

# Welcome!

Welcome to the DAV van. This service is provided to you by the DAV, VA, Clinton County Veteran Service Agency (CCVSA) and the volunteers who drive it. This service is provided to you free of charge in recognition for your service to a grateful nation. Please help us help you. Listed below are tips that will hopefully make your trip as enjoyable and timely as possible.

1. When making appointments, please make sure the clinic knows you will be riding the Plattsburgh/Clinton County Van. They should have a schedule to make sure your appointment is on a van day. Schedules are available from your driver, so you can verify the day.
2. Try and schedule your appointment between 10 and 12:30. The EYE clinic is especially busy, so try to make those no later than 12pm.
3. Slips (pink) are available from your driver to alert the clinic that you are a van rider; hopefully they will expedite your appointment.
4. The van leaves Plattsburgh Burger King (US Ave) at 7am. Please arrive at 6:45 so the driver can complete his paperwork. If all arrive early, we can leave early. The trip takes 2 ½ to 2 ¾ hours. Weather and going off route for people down the way can add valuable minutes to the trip.
5. Your driver cannot schedule a return ride for you for a follow up appointment; you must contact the CCVSA office at 518-565-4720. Contact the office ASAP if another ride is needed as there is a great demand for this service.
6. Once you arrive at the hospital the driver no longer has any control. It is up to you to expedite your appointment for the benefit of you and your fellow riders. As in the service the old adage applies (hurry up and wait) and again as in the military WE ARE ALL IN THIS TOGETHER.
7. When finished with your appointment, check in with the driver in the lobby area. He can be paged at the information desk if you don't see him. Try and let your driver know if you will be running late.
8. There is no scheduled departure time from Albany, we leave when the last rider is finished. However the driver makes every attempt to depart no later than 2:00 pm. Again, we are all in this together, watch out for one another. If you think someone who rode down is not on board, bring it to the driver's attention.
9. From time to time, we run in conjunction with the Malone Van (a courtesy we share). If you have an early appointment and the Plattsburgh Van is going off route, you may want to ride down with them, however, they are under no obligation to return home via Plattsburgh unless needed.

THANK YOU AGAIN FOR THE SERVICE TO YOUR COUNTRY; WE HOPE YOU HAVE A GOOD AND PRODUCTIVE TRIP.

THE STAFF AND VOLUNTEERS OF THE DAV, VA & CCVSA