



# *Clermont County*

## *Veterans' Service Commission*

### *Van Hotline 732-7471*

## *Van Service Policy & Pick Up Points*

The Clermont County Veterans' Service Office offers van service transportation to and from VA medical facilities free of charge. This service is available for Clermont County veterans who have been discharged honorably. We can pick you up at one of our designated pick up points only (exception – please see rule #6).

The pick up points are as follows:

**Eastgate Kroger's**

**Hamlet Kroger's**

**Mt. Carmel Kroger's**

**Rivertown IGA New Richmond**

**Chase Bank Milford Shopping Center**

**Sem Villa Milford**

**Olive Garden Cherry Grove**

**Exxon Service Station Mt. Carmel**

*You may also catch our van from our office in Batavia.*

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

- 1) You must be an honorably discharged veteran or a caregiver to the veteran to ride our van. (A wife or caregiver may ride the van if there is room.)
- 2) You must be ambulatory. We do not have a wheelchair lift so you must be able to get in and out of our van unassisted.
- 3) You must make an appointment through our office to ride our van. This is for insurance purposes and record keeping. We also must have a copy of your DD-214 on file in our office. New riders must fill out an application.
- 4) You must call the office **5 days** in advance of your appointment time to schedule your ride. For appointments, please call **732-7471**. The transportation staff will call you and confirm your pick up time before your appointment.
- 5) You may ride the van for non-medical appointments at the VA medical centers provided there is room. Medical appointments have priority.
- 6) We cannot pick you up at your door **unless** you are visually impaired. We must have a doctor statement to verify this condition, the doctor statement must be updated yearly. In certain cases with extenuating circumstances, however, the Director of the office or Supervisor of Transportation can make exceptions on a case by case basis.
- 7) Transportation will not be provided on legal holidays or other appointed days as determined by the Clermont County Veterans' Service Commission.
- 8) **NO EATING, DRINKING, OR SMOKING WHILE IN THE VANS.**
- 9) No emergency appointments please. If you have a medical emergency and need emergency transportation, please call **911**.
- 10) All vans would like to leave the VA facilities by 4 PM. Please schedule your appointments accordingly.
- 11) Please schedule all appointments at 9:00 a.m. or later to help insure all veterans arrive on time.
- 12) Please no calls or messages on weekends as the office is closed.