

# Van Service Policy and Pickup Points

Morrow County

Veterans' Service Commission

Van Hotline 419-946-1914

The Morrow County Veterans' Service Office offers van transportation service to and from VA medical facilities free of charge. We can pick you up at one of our designated pick up points only, UNLESS you have been approved to receive a home pick up due to your individual circumstances.

## PICKUP POINTS

The pickup points are as follows:

- Pamida Parking Lot-Mt Gilead
- The Farmstead Restaurant Parking Lot-at SR61/I 71 Marengo

## POLICY AND REQUIREMENTS

**\*\*\*SEATBELTS ARE TO BE WORN AT ALL TIMES WHILE IN THE VAN\*\*\***

- 1) You must be a veteran or a spouse/caregiver to the veteran to ride our van. (A wife or caregiver may ride the van IF space is available.)
- 2) You must make application through our office to ride in our van by filling out a Transportation Release Form each year. This is for insurance purposes and record keeping.
- 3) You must schedule your appointments Monday-Thursday IN THE MORNING, unless the appointments are for specialty appointments or emergency appointments that cannot be scheduled any other day or time.
- 4) You must call the office 48 hours in advance of your appointment time to schedule your ride. For appointments, please call 419-946-1914. The transportation staff will call you and confirm your pick up time the day before your appointment.
- 5) Transportation will not be provided on legal holidays or other appointed days as determined by the Morrow County Veterans' Service Commission.
- 6) **NO EATING, DRINKING, OR SMOKING WHILE IN THE VANS.**
- 7) No emergency appointments please. If you have a medical emergency and need emergency transportation, please call **911**.
- 8) A Veteran who has 2 consecutive no shows will be put at the bottom of the priority list.