

# cultivate

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Thank you for your interest in VetsGo. We connect volunteers with veterans, spouses, parents and/or their children age 60+ in Broomfield County, Boulder County, or select areas of Weld and Larimer County who face the challenge of obtaining reliable transportation to and from VA facilities and other VA-related medical appointments.

Please complete and return both sides of the **Client Information/Waiver form**.

Completed and signed forms may be returned to Cultivate by email ([clientcare@cultivate.ngo](mailto:clientcare@cultivate.ngo)), fax (303-443-1899), or regular mail. Once we have received your enrollment forms (**2 pages total**), we will contact you to start service.

There is no charge for our service, but we appreciate donations from those who are able. If you are interested in donating, ask your volunteer for an envelope that you can use to mail back to the Cultivate office. Or call the office directly at 303-443-1933 to use a credit card.

Please feel free to call us for additional information. We look forward to serving you.

Sincerely,

Cultivate Program Staff



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Enrollment Form –  
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VetsGo

Enrollment Forms and Information

Full Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Email Address: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, Zip Code \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Gender: \_\_\_\_\_

- Are you a veteran of the United States Armed Forces? Y N Branch (optional) \_\_\_\_\_
- Do you have immediate family members (parent, spouse, child), related by blood, marriage, or adoption/foster, that are either active or have served as a veteran of the U.S. armed forces? Y N If so, who? \_\_\_\_\_
- Usual Transportation? \_\_\_\_\_
- Mobility device? (Cane, Walker, Oxygen?) \_\_\_\_\_
- Do you have a disability (circle one)? Y N
- Do you have an ADA parking placard? Y N
- Do you have a Medicaid Number? Y #: \_\_\_\_\_ N
- How did you hear about us? \_\_\_\_\_

Emergency/Caregiver Contact

Full Name: \_\_\_\_\_ Relationship to client: \_\_\_\_\_

Email Address: \_\_\_\_\_

Primary Phone: \_\_\_\_\_

Other Phone: \_\_\_\_\_



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Waiver, Release &  
Indemnification –  
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I hereby release Cultivate staff, board of directors, its associates and volunteers for all liability for any injury, medical expenses or damages related to services I requested to be completed by Cultivate volunteers.

I indemnify and hold harmless the aforementioned from any and all claims, demands, losses, cause of action, lawsuits, judgments, including attorneys' fees and costs, arising out of or relating to activities related to services provided by the organization.

I attest that my involvement in receiving services from Cultivate is fully voluntary, and that I can decline services at any point and time by contacting the agency directly.

The undersigned understands that this Release, Waiver, and Indemnification shall be effective on the date of signature. By signing this document, the undersigned hereby acknowledges that he/she has read the above carefully and agrees to comply.

Name: \_\_\_\_\_

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

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

Please complete both pages of this form and return to Cultivate.



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VetsGo door-to-door, round-trip rides to VA facilities and VA-related appointments

## VetsGo: How the program works

- Our VetsGo program connects volunteers with veterans, spouses, parents and/or their children age 60+ in Broomfield County, Boulder County, or select areas of Weld and Larimer County who face the challenge of obtaining reliable transportation to and from VA facilities and other VA-related medical appointments.
- We require seven days advance notice for all ride requests.
- VetsGo goes to all the VA Facilities; we even try to match Veteran clients to Veteran drivers.
- Our drivers have passed a state background and motor vehicle record check, and have current driver's licenses and car insurance. Cultivate provides additional auto and liability insurance for our volunteers.
- This is an escorted service. Your driver can only accompany you as far as the waiting room. Our volunteers do not go into the actual appointment with you.
- Unfortunately, we are unable to accommodate wheelchairs. You must be able to get in and out of the car independently. However, our volunteers can offer a hand or arm for balance.
- If you have an ADA parking placard, please bring it with you.
- Because we depend on finding you a volunteer driver, **we cannot guarantee you a ride every time you request one.** We will contact you when we do find an available volunteer driver. If we cannot find a driver for you, we will call you at least 1 business day in advance.
- We are not able to provide rides to clients enrolled in a Medicaid program. You must use the specified transportation provider for Medicaid. If you are on Medicaid and looking for a ride, call Veyo at 303.866.2993 as they are the Medicaid transportation provider!
- Always go through our office to schedule rides. Please do not contact a volunteer directly to ask if they can drive you to an appointment. If you contact a volunteer directly, this could affect your "good standing" status, which will result in a three-month probationary period in which you will not be able to request services.
- Please understand that volunteers are donating their time to this program. If you cancel three rides in a two-month period because you have decided to cancel the appointment or have a friend drive you, this could affect your "good standing" status. Three non-emergency related cancellations can result in a three-month probationary period in which you will not be able to request services. However, if you cancel because you are sick or your doctor cancelled, there will be no repercussions.



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## Scheduling a ride

To schedule a ride, call our office at 303.443.1933 ex. 414. If you reach our voice mail, leave your name and the ride details listed below, and we will schedule your request for you. You can also send your request through email, to [vetsgo@cultivate.ngo](mailto:vetsgo@cultivate.ngo).

When making a ride request, we need to know:

- 1) Name and address of VA/medical facility
- 2) Your doctor's name
- 3) Date and time of appointment
- 4) Requested pick-up time
- 5) Expected length of appointment.

We must have at least 7 days' notice to schedule your ride. We need that time to find a volunteer driver, and the more notice you give us, the more likely we will find you a driver. Unfortunately, we cannot provide emergency or last-minute services.

## The day of your ride

- Your volunteer driver will call you 1-3 days before your ride to confirm the time of the appointment and your address.
- Please be ready at the specified pickup time.
- Please wear a seatbelt while in the car!
- Discuss with your driver whether you want them to accompany you inside the building and/or where to meet you after your appointment.
- If your driver does not show up on time, call our office immediately.
- If at any time you feel uncomfortable with your volunteer or their driving, you may ask the volunteer to take you home. Afterwards, please call our office and let us know your concerns.