

Call or go online
www.ahstabulaveterans.com
for days we are scheduled to
transport to and from
the VA facility Erie or
Cleveland you are utilizing.

The Veteran Transport Network is a
voluntary courtesy program offered
to veterans without their own transportation
to and from their medical appointments.

**Therefore, any patients found to be
uncooperative and unwilling to
abide by these rules and regulations
will have their van passenger
privileges revoked immediately.**

This transportation should not be
used as a primary means of
transportation or for emergency
services, we encourage the use for
standard medical appointments only
to **Wade Park and Erie VAMC
and non surgical.**

Space Available Only.

CALL 440-964-8324/ 440-964-8492 or
go online www.ashtabulaveterans.com

*We reserve the right to cancel
any trips in our vehicles due to
inclement weather or other
conditions that may be beyond
our control.*



**VETERANS
SERVICE
COMMISSION
OF ASHTABULA
COUNTY**

TRANSPORTATION



Passenger Rules & Regulations

Transportation for appointments should be booked **at least 3-5 days in advance (not including weekends/holidays) as seats are filled on a first come, first serve basis.**

The van driver is not allowed to lift or attend to any patient medically.

The van driver is not permitted to stop the van except for an emergency or to pick up/drop off at designated points. **NO SIDE TRIPS OR PERSONAL ERRANDS ARE PERMITTED.**

Passengers are not permitted to drink alcohol, eat, smoke, use foul or offensive language or bring weapons, non-prescription drugs or any other illegal substance or items on the van.

The van driver/VSC has the right to refuse transportation to any passenger **who he/she believes to be intoxicated, abusive or who poses a threat to the safety of the other or passengers.**

Passengers will not distract the driver's attention.

Passengers will wear their seat belts at all times.

Any passenger refusing to do, so will be denied transportation on the van.

Passengers will keep their drivers informed of their whereabouts as not to miss the transportation back to Ashtabula county. All vans leave the VA medical centers no later than **2:00PM** on the designated days.

No individuals, other than the veteran, will be permitted to ride the van unless:

They are a caregiver Care giver may not bump a veteran and be approved by the VSC and are subject to Space Available transportation.

OR

Patients being discharged by the VA medical facility to return home only on a space-available basis upon approval of dispatcher. Patient must be ready to leave when van is ready to depart.

Only articles small enough to fit on veteran's lap or by the seat will be transported.

Drivers will wait no longer than **5 minutes** for pick up at designated points (depending on the schedule).

The van driver is **not to accept any payment** from a passenger for transportation.

The van is **not an emergency vehicle.** For emergency transportation, the veteran should contact the VA medical center.

VETERANS UTILIZING THE VSC TRANSPORTATION WILL NOT, BY LAW, BE ELIGIBLE TO RECEIVE REIMBURSEMENT FOR TRAVEL EXPENSES.

PITTSBURGH APPOINTMENTS

Make sure you call Erie for seat on van to Pittsburgh.

1-814/860-2095

Bus at Erie VAMC typically leaves at 6:30-6:45 am trips to Pittsburg call the number above to confirm times. The VSC has no availability to operate earlier than 8:00am therefore we encourage positive scheduling efforts with alternate agencies to drop off at Erie VAMC for Pittsburgh trips. The VSC pickups to return must be notified at least 3-5 business days in advance and not any later than 2:00pm pick up to return from the VAMC.

CANCELLATIONS

To cancel an appointment 24 hours in advance, call 440/969-4951 (cell) or 440/964-8324 during normal working hours.

NO SHOW POLICY

After three (3) NO SHOWS, without cancelling your ride, you may be turned down for future transportation.

SCHEDULING RIDES

VERY IMPORTANT:

Hours of operation are restricted 8:00am-4:30pm not to leave from any VAMC no later than 2:00pm
Please call if you have any questions concerning transport.