

Scheduling a Ride

Call Veteran Services NO LATER THAN **4:30 PM on Wednesday of the week before your appointment.** You do not need to wait until then to schedule a ride. We can schedule your ride as soon as you have made your appointments.

Information Needed

- Your Full Name
- The last four digits of your Social Security number
- The time of each appointment
- The clinic for each appointment
- Address where you want to be picked up
- Phone number that you can be reached at the day of your appointment

Pick Up Locations

Our van drivers will pick up Veterans at their homes or another location within McLeod County that is convenient to the Veteran.

Limitations

- You are required to have an escort unless specifically waived by the Veterans Service Officer.
- There is only room for one Veteran so scheduling is:
"First Come, First Served"

Some Simple Guidelines to Follow:

- *Turn your porch or house light on.*
- *Be ready to leave at your designated pick-up time.*
- *Transportation is from pick-up location to VAMC and back. The driver is not allowed to deviate from the scheduled locations.*
- *The driver will advise riders of the planned departure time for the return trip.*
- *If your appointment schedule changes, let the driver know.*
- *When the VA refers a Veteran to a non-VA facility and there is a parking fee for that facility, it will be the Veteran's responsibility to pay the parking fee.*

Smoking and alcoholic beverages are strictly prohibited in the van at all times.



McLeod County Veteran Services

Handicapped Accessible Van



Honoring All Who Served

**Call to schedule your ride!
320-864-1268**

**Toll Free County Switchboard:
(Hutchinson) 484-4399
(Stewart) 328-4413
(Winsted) 395-2568**

History

McLeod County has a long-standing veterans van program for transporting local veterans to and from VA Medical Centers. One identified shortfall was the ability to transport wheelchair bound veterans.

The handicapped accessible van is the result of a successful 2-year test program. In 2009, Disabled American Veterans Chapter 37 coordinated with other local veterans organizations and donated a used wheelchair van as a 'proof of concept' to determine the level of need for this type of transportation before seeking the funds necessary to purchase a new vehicle.

A new handicapped accessible van was later purchased in 2010 and is still in use today.

Recommended Donation

The County Veterans Association asks for a round trip donation of \$35.00. This donation is based on travel from the van's parking garage, not the distance from the rider's residence.

There is currently no charge for the required escort to ride the van with the eligible veteran.

Minneapolis VAMC

The [Minneapolis VAMC](#) is a single, multi-level building containing all primary and specialty care clinic facilities. Each clinic is designated by the floor it is located on and the clinic number (Ie: 2S-143 is on the 2nd Floor, Wing/Hallway "S", Room 143).



Veterans are dropped off at the Emergency Room entrance and picked up at the Flag Atrium entrance.

Once all appointments are finished, meet the driver and any other passengers at the waiting area near the Flag Atrium entrance, unless told otherwise.

Non-VA Appointments

Transportation is available to appointments at non-VA medical facilities, specifically when they are referrals from one of the VA Medical Centers. Arrangements can be made on a case-by-case basis.

St Cloud VAMC

The St Cloud VAMC is a multi-building campus, with most buildings connected by an indoor hallway. Each clinic has a designated building and room number assigned (Ie: Building 48, Room 243).



Veterans are dropped off at the main entrance to Building 1. The patient check-in desk is located on the left as you enter the building.

Following your last appointment meet the driver back in the lobby area of Building 1, unless told otherwise.

- *Both VAMC's have canteens and gift shops. Please check-in with the driver if you plan on eating or shopping, since this may affect the departure time.*
- *Always remind your caregiver that you ride the Veterans Van when they discuss scheduling your next appointments.*
- *If for any reason you are not returning with the van, either you or your nurse need to make sure the driver is notified.*