

Dear Veteran,

The County Veterans Services Office, County of Door, and Door-Tran are working together to provide transportation to US Department of Veterans Affairs (VA) clinics in Milwaukee, Appleton, Cleveland, Green Bay, and other medical facilities which started February 2011. Thursdays are primary service days; therefore trips are planned as follows:

- ✓ 1<sup>st</sup> Thursday of the month – Cleveland and Milwaukee VA Clinics.  
Cleveland appointments must be scheduled between 10 a.m. & 3:30 p.m.  
Milwaukee appointments must be scheduled between 11:30 a.m. & 2:30 p.m.
- ✓ All other Thursdays in the month – Green Bay and Appleton VA Clinics.  
Appleton appointments must be scheduled between 10:30 a.m. & 2 p.m.  
Green Bay appointments must be scheduled between 9:30 a.m. & 2:30 p.m.

Please note – when possible appointments should not begin or end after the timeframes listed above. Other days and destinations may be scheduled based on vehicle and volunteer driver availability.

The van will depart from the ADRC (Aging & Disability Resource Center) in Sturgeon Bay at a set time based on rider needs, please arrive early to ensure you are boarded by departure time. Riders are expected to meet the van at the Senior Resource Center and may park in the parking lot using the spaces closest to the road. Please pack a lunch or snack to take along since the van will not be making extra stops and may not return to Sturgeon Bay until 5 p.m. or later.

Enclosed for your completion and return are the Rider Information, Consent of Release of Confidential Information, Agreement/Disclaimer, and Rider Policy Information. Please read and complete the forms and return to Door-Tran in the stamped envelope that is also enclosed – these must be received prior to your scheduled trip. You may keep the Rider Policy booklet and sign the Agreement/Disclaimer sheet and return. Please call 920/743-9999 with your questions, concerns, or to schedule a ride.

Thank you,



Kim Gilson  
Volunteer Coordinator

Enclosure

**VETERAN VOLUNTEER TRANSPORTATION PROGRAM  
RIDER INFORMATION**

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ MI \_\_\_\_\_

ADDRESS: \_\_\_\_\_ APT. \_\_\_\_\_

CITY: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

MAILING ADDRESS IF DIFFERENT: \_\_\_\_\_

HOME PHONE: (\_\_\_\_) \_\_\_\_\_ CELL PHONE: (\_\_\_\_) \_\_\_\_\_

E-MAIL: \_\_\_\_\_ MALE: \_\_\_\_\_ FEMALE: \_\_\_\_\_

DISABILITY      Yes  No     WHEELCHAIR REQUIRED      Yes  No

AGE 55 & OVER      Yes  No     DATE OF BIRTH \_\_\_\_/\_\_\_\_/\_\_\_\_ (REQUIRED)

**EMERGENCY CONTACT:**

NAME: \_\_\_\_\_ RELATIONSHIP: \_\_\_\_\_

HOME PHONE: (\_\_\_\_) \_\_\_\_\_ BUSINESS/CELL PHONE: (\_\_\_\_) \_\_\_\_\_

**DEMOGRAPHIC INFORMATION:**

Our funding sources require we ask the following information. Answering these questions will in NO WAY affect your eligibility for the Veteran Volunteer Transportation Program. Thank You.

Annual Income Level	X Here	Age	X Here	Ethnicity	X Here
< \$12,490				Asian, Pacific Islander	
\$12,491 to \$18,735				Black / African American	
\$18,736 to \$24, 980				Hispanic or Latino	
>\$24981		20 to 34		American Indian / Alaskan Native	
		35 to 54		White	
		55 to 64		Multi-Racial (2 or more)	
		65 to 84		Other	
		85 years and over			

I certify this form has been completed to the best of my knowledge with complete and accurate information. I understand any false statements or omissions of facts relevant to my eligibility for service will be considered fraud, and that I may be prosecuted under applicable U.S. Codes for this fraud. Furthermore, I understand that service is contingent upon availability of funds, volunteer drivers, and a County vehicle.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Return this form to:** Door-Tran, 1009 Egg Harbor Rd, PO Box 181 Sturgeon Bay, WI 54235-0181.  
Please call 920/743-9999 or toll-free 877/330-6333 with any questions or for more information.

**Door-Tran**  
**CONSENT FOR RELEASE OF CONFIDENTIAL INFORMATION**  
For All Programs

I, \_\_\_\_\_, authorize the verbal and written exchange of file information among the following agencies: Door-Tran staff and volunteers, County of Door to include all departments, Forward Service Corporation, Wisconsin Department of Transportation, Door County Sherriff's Department, Sturgeon Bay Police Department, MTM/NEMT State Contractor, Door 2 Door Rides/Abby Vans, Sunshine House Inc., Veterans Administration Clinic Staff, United Way of Door County, Inc., and funding partners as applicable. Based on program(s) being used, release may also authorize communication with private taxi providers as well as fuel station vendors, vehicle purchase or repair vendors to include private party sellers, and agencies who contribute funding on your behalf and:

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If applicable, I hereby authorize the release, of my employment search and any employment-related information from past &/or present employer(s) to Door-Tran. I authorize my past/present employer(s) to allow Door-Tran representatives to review my employee records in regard to, but not limited to, employment dates, wages, benefits, and reasons for leaving.

