



## Veterans Services

1752 Dorset Lane | New Richmond WI 54017  
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www.sccwi.gov

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### To: Veterans who ride to the VA with our drivers

This letter is meant to provide information to all who use the transportation provided by our volunteer drivers. The drivers do all they can to get each of you safely to and from the appointments scheduled at the Veterans Administration Health Care System (VAHCS) at the Minneapolis VAMC only. We are grateful to have wonderful drivers and we appreciate the time they commit to this program. The Veterans who ride with them are usually gracious and appreciative of this service, and we thank you for the respect you give to our drivers.

### Requirements:

1. St. Croix County residency.
2. We provide transportation Monday-Friday to the Minneapolis VAMC only.
3. The veteran must be ambulatory, and able to get in and out of the vehicle under his own power. If the veteran is having surgery or needs aid to enter the vehicle, spouses and/or family members may accompany the veteran to assist. If their assistance is not necessary, spouses can ride only on an available space basis.
4. Call to notify us of appointments as soon as they are scheduled. Please allow a **minimum** of three to four days before (the earlier the better) in order for us to schedule your driver. **Please contact our office with any changes to your VA appointments.**
5. We wait to schedule the pickup times the day before your appointment. This is to avoid changing pickup times for our veterans. You will need to call us before 2:00 pm **the day before** your appointment and we will inform you of your pickup time. Some drivers may call veterans the day prior to the appointment. It is your responsibility to know the pickup time.
6. Appointments must be scheduled in the morning prior to 12 pm. Although each day has its own schedule, our goal is to make the day as short as possible for both the patients and the driver. The VAHCS works to coordinate appointments with patients who travel in groups. Please reschedule any afternoon appointments for a morning appointment. Veterans can usually get in and out quickly from short appointments like blood-draws, x-rays and podiatry.

7. There may be waiting involved. Please do not hassle the driver about waiting. Anyone who displays inappropriate behavior will be asked to make other arrangements for future appointments.
8. Please be on time for the scheduled pick up. The drivers have knowledge of how much time they need to get to the VAHCS. The transportation is for the purpose of appointments. Although meals may be involved, they are not a priority. **Do not** leave the facility to visit or shop.
9. We do not charge a fee at this time, as some counties do. This service is provided as an additional benefit to the veterans of St. Croix County. Therefore, if you ride with us, you are not entitled to travel pay from the VAHCS. Anyone abusing this is perpetrating a fraud and will be asked to make other arrangements for future appointments.
10. Drivers can accept tips if you feel obliged. However, this contribution is strictly voluntary. You will not be refused service if you do not feel that you can make a donation.

These are a few points that each veteran should keep in mind as we try to make the transportation as fair and comfortable as possible. If there are any questions or concerns, please call 715-386-4759.

Thank you for your cooperation,

Phillip Landgraf  
St. Croix County Veterans Service Officer