



Lacey Veterans Services Hub Veterans Service Officer Appointment Policy



1. Purpose

This policy establishes clear guidelines for scheduling and attending appointments with Veterans Service Officers (VSOs) at the Lacey Veterans Service Hub (LVSH). This policy ensures efficient use of VSO time, provides consistency for clients, and supports the effective delivery of services to Veterans, Active-Duty Service Members, and their families.

2. Scope

This policy applies to all LVSH volunteers, providers, staff, and clients seeking to schedule or manage appointments with a VSO.

3. Hours of Operation

VSO appointments may be scheduled during LVSH's standard hours of operation:

- a. Monday through Friday: 8:00 a.m. – 4:00 p.m.
- b. Closed on weekends and South Puget Sound Community College or City of Lacey observed holidays

Appointments are available only when a VSO is present at the Hub and are subject to change or cancellation at any time due to provider availability or shortages.

4. Appointment Scheduling

All appointments will be scheduled online using the LVSH appointment booking site.

- a. **Online Scheduling:** Clients must schedule appointments online at <https://outlook.office.com/book/LaceyVeteransServiceHubAppointment@ci.lacey.wa.us/>.
- b. **Call-In Scheduling:** Clients who are unable to schedule online may call the LVSH front desk at 360-456-3850 during regular business hours. Front desk specialists will schedule the appointment on the online booking site on their behalf.
- c. **Direct Scheduling by VSOs:** VSOs may schedule follow-up or future appointments directly with clients. When this occurs, the VSO will ensure the appointment is properly recorded in the scheduling system by coordinating with the front desk volunteer or by scheduling the appointment on the online booking site on behalf of the client.
- d. **Walk-In Scheduling:** VSOs may accept walk-in clients on a case-by-case basis at their discretion and subject to availability.
- e. **Telephonic Appointments:** Clients who are unable to attend an in-person appointment due to medical reasons may request a telephonic appointment. Approval of telephonic appointments is at the discretion of the VSO and subject to availability.
- f. **Scheduling Window:** Appointments may be scheduled no earlier than 24 hours in advance and up to 30 days in advance.



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5. Appointment Availability

Appointments may be scheduled at any time during operating hours.

6. Late Appointments

Clients arriving more than ten (10) minutes after their scheduled appointment time will be considered late and will be required to reschedule. VSOs retain the authority to determine, on a case-by-case basis and at their individual discretion, whether a client arriving after 10 minutes may still be seen based on availability and operational considerations.

7. Exceptions

Exceptions to this policy may be granted at the discretion of the LVSH Coordinator. The LVSH Coordinator will work with the assigned VSO to approve exceptions on a case-by-case basis. All exceptions will be documented for tracking and accountability.

8. Front Desk Specialist Responsibilities

Front Desk Specialists are responsible for maintaining accurate appointment records and supporting scheduling functions. Their responsibilities include:

- a. Tracking all appointments each day using the appointment tracker.
- b. Scheduling appointments for clients who call in during business hours and entering them into the online appointment booking application.
- c. Entering appointments scheduled directly with the VSOs into the online appointment booking application.
- d. Contact all clients scheduled for VSO appointments one (1) day prior to their scheduled appointment to provide a reminder and confirm attendance.

9. Violations

- a. Failure to follow the appointment process may result in delays or denial of services.
- b. Clients who repeatedly fail to attend scheduled appointments ("no-shows") may have their access to VSO appointments restricted or suspended, as determined by the LVSH Coordinator.
- c. Disruptive, illegal behavior, or failure to follow the City of Lacey Code of Conduct may result in the client being asked to leave the LVSH and denied services, as determined by the LVSH Coordinator.

10. Policy Modification and Oversight

This policy is subject to review and modification to meet operational needs and best practices. The LVSH Coordinator is responsible for oversight, enforcement, and ensuring that updates are communicated to staff, volunteers, providers, and clients.



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11. Contact Information

For questions or concerns about this policy, please contact:

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LVSH Coordinator

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Brian Waananen

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