



**Greene County  
Veterans Service Agency**

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Director

**GREENE COUNTY VETERANS SERVICE AGENCY  
TRANSPORTATION PROGRAM CODE OF PROCEDURES**

Our transportation program is a courtesy service provided to all eligible Greene County Veterans. We take pride in offering these transportation services at no cost to you as a small token of our appreciation and dedication to Greene County's Veterans. In order to ensure our program provides safe and comfortable transportation to all passengers and staff, we have established the following ground rules:

1. Driver will ensure Veterans are eligible for service. \*see attached eligibility requirements
2. Transport Veterans only to and from home to VA facilities—i.e., no rides to Albany!
3. No cell phone calls, nor tech use without earphones on van. (texting on silent is okay).
4. No standing on, leaning over or climbing over seats.
5. Seating arrangements determined by Van driver as necessary to accommodate all passengers most efficiently and comfortably.
6. No arguing, fighting, obscene language, or other inappropriate behavior.
7. No eating, drinking, tobacco, illegal substances, alcohol, or weapons of any kind allowed on van.
8. Please be advised: passengers must refrain from smoking during rest stops to maintain air quality of all passengers during travel.
9. We ask smokers to refrain from smoking at least 30 minutes prior to embarking, as a courtesy, for same.
10. Driver will manage hygiene issues discretely and personally as they arise. Veterans with hygiene problems that affect other passengers may be denied transportation until such problem is corrected.
11. Route is determined by respective drivers, and is based on efficiency. Drivers will provide a courtesy call to each passenger the evening before, no later than 18:00, informing them of our ETA for pick up.
12. Driver must obtain Veteran's name, emergency contact #, date/time of appt, name of doctor and floor of appointment, and **last four of SSN** in case we need to contact patient at the VA.
13. Passengers must wear appropriate clothing fully covering their intimate areas at all times, and closed shoes for safety.



14. All passengers are responsible for cleaning their own refuse, including but not limited to: wrappers, containers, tissues, paper towels, gum, food, water bottles, mud, and bodily excretions.
15. All passengers must maintain accessible driveways or meet van on the street at a location the driver deems safest to stop from their home.
16. Companions may be authorized to accompany Veteran passengers on a space-available basis. Must give at least one full week's advance notice and have medical need for assistance.
17. Veterans caught in the commission of any crime while utilizing this service will be permanently banned from service.
18. All reservations must be made at least 48 business hours in advance. No reservations will be taken over the weekend or county holidays.
19. Van does not operate on county holidays, or during inclement weather as deemed unsafe by GCVSA staff.
20. Regular route operates MWF to Albany VA services Veterans with VA appointments completed between 09:00 and 13:30, driver will notify all passengers prior to their exiting the van, if ETD is other than 13:30.
21. Driver will provide VA Van Passes only to Veterans who need expedited appointments or are tardy to an appointment, due to Van schedule.
22. Notice of cancellation must be provided at least 24 hours in advance, or Veteran will be considered a no-show. Bonafide emergencies excused. Habitual no-shows for any reason may result in van suspension.

**\*Please be advised, failure to comply with rules may result in your suspension or permanent removal from this program.**