



Transportation Scenarios: What To Do If...

Scenario: The member does not “show up” to your vehicle within 5 minutes of the schedule pick-up time.

What to do: First, try calling the member. Second, try the door of the member by both ringing the bell and knocking where possible. If the member still does not appear, look for context clues of recent activity to better assess the situation. If feasible, ask a neighbor if they recently saw the member. Try a second time to call the member, and then try their door again. If still unsuccessful, call Community Thread, and we will call any additional phone numbers we have for the member or try to get in touch with the member's emergency contact for more information. We may ask you to wait outside the member's home while we attempt to make a few phone calls, then we will get back in touch with you. If at any point there are any signs of a break-in or medical emergency, call 9-1-1. Even if the member appears but some of the early attempts to get their attention were required, please call Community Thread after the ride to report the situation.

Scenario: The member asks for physical assistance to walk to or to get into or out of your vehicle.

What to do: We ask that you refrain from providing any physical assistance to a member. We are not licensed nor insured as a door-through-door services or medical service, and providing hands-on assistance can put both you and Community Thread at risk. This policy and its reasoning is shared with members. You can reiterate this reasoning if asked about providing assistance.

Scenario: The member physically falls while walking or getting into or out of your vehicle.

What to do: If the member is unconscious due to the fall, call 9-1-1. If the member is alert and appears to be OK, please provide calm assurance to them as they deal with any initial shock of the situation and allow them to get up on their own. If the member is alert but in pain or is concerned of injury, please ask them what they would like you to do. While you cannot help them to their feet, please ask if they would like you to call 9-1-1, their emergency contact, or for you to contact someone else to assist with the situation like a neighbor. Once the situation is resolved, please call Community Thread to report what happened.

Scenario: The member asks you to transport an extra person or large item.

What to do: Members may have another rider attend an appointment with them, but they are asked to disclose this information with us when requesting the ride. If we did not previously confirm with you that there would be an additional rider, then please refuse the extra rider and/or the ride altogether. If the member is insistent, please excuse yourself from the situation, and ask the member to call Community Thread. In other scenarios, members may need a cane, walker, or other essential supplies for their trip. They are asked to disclose this information when requesting a ride. If we did not previously confirm with you that there would be an item needed during transport, then please discern whether or not the item is safe for you to transport and/or lift into or out of your vehicle. However, we are not licensed or insured to assist with scooters or wheelchairs. If you cannot manage the item, please kindly ask the member to return the item to their home before going on the ride. If the member is insistent, please excuse yourself from the situation, and ask the member to call Community Thread.



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Scenario: The member asks you to make an extra stop.

What to do: All rides must be cleared through the Community Thread office to ensure safety of the volunteer and the member. Please refuse any additional requests for rides or stops at other appointments or errands unless: (a) we previously conveyed and you accepted a multi-stop ride or (b) the member is asking to stop at a pharmacy within reasonable distance of the driving route following a medical appointment. Please report any unexpected pharmacy stops after the ride by calling Community Thread.

Scenario: The member behaves inappropriately or disrespectfully.

What to do: A few options for diffusing an uncomfortable situation include: (a) change the topic of conversation (b) ask the member to sit silently while you focus on driving or on the route or (c) notify them of your discomfort and ask them directly to refrain from specific behavior or conversation. If the situation is not resolved easily, please pull over and be clear about your reasons for doing so. Then offer to continue the ride as planned or tell them you need to take them home. If the situation was not easily resolved, please report the occurrence to Community Thread following the completion of the ride.

Scenario: The member mentions that someone in their life is violent toward them or discloses information about a threat to their personal or financial safety.

What to do: Please refer to the Adult Protection Policy document regarding when to report the discovery to the Minnesota Adult Abuse Reporting Center at 1-844-880-1574. Your first step is to report the discovery directly. If you are unsure whether or not to report, you can ask us. If you make a report to the Center, please let us know.

Scenario: The member mentions they are skipping meals or medications or are struggling to maintain resources necessary for their wellbeing.