Such information may be used for the purpose of verifying income, if needed or fulfilling the vehicle loan program requirements with Door-Tran. Exceptions to this release are as follows:

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I understand that my records are protected under the Family Rights of Privacy Act, Federal and specific state confidentiality laws and regulations and cannot be disclosed without my written consent unless otherwise provided for in the regulations. I also understand that I may revoke this consent at any time except to the extent that action has been taken in reliance on it and that; in any event, this consent expires automatically as listed below.

This release expires one (1) year from the date of my exit from the program.

I understand that I have the right to inspect and receive a copy of the information provided by this release. I further acknowledge that the information to be released was fully explained to me and this consent is given of my own free will. I hereby release said agencies from all liability of any kind for issuing this information.

***A photocopy of this consent is as valid as the original.***

\_\_\_\_\_  
*Signature of Client*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Spouse (if applicable)*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Witness (Door-Tran Representative)*

\_\_\_\_\_  
*Parent or Guardian (if client is under the age of 18)*

*Return*

**AGREEMENT/DISCLAIMER**

As a rider in the Volunteer Transportation Program, I hold harmless Door-Tran and United Way of Door County, Inc., its authorized agents, volunteers, and employees from all claims, actions, costs, damages or expenses of any nature whatsoever arising out of or resulting from any delays, tardiness, failure to make an appropriate or scheduled pick up, absence of vehicle or termination of the program. I also agree to release Door-Tran, United Way of Door County, Inc. and the volunteer from liability claims and demands for personal injury; for loss, theft, or damage to personal property; loss of income; consequential damages resulting from delays, tardiness or absence of a vehicle on particular days; and, for termination of the program.

I have received a copy of the Rider Policies and Waiver Booklet. I have read and understand these policies and will abide by them. I have retained a copy.

\_\_\_\_\_  
Rider Signature

\_\_\_\_\_  
Date

# Door-Tran

## Veteran Transportation Program Rider Policies

### FORMS

To participate in the Veteran Volunteer Transportation Program, each rider must review and sign this document along with submission of Rider Information and Release of Information forms. Rider information will be used primarily for reporting purposes, service approval, and in the event of an emergency. Information will be kept confidential. Door-Tran must receive County Veterans Service Office (CVSO) approval prior to the first trip.

### GENERAL RULES

ALL riders and drivers are required to wear seatbelts. For your safety, the vehicle will not move unless all seatbelts are fastened. Any rider refusing to wear a seatbelt will be denied service.

No smoking, eating, and/or drinking is allowed in the vehicle.

Riders must maintain a safe and clean environment by cleaning up after themselves.

### SCHEDULING RIDES

Rides must be scheduled with Door-Tran staff at least 48 hours in advance. Rides are scheduled on a first come first serve basis.

### DENIAL OF RIDES

Any Door-Tran volunteer or staff member can refuse a ride to anyone based on the following reasons:

- Vehicle is full
- Rider is disruptive or abusive
- Inclement weather and/or snow or ice are not properly removed from service area
- Passenger refuses to follow program rules
- A volunteer driver is not available
- Rider is a "no show" three or more times within 12 months

*\*It is impossible to list all forms of behavior/situations, Door-Tran reserves the right to take appropriate action on a case-by-case basis should a situation of questionable conduct occur that is not listed above.*

### DONATIONS

All drivers are volunteers and they are not to be compensated for their efforts. Any and all tips and gifts should be mailed directly to CVSO in check form and noted for transportation use.

### **WAITING TIME**

All riders need to be ready 15 minutes prior to their scheduled pick-up time.

### **UNSCHEDULED RIDES/STOPS**

Drivers are not required to transport riders to any unscheduled stops. Additional stops will not be provided.

Riders are encouraged to bring along a lunch or snack since the schedule does not allow for stopping and may be a long day due to other rider appointments.

### **PERSONAL CARE ATTENDANT**

Personal Care Attendants are allowed to accompany an individual for the purpose of assistance when approved by Door-Tran based on medical verification.

### **DRIVER ASSISTANCE**

Drivers will only assist riders from the door of the vehicle to the outer door of their destination. Drivers are **NOT** permitted to enter any home for any reason or to transfer or carry any rider.

Oxygen Tanks: Riders must be able to handle their own oxygen tank and be able to safely secure the tank in the vehicle.

### **WHEELCHAIR ACCESS**

Riders **must be** secured properly in the vehicle, to include use of all tie downs and belts.

Drivers **will not** transfer riders from their wheelchair to a vehicle seat.

### **CANCELLATIONS / NO SHOWS**

Clients **MUST** call at least 2 hours in advance to cancel a ride. If the rider fails to call in advance, or is not at their scheduled destination when the driver arrives, this is considered a “no show”. Transportation will be denied to an individual who is a “no show” three times within a twelve-month period without good cause.

### **PROGRAM CONTACT:**

Door-Tran  
1009 Egg Harbor Rd  
PO Box 181  
Sturgeon Bay, WI 54235-0181  
www.door-tran.com  
info@door-tran.com  
(920)743-9999 or (877)330-6333