



7a. No-Response Action by Volunteers

If you go to a house for a scheduled, confirmed service and no one answers the door; here are the steps needed for this potential emergency situation.

1. Call the member's home and cell phones.
2. If there is no answer, try the door. If it is unlocked, open and listen for noises and call their name but do not go into the house.
3. Walk around the house and look into windows to see if you can see anyone. There are two possible outcomes:

If you see someone that needs help, call 911 first.

If you do not see someone, do not call 911.

4. Next, if it is during Hub hours, **call the Hub** at 843 705-2259 or 843 705-2258.
Tell the Hub your name and phone and the member name. Tell them whether you have called 911. The Hub will call the Member Coordinator or another Staying Connected contact to come.
5. Please stay until someone from Staying Connected arrives or until they call you.
6. Within a day or two, please file an Incident Report at the Hub.

If the Hub is closed or both lines are busy:

4. Call Member Coordinator; She will discuss the next step with you.
5. If you don't reach her/him, leave a message with your name and number, but...Keep calling until you reach a live person.

Next in line:

Member Coordinator
Applicable Service Coordinator
Director of Services