

SCHEDULING OR CANCELING A RIDE:

Phone: **701-845-8511 or 701-890-4009**

Scheduling Hours: **8:00am - 5:00pm**

Monday - Friday *Closed on Federal Holidays

- All trips must be scheduled no later than 3 business days in advance; those passengers who are walk-ins can be transported on space-available basis only
- It is the responsibility of the Veteran or his/her family member to notify the office as soon as possible, but not less than 24 hours of the day of transport, regarding appointment cancellations or any changes in the Veterans transportation needs.
- Availability is limited, please schedule your ride in advance.
We are closed on weekends and Federal Holidays.

**IF IT IS AN EMERGENCY:
CALL 9-1-1**

RIDING WITH US

- Passengers must be ready for pick-up at the designated time and place. Drivers will wait only 15 minutes per stop.
- All passengers will check-in with the driver when they board the van.
 - The driver is not permitted to help lift or attend to any patient medically or physically.
 - Other than scheduled stops, the driver can only stop the vehicle for emergency reasons; unauthorized side trips or errands are not permitted.
 - Passengers must wear a seatbelt at all times.
 - Passengers are responsible to discard all trash
 - The Veteran is allowed to have one non-medical attendant or caregiver to accompany the Veteran.
 - Other than service-dogs, pets are not allowed in the van. Veterans must clean up after pets.
- Veterans must check in with driver during their visit to coordinate any delays.

GENERAL GUIDELINES

- Riders are not eligible to collect travel pay for trips using the BC Veterans Van
- If there is a medical need to eat, passengers must do so prior to boarding the BC Veterans Van.
- No payment or tips can be made to the driver; BC Veterans Van is a free transportation service.
- If there is an event while on the BC Veterans Van, the driver will pull over and dial 9-1-1

THE DRIVER HAS THE RIGHT TO REFUSE TRANSPORTATION TO ANY PASSENGER WHO. . .

- Is intoxicated or who brings alcohol on the BC Veterans Van
- Uses foul or abusive language, poses a threat to the safety of the driver or other passengers
- Has weapons, drugs or illegal substances in the van
- Uses any type of tobacco products while in the van

FOR INCLEMENT WEATHER CLOSINGS

We will call as soon as possible
or

Check our Facebook page as well as on the
radio at KOVC