

William S. Middleton Memorial Veterans Hospital



DAV Transportation

COVID-19 ALERT

Vehicles are restricted to one veteran per seat during this time on opposite sides per seating. No rider in front right allowed.

DAV Office is staffed by Volunteers Monday through Friday.

CLOSED Weekends and Holidays

Hours:

7:30 AM to 1:00 PM

Call: 608-280-7019

Madison

DAV Transportation Coordinator

James Hooker

Office Phone: 608-280-7019

E-mail vhamaddavoffice@va.gov

DAV Volunteer Coordinator

Steve Hooker

Monday through Friday

7:30 AM to 1:00 PM

608-280-7019

The DAV wants to ensure veterans are provided timely and professional transportation to local VA Medical Facilities.

Transportation by DAV is a **privilege** and not a right. Transportation is to and from VA approved appointments at Hospitals or Clinics as well as approved Non-VA facilities **only**. Rides are not provided to veterans without appointments. DAV vehicles are **NOT** a shuttle service. **Social transport is not allowed**.

DAV Drivers are all volunteers and **not compensated**. They donate their time to help veterans that haven't the means for getting to their appointments.

DAV vans are **not wheelchair accessible**. Some passengers with mobility issues may find it difficult to enter or exit vans. Drivers are **not** allowed to physically assist anyone in/out of vans or to provide medical assistance at any time whether in or out of the vans.

POLICY FOR TRANSPORTATION:

Must be a Veteran

Live in Counties Listed in brochure

Must have a VA approved appointment, even if outside the VA hospital.

Must have the ability to enter and exit the vehicle without assistance.

Reservation Procedures:

(Note: Appointments must be after 9:00AM and all appointments completed before 1:00PM).

Appointments before 9:00AM and after 1:00PM **can't** be Honored. **Pickup time will be assigned, and veteran contacted after 12:00pm the day before.**

Space in our DAV vehicles is limited. Therefore, the number of passengers we can transport at any one time on any day is restricted. Appointments should be scheduled as soon as you receive your appointment letter or call from a clinic. It is the **responsibility** of the Veteran to make reservations for a ride. The DAV **is not notified** by the clinics or Social Worker of anyone's appointments.

When appointment is **cancelled** by the veteran or clinic, the DAV Office **must be notified by the veteran** as soon as possible so that time slot can be given to another veteran needing the ride. **Drivers will call before they arrive for pickup. Unanswered calls will be considered a "No-Show". Two "No-Shows", will result in a warning letter about abuse of privilege. Five minute wait at residence will be considered a No-Show and driver will leave.**

(Note: Scheduling a ride at the last moment such as the day before or day of the appointment is hard to accommodate unless someone has cancelled. We schedule rides as a first come first served basis and we fill up quickly).

Appointment should be made with the **local DAV Coordinator** listed in the Brochure.

Information that is needed when calling: **Name, Last four of Social Security #, Address** (street and City, County), **Phone # and/or Cell phone #** (if applicable) **Date** and **time** of appointment and location (VA or West Clinic) or other VA approved locations.

*Upon request, drivers will give you a card with the Office number and van Cell phone numbers on them. **Do not call van drivers to schedule rides!! They cannot help in scheduling.***



Other Coordinator Locations

Columbia County

Jerry Carncross
(608)772-4761

Rock County

Bob Hill
(608)301-7137

Grant County

Steven Staskal
Until Further notice (608)280-7019

Richland County

Larry Marshall
Until Further notice (608)280-7019

Drivers are prohibited from stopping anywhere in between the pickup point and appointment location except for fuel if required, restroom breaks as needed. Emergency stopping is permitted, at which point the driver will call 911 and wait for help.

Allowed

- (1) Small bag
- Canes
- Folding Walkers
- Small Carry Oxygen Tanks
- Carry Oxygen Concentrators
- Certified Service Dogs with a minimum of two weeks' notice

Not Allowed
WEAPONS OF ANY SORT

- Non-folding Walkers
- Wheeled Oxygen Tanks
- Wheeled Oxygen Concentrators
- IV Poles

Non-Prescription medication
Alcoholic Beverages

Tobacco, Alcohol, are PROHIBITED in DAV vehicles. Use of tobacco or attempting transport of Alcoholic Beverages in DAV vehicles is grounds for removal from transportation list.

Reimbursement for Travel is not allowed when transported by DAV Vans. Veteran will lose all VA privileges by claiming travel pay when transported by DAV. **Travel and DAV work together to provide rides**

DAV Strives to treat every veteran with the dignity and respect they deserve for their service.

Activities listed below that disrupt the safety of passengers and operation of the van while being transported is strictly prohibited.

PROHIBITED ACTIVITY:

The following **examples** are behaviors that **can** and **will** cause removal from the transportation list of the DAV. Activities listed below may result in the driver stopping and calling for **Police assistance** to remove disruptive rider(s).

Passenger(s) known or perceived to carry concealed weapons will not be transported.

A Veteran or Assistant perceived as either intoxicated or using illegal substances will not be allowed in van or transported.

Disruptive behavior such as abusive language to any passenger, threats, intimidation of others or the driver will be grounds for removal from transportation lists.

Obscene language to or from a veteran towards others will be grounds for removal from transportation list.

Abusive or threatening behavior in the DAV office space towards any Veteran, DAV representative or Volunteers may result in removal from transportation list as well as Police assistance being summoned.

DAV reserves the right to refuse transport to anyone that does not adhere to hygienic standards, due to the confined space of the vans.

Documented violations of the DAV policies for transportation will result in a letter indicating the offensive behavior on first occasion. Second and/or more violations of prohibitive behavior could lead to complete suspension of the rider privilege.



Designed by:
James Hooker
DAV Volunteer