

### **VETS Impact Story-Alan Rivera\***

Our partnerships sometimes call for us all to work together to help a client. Such was the case when Volunteer Prince William received an urgent message from Northern Virginia Veterans Association (NOVA Vets) on June 13, 2022. One of their clients Alan Rivera\*, a male veteran in his mid-70s who lives in Manassas City, was scheduled to have an outpatient procedure done on June 14 in Manassas. What Mr. Rivera did not realize was NOVA Vets' taxi ride program for veterans would not work in this case, because doctors will not release a person post-surgery to a cab for liability and safety reasons. With only 24 hours left before the surgery, NOVA Vets reached out to Volunteer Prince William to see if our Veterans Enhanced Transportation Service (VETS) program could assist. A call immediately went out to the VETS volunteers, and within an hour a volunteer responded that they could help with transportation. We received the client information from NOVA Vets, contacted Mr. Rivera to let him know he had a ride to and from his surgical procedure and shared Mr. Rivera's information with the volunteer so they could contact the client to arrange the pickup time.

Because of NOVA Vets and Volunteer Prince William working together, this client was able to receive his procedure (done at a spine care center in Manassas City), be safely transported to and from his home, plus he had a friendly volunteer who was willing to drive and talk with him. If we had not found a driver, this client may have had to suffer pain and discomfort because of having to cancel and reschedule the procedure.

We are very grateful to NOVA Vets for letting us help this individual, and we're especially grateful to the volunteer (a military retiree) who offered to give up part of their day to help a fellow veteran get the treatment they needed. Many thanks to everyone!

\*Name has been changed.