What to do: If you know of community resources that can assist the member with the need or concern they are discussing, please feel free to share the information with them. If you do not know of resources to suggest (be assured, there is no expectation that you must know resources), please encourage the member to reach out to Community Thread to ask about additional resources or ask the member if they are comfortable with you sharing their story with Community Thread staff so that we can connect with them about possible solutions or resources.

Scenario: The member discloses personal health or medical information that may better inform or affect our ability to provide services for them.

What to do: Please let the member know that this information may be helpful to Thrive staff, and encourage the member to reach out to us to share the information. Or, feel free to ask the member if they are comfortable with you sharing their story with us so that we can better serve them in the future.



Transportation Scenarios: What To Do If...

Scenario: The member calls you directly to schedule a ride or item delivery.

What to do: All rides must be cleared through the Community Thread office to ensure safety of the volunteer and the member. Please ask the member to call us directly. Community Thread does not share your number with members. While they may know your number from you confirming a ride in advance, they are asked not to call you directly unless there is a time sensitive concern about an already scheduled ride.

Scenario: The member asks you to wait for them during their appointment or errand.

What to do: First, it is important for you to ask or discuss this expectation with them during your reminder/confirmation call if you can. In many situations, you may already be planning to wait in your vehicle or a waiting room anyway, but if not, please discuss your plan with them prior to the point of drop off at the appointment or errand, either on the advance call or during the ride. If there is a previously undiscussed concern at the point of drop off, please kindly confirm the time that they expect you back at the pick-up location, and assure them you will be there at that time.

Scenario: The member asks you to assist them during their appointment or errand.

What to do: In the scope of your Driver role, you are asked to refrain from helping the member in any additional capacity or role outside your stated set of responsibilities. Through Thrive, we hope to provide additional volunteer or paid support or offer referrals if medical notation, shopping assistance, etc. becomes needed. Please kindly decline to assist, and if the member insistent, ask them to call Community Thread.

Scenario: The member becomes a friend of yours, and you would be willing to offer rides or services outside the scope of your volunteer role.

What to do: Please let us know if your relationship with any member becomes more personal than appropriate within professional boundaries. If you would consider a particular member to be friend, and would be willing to offer them similar support to that of your volunteer role but beyond your volunteer role, then let us know. In these situations, you can remain a volunteer, but we would not pair you with that member in a formal capacity through Community Thread. You would then be free to help this person as you wish as a private citizen.

Scenario: You are involved in a car accident.

What to do: First, assess the health status of yourself, the member, and any other persons involved in the accident. Next, call 9-1-1 to (a) request help for any possible injuries and (b) to signal the need for an appropriate law enforcement officer to manage the situation. Once present, follow the officer's instruction in regards to exchange of insurance information and next steps. As soon as you're able, please call us to report the accident so we can be prepared in the instance our insurance, secondary to yours in these situations, is warranted.



Transportation Scenarios: What To Do If...

Scenario: While preparing for an upcoming ride, you see that winter weather is predicted in the forecast preceding or during the scheduled ride time.

What to do: Please mention the impending weather conditions when providing the reminder call to the member. Confirm that both you and the member are still willing to have the ride occur, and perhaps plan to check-in by phone again an hour or so before the ride time. If planning for a ride to take place, please suggest the member put down sand or salt ahead of the weather to minimize potential hazards for the member when walking to your vehicle. If no storm is expected but a thaw and refreeze event may occur before a ride, please remind the member to take preventative actions when possible.

Scenario: While driving, winter weather conditions become dangerous.

What to do: If environment or road conditions become dangerous at any point while you are driving with or without a member in your vehicle, please pullover in a safe place until conditions improve. Please call us if you are unable to complete the ride as planned or need any additional support in the situation.

Scenario: While driving, the tornado siren sounds.

What to do: If a tornado siren sounds while you are driving with or without a member in your vehicle, please seek shelter at the nearest publically accessible building.

Questions or concerns regarding your role?

Have you experienced a challenging scenario that is not outlined here but should be added?

We're here to help!

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