scheduled medical appointment** (between the hours of 9:30 a.m. and noon), must be able to board and get off the van unassisted, and must call the Veterans Transportation Coordinator at 304-263-0811, ext. 3732, or 800-817-3807, ext. 3732, to check on the availability of a seat and to have his/her name added to the trip ticket. These schedules are made up several days in advance so it is important to call as soon as you know you need a ride. There are days that several of the vans are full so the earlier you call the easier it is to change your appointment to another day if necessary.

A Veteran patient whose name is **not** on the trip ticket will *only* be allowed to get on the van if:

1. there is a seat available
2. the Veteran patient has a VA appointment letter showing a current appointment

The van driver may refuse to transport any veteran who is intoxicated, abusive or poses a threat to the driver or other passengers.

The van driver may also refuse to transport any veteran who he/she feels is too ill to ride the van.

There are rules and regulations that the van riders must abide by including:

1. Passengers are not permitted to smoke, chew tobacco/snuff, drink alcohol, use foul language or bring weapons, drugs or any illegal substance on the van.
2. Passengers must wear seat belts at all times.
3. Individuals other than the Veteran patient are not permitted to ride in the van with the Veteran except in rare instances which **must** be arranged in advance.
4. Passengers should not engage in any activity that will distract the driver's attention.

5. Passengers will be provided with a DAV Van Rider badge which they must wear while at the VA and return to the driver when leaving.

There is no transportation to the Emergency Room, Compensated Work Therapy (CWT) work or to see a Veteran Claims Representative.

QUICK REVIEW

Vans come in on various days of the week from Chambersburg, PA; Frederick and Cumberland, MD; and Elkton and Woodstock, VA.

Veteran patients must have a **scheduled medical appointment** between the hours of 9:30 a.m. and noon. (8:30 a.m. for the Frederick van – and 1 p.m. for those clinics that **only** meet in the afternoon)

Veteran Patients must call the Veterans Transportation Coordinator and have their name added to the trip ticket.

Veteran patients must be able to get on and off the van unassisted.

Veteran patients being discharged may be transported on a van **only** if space is available. The patient must be ready to leave when the van is ready to depart. No patient with an Against Medical Advice (AMA) or irregular discharge will be transported.

Passengers not adhering to the regulations listed in this flyer will not be transported and may be asked to leave the van.

Thank the volunteer who generously gives his/her time to provide transportation for our Veterans to and from the medical center for their scheduled medical appointments.

