

STANDARD OPERATING PROCEDURE (SOP)

VETERANS TRANSPORTATION PROGRAM

Reference: *Ohio Revised Code, § 5901.03 (H), Officers; meetings; removal of members; duties*

General

The Commission shall establish regularly scheduled transportation for veterans to and from Veteran's Administration Medical Centers (VAMC) whose districts the county is within, through contractual agreements or through other arrangements determined by the commission to be most cost-effective.

The Commission provides transportation to the VAMC of our district, which is Dayton and also the parent medical center of the Wilmington VA Community Based Outpatient Clinic (CBOC), which is Chillicothe. All exceptions to transportation policy must be reviewed and approved by the Veterans Service Commission.

All Clinton County Veterans requesting transportation must notify this office at least twenty-four (24) hours prior to their appointment time in order to receive transportation. The vehicle and staff at our agency do not provide ambulatory services. Clients using our services need to be in a stable, non-life-threatening condition. Our transportation program is a service and is not a benefit.

Scheduling

The vans will leave Wilmington from the Human Resources building (180 E. Sugartree Street, Wilmington), in enough time to arrive at the first scheduled appointment.

All rides will be scheduled through the Veterans Service Office (VSO). If there is a change in your appointment, you must notify the VSO of the change.

Normal transportation times may vary depending on appointment times. *Departure times will be determined by the VSO and will not be changed unless coordinated with the VSO.* If no appointments are scheduled on a given day, no trip will be made.

Transportation reservations for travel should be made with the VSO at 382-3233 as soon as possible after the appointment is known but no later than one day before the appointment.

Available space on the van is assigned on a reservation basis. All passengers must be ambulatory.

No Shows

If the Veteran fails to call and cancel their appointment within twenty-four (24) hours to their scheduled appointment or does not show for their pick-up, they are considered a "No Show". "No Shows" will be marked on the record and after two (2) "No Shows" in a ninety (90) day time period; they will be suspended from use of our transportation services for a period of ninety (90) days; exceptions to this rule will be considered by the Executive Director or his/her designee for emergency conditions only. *It is the responsibility of the Veteran to make request for an exception.*