



TRAIL Non-Response Policy

Purpose:

The purpose of this policy is to specify TRAIL's actions when a volunteer arrives for an arranged member service request and the member does not respond, either by answering the door or the phone.

Procedures:

1. TRAIL will handle non-response situations for Full members by completing the following steps:
 - The volunteer will knock/bang on the door and ring the doorbell several times if there is no answer at the door after initial attempts.
 - The volunteer will call the member home and cell phone numbers provided in the service request confirmation email.
 - The volunteer will call the TRAIL office at 319-800-9003 and convey the no-response information.
 - TRAIL office will attempt to locate the member during office hours (M-F, 9:00 am – 1:00 pm) using the Non-Response Procedure Release completed and signed by the member, which may include:
 - Calling two emergency contacts
 - Calling a neighbor with keys to the home; TRAIL volunteers will not enter the home unless accompanied by the neighbor
 - Calling Johnson County Dispatch at 319-356-6800 to request a welfare check by the police department
 - Calling 911

2. Members participating in the Rise and Shine program may choose to have a copy of the Non-Response Procedure Release shared with the Rise and Shine volunteer. If a non-response situation occurs outside of TRAIL office hours, the volunteer may complete the steps in the non-response procedure. The volunteer must notify the TRAIL office as soon as possible.



Member Non-Response* Form for Rise and Shine Volunteers

If I do not answer the door or the phone when a TRAIL volunteer arrives for an arranged member service, these are the steps I want the TRAIL volunteer to take (please rank in your desired priority order, #1, #2, etc.). TRAIL will not leave messages if your emergency contact does not answer. If you do not want an option taken, please write "not approved" and initial it.

Contact

Last Name:	First Name:	Relation:
Best way to contact: ___ Cell phone ___ Home phone ___ Work phone		
Home Phone:	Work Phone:	Cell:

Contact

Last Name:	First Name:	Relation:
Best way to contact: ___ Cell phone ___ Home phone ___ Work phone		
Home Phone:	Work Phone:	Cell:

Contact a neighbor who has the keys to my home (for liability reasons, TRAIL volunteers are not to enter the house unless accompanied by the neighbor with a key):

Last Name:	First Name:	Relation:
Best way to contact: ___ Cell phone ___ Home phone ___ Work phone		
Home Phone:	Work Phone:	Cell:

If none of these contacts are available, I want TRAIL to do one of the following:

_____ **Call Johnson County Dispatch (319-356-6800) and a police officer will perform a welfare check.**
 The police will attempt to make contact with you. IF they do not sense this as an emergency, they will return later in the day to try to make contact. If it appears someone is home and it is an emergency situation, they will break into the house (with supervisor's permission) if no one answers.

_____ **If it appears my non-response may be an emergency, call 911.**

Member name (please print): _____

Member signature: _____ Date _____

*TRAIL does not provide emergency response services, nor are we a crisis management provider, but we will attempt to determine if an emergency situation has occurred and get help if necessary.

_____ Date copy to TRAIL office
9.12.17