



Pick Up Locations:

- Highway Dept —Spooner
- Kwik Trip—Spooner
- Government Center—Siren
- Falun Lutheran Church—Falun
- Sinclair Gas Station—Grantsburg



**Washburn County
Veterans Service Office**

304 2nd St, PO Box 317
Shell Lake, WI 54871

Phone: 715-635-4470
Fax: 715-388-7944
E-mail: vets@co.washburn.wi.us

**Washburn
County
Veterans Van
Transportation**



**Washburn County Veterans
Service Office**
"Serving those who have Served"

Tel: 715-635-4470



Veterans Van Transport

- **You must be a Washburn or Burnett County Veteran or Veteran Family Member.**
- **Transportation is for medical appointments ONLY to the VAMC in Minneapolis**
- **Veteran Transportation Services are NOT intended for emergency use. If it is an emergency, dial 911 for assistance.**
- **The Veterans Van operates Monday through Friday. There will be no services on legal Holidays.**
- **All Passengers must be ambulatory and transfer independently. Stow away wheelchairs, walkers, canes, bags ect are allowed.**
- **Priority is first come/first serve for Veterans in Washburn County, then Burnett County. Attendants will be transported on a space available basis.**
- **There are five pick-up locations in Washburn and Burnett Counties. We DO NOT pick up at a personal residence unless it is a medical necessity and is cleared by our office in advance.**

Transportation Fee - \$25.00

- ALL Veterans Van riders (with the exception of caregivers and escorts) will pay a **\$25.00** flat fee.
- Payment is made to the Driver the day of the trip.
- The County Veterans Service Office can waive the cost of riding the van when a genuine hardship exists.
- All Veterans who are entitled to VA Beneficiary Travel Pay will be responsible to seek reimbursement through the VA on their own.
- The Veteran **MUST** sign up for direct deposit with the VA in order to get reimbursed. This can be done at the VAMC Minneapolis Travel Pay Office.

Operations

- The Van transports Veterans and their essential caregivers to the VAMC Minneapolis and back 4 days a week. No transportation is available on Weekends or Holidays.
- Please schedule your medical appointments between 8:00am and 2:00pm. This helps avoid traffic and shorten the ride times.
- The Veterans Van typically departs the Veterans Office in Spooner at 5:00am and will return when all Veterans have completed their appointments.
- A meeting location at the VAMC will be set up by the Driver for everyone after their appointments.
- A rest stop will be provided on the way down and the way back.

Van Rules

- Everyone must be courteous to one another.
- Use of foul, derogatory, or racist language will not be tolerated.
- Alcohol and tobacco products are prohibited in the Veterans Van.
- Seatbelts must be worn at all times.
- Riders are required to show up to their pick up time 15 minutes earlier than the scheduled departure time. Riders must be on time, or the Van may leave without you.

How to Schedule a Ride

- Riders should call the County Veterans Service Office in the county in which they reside.
 - ◇ **Washburn CVSO—715-635-4470**
 - ◇ **Burnett CVSO—715-349-2179**
- The Rider must provide:
 - ⇒ **Name**
 - ⇒ **last 4 of Social Security Number**
 - ⇒ **Date and Time of appointments**
 - ⇒ **Phone number**
- If you must cancel an appointment after hours, please call the Washburn County Veterans Office after hours line at 715-416-4810 and leave a detailed message.

Serving the Veterans and their families of Washburn and Burnett Counties