



TRAIL Full Member 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.
 - If the volunteer cannot reach the member directly, the volunteer will attempt to locate the member using the **TRAIL Full Member Non-Response* Form completed and signed by the member**. This information will be included in the service request confirmation sent to the volunteer. It may include:
 - Calling a designated emergency contact
 - Calling Johnson County Dispatch at 319-356-6800 to request a *welfare check* by the police department
 - Taking no action per member's request
 - Calling 911 if it appears that an emergency situation has occurred.
 - The volunteer will communicate the Non-Response occurrence and follow-up steps taken to the TRAIL office as soon as possible. If this occurs outside of TRAIL office hours (M-F, 9:00 am – 1:00 pm), the volunteer will leave a message for office personnel.
2. **TRAIL Non-Response* Form** information will be updated annually as part of the renewal process for Full members.

*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.