



GOVERNMENT CENTER  
600 EAST FOURTH STREET  
CHASKA, MN 55318  
952-442-2323

The following **Transportation Program Policy** has been adopted by Carver County Veteran Services:

Carver County Veteran Services will provide Carver County veterans free rides only for appointments at these locations and at these times:

- The Minneapolis VA Medical Center (VAMC)
  - **Appointments must be between 8:00 a.m. and 2:30 p.m Monday through Friday.**
- The Shakopee VA Community Based Outreach Clinic (CBOC)
  - **Appointment must be between 8:00 a.m. and 3:30 p.m. on Wednesday.**
- The St. Paul Regional Office's Compensation & Pension (C&P) Examination Clinic

*Note: Appointments cannot be made on a county-observed holiday as the office is closed.*

**If I have a medical emergency, what should I do?**

**Call 911 if it is an emergency.** The Veteran Services Transportation Program is not equipped with the equipment or qualified staff to respond to emergency calls, nor does the program have the flexibility to make hasty additions, adjustments, or changes to the daily schedule.

**How do I schedule a ride with the Transportation Program?**

- **Call 952-442-2323 no later than 11:00 a.m. the business day before the scheduled appointment.** In your voicemail or to the operator give the date, time, and location of your appointment. *If you are leaving a voice message, do **not** call repeatedly for the same appointment.*
- **Inform the office if you will have a personal attendant accompany you to your appointment.** *If you are receiving anesthesia at your appointment, you are required to have a personal attendant.*
- **Inform the office of any additional appointments or other special needs (i.e. wheel chair, walker, service animal, oxygen, etc.) at the time of scheduling.** This includes special assistance at appointments provided by Client Assistance Services (CAS). To set up assistance with CAS, please call them directly at 612-467-1834 prior to requesting a ride.

- **We will call you between 11:00 a.m. and 3:00 p.m. the business day prior to your appointment to tell you your pickup time.** *If you do not answer the phone and we cannot leave a voice message by 2:30 p.m. the business day prior to your appointment, your scheduled ride will be canceled.*
- **To cancel or reschedule your ride, call 952-422-2323 as soon as possible.** *If you must call after hours or the morning of your pickup, call 612-269-5353.*

**What should I expect when getting picked up?**

Please allow for a 10-minute window before and after pickup times. Also, please note the following:

- The driver will use a phone to contact the veteran and inform him/her of any delays due to weather conditions, road construction, traffic conditions, etc. For weather cancellation concerns, please reference the Carver County Veteran Services Transportation Program Winter Weather Cancellation Policy.
- Passengers riding Veteran Services vehicles are expected to be bathed, wear clean clothes, and be well groomed.
- In cases which a nursing home or an assisted care facility must be called to ready the veteran for pickup, that facility should be contacted and informed of the request prior to requesting the ride.
- While at VA facilities, it is extremely important to be in communication with the Transportation Driver. Veterans are highly encouraged to utilize the driver phone number (612-269-5353) to update the driver on “day of” changes/adjustments. Also, be mindful that the driver oversees all pickup/drop off operations while on the road and at VA facilities.

**What should I expect when getting dropped off?**

The bus driver will coordinate a meeting location/time in the VAMC or clinic waiting area.

- If you have coordinated a ride home other than the bus or are being dropped off at a different location than pickup, please inform Veteran Services staff member when requesting the ride. We are unable to accommodate unannounced changes due to safety reasons for the veteran.
- If it is determined you need to be kept overnight at the VAMC, please contact the Driver immediately.

**Questions? Please call.** If you have any questions regarding the Transportation Program or need information about veterans’ benefits, please contact Carver County Veteran Services at 952-442-2323.