



HOLMES COUNTY VETERAN SERVICE
75 E. CLINTON ST. SUITE 104
MILLERSBURG, OH 44654
Veterans Serving Veterans

2022

TRANSPORTATION POLICY

A. As outlined in Section 5901.03 (H) of the Ohio Revised Code, the Holmes County Veterans Service Commission will provide transportation to Department of Veterans Affairs Medical Centers located in the Holmes County area. These locations will include the following:

- a. Louis Stokes DVA Medical Center/Wade Park – Cleveland, Ohio
- b. DVA Outpatient Clinic – Parma, Ohio
- c. DVA Outpatient Clinic – Canton, Ohio
- d. DVA Outpatient Clinic – Akron, Ohio
- e. DVA Outpatient Clinic – Mansfield, Ohio
- f. Clinics contracted and scheduled through the Department of Veterans Affairs

- (1) All transportation scheduling will be on a first come, first serve basis.
- (2) Veterans must contact the Holmes County Veteran Service Office at least **3 business days** prior to appointment to request transportation. Failure to provide adequate notice may result in transportation being unavailable. **Veterans should not schedule any appointments before 8:30 a.m. for Wade Park VAMC or after 2:00 p.m. for any medical facility.** Exceptions must be approved through transportation coordinator.
- (3) All Veterans to be transported must be able to ambulate without assistance. Wheelchair bound Veterans; or, Veterans with significantly impaired cognition, vision, or hearing must provide an escort to assist them during their appointments. While limited assistance may be provided by driving staff during entry or exit of the vehicle, passengers must not rely upon drivers for medical care of any type. Drivers may not sign in/out patients from a medical facility, and cannot act as escorts for patients that require a “plus one” for a medical procedure.
- (4) All Veterans using the transportation services of Holmes County Veteran Services are expected to be courteous to other passengers, drivers, and office staff. Abusive behavior or language will not be tolerated. Failure to adhere to this policy may result in loss of transportation privileges.
- (5) A copy of the Veteran’s DD 214 must be provided to the office before any transportation can be provided.

B. Local transportation is a new service that may be offered (as vehicles and driver availability permits) to honorably discharged Veterans, Veteran's spouses, or Veteran's widows/ widowers that reside in Holmes County.

- (1) Eligible riders must have a verifiable need for transportation (no other means of transportation available).
- (2) Transportation for local grocery shopping will be offered only on specific dates and at specified times. No exceptions. Drivers will not carry groceries, loan money, or assist passengers into or out of their homes.
- (3) Transportation for medical appointments (local) must be requested at least 3 days in advance of the appointment.
- (4) The passenger must provide the address of the medical appointment (within Holmes County only).
 - a. This service is not an "ambulette" or substitute for an ambulance, or other emergency or medical transport.
 - b. HCVSC drivers are not medical providers, nor are they authorized to accept medical responsibility for any passenger.
 - c. This service is ONLY for outpatient services. This transportation service is not appropriate for individuals that have procedures requiring overnight stays, anesthesia, or those suffering acute medical episodes.
 - d. Drivers may refuse transportation if adequate information of destination is not provided.
 - e. Local transportation is provided as a courtesy. Passengers who are abusive or argumentative with other passengers, drivers or office staff may be barred from future transportation use.
 - f. During inclement weather, drivers have sole authority to determine whether is it safe to provide transportation.

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BRANDON L. IRVING

Director, Holmes County Veteran Services