

## Van Service Policy

- I. **Mission Statement:** The primary mission of the Botetourt County Van Service is to provide transportation for Botetourt County individuals to and from essential appointments. The secondary mission is to make socialization opportunities available to seniors by offering one out-of-town trip per month per area, within an approved distance and time.
- II. **Objective:** To improve the quality of life for Botetourt County residents that are 55 and older or have a qualifying disability by providing transportation to and from essential and non-essential appointments.
- III. **Qualifying Van Riders:** Botetourt County residents that meet one or more of the following criteria:
  1. Van riders must live in their own home and not reside in a nursing or assisted living facility.
  2. Persons 55 years of age and older.
  3. Individuals that have a diagnosed qualified mental or physical disability.
  4. Person with disability must be accompanied by an able-bodied caregiver.
  5. Legally blind individuals with service animal and able-bodied caregiver.
- IV. **Qualifying Transportation Needs:**
  1. Doctor appointments including but not limited to: medical, dental, vision and physical therapy.
  2. Pharmacy - for prescription pick up.
  3. Grocery Stores.
  4. Banks or Credit Unions – for personal banking transactions.
  5. Personal care appointments.
  6. Post Office.
  7. Visitation appointments.
  8. One out of town scheduled trip per month (per area – Buchanan, Blue Ridge, Fincastle, Cloverdale, Troutville and Eagle Rock) for individuals 55 and older that are physically able to enter and exit the van independently.
- V. **Costs:**
  1. \$6.00 per person transportation fee for daily living appointments within 1 hour travel.
  2. \$12.00 per person transportation fee for daily living appointments within 1 hour travel for individuals requiring a wheelchair lift.

3. \$15.00 per person fee for out-of-town Entertainment Trips.

VI. Guidelines:

1. Van riders are responsible for themselves at all times.
2. Van riders that need assistance entering and exiting the van are responsible for scheduling an able-bodied caregiver to accompany them on their trip. The Van Service staff must approve in advance of pick-up.
3. No alcohol or tobacco use allowed on the van.
4. No abusive language or behavior allowed on the van.
5. Seat belts must be worn at all times. Belts must be secured before the van moves.
6. Van riders are encouraged to be ready 15 minutes before scheduled pick up time. Each rider will be contacted the day prior to appointment to confirm appointment and set up a pick-up time.
7. Medical appointments over 1 hour travel must be pre-approved and are subject to additional fees.
8. Out of town trips cannot exceed 10 hours, including travel time, in one working day.
9. Flexibility is a must. Please be aware: due to overlapping of schedules that there may be up to a 30-minute or more wait for pick up from appointments.
10. Cancellation policy - when schools in Botetourt County are closed or close early due to inclement weather the Van Service is cancelled. Certain road conditions may also cause cancellations.
11. Van Service is unavailable on weekends and the following holidays: New Years Eve, New Years Day, Lee-Jackson Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and the Friday afterwards, Christmas Eve, Christmas Day and any other days deemed as a holiday by the Botetourt County Board of Supervisors.

- VII. Right of Refusal: If a van rider is scheduled for transportation and is consistently not prepared to leave, cancels, or demonstrates inappropriate behavior, the Van Service Coordinator/driver and/or the Botetourt County Parks, Recreation and Tourism department has the authority to refuse future service.

Moreover, the Botetourt County Parks, Recreation and Tourism Department and/or the Van Service Coordinator/driver reserves the right to refuse a request for transportation if the destination does not fit into the route traveled or appointment schedule on any given day. The Van Service Coordinator/driver determines the routes traveled.