



**Procedure for reporting passenger No-Show:**

- The driver confirms the ride with the passenger within 24 hours after accepting the ride.
- The driver shows up at the pickup time.
- If a passenger does not come out in 5 mins, the driver **will call** the passenger to make sure there has not been a mix-up. If no answer, wait 5 more minutes and call the Emergency Contact number. All drivers need to have emergency contact information with them on their ride, but if they forget, they will need to contact the dispatch number at 541-904-5545 and ask for a return call if there is no dispatcher on duty. If there is no cell service, the driver will drive to where they have service to make the calls.
- **The driver may knock on the passenger's door at their own discretion, but they will NEVER enter a passenger's home.**
- If unable to contact the passenger or emergency contact number the driver will cancel the ride and list the passenger as a no-show.
- The Driver will call the STARS dispatcher number to leave a message saying the passenger is a **No-Show** and report whether the emergency contact could be reached and agreed to call the passenger to check on their well-being.
- The dispatcher takes over if the passenger is a No-Show and the emergency contact cannot be reached. The dispatcher will also try to reach the passenger or emergency contact again to resolve the status of the Passenger.
- If the dispatcher cannot reach the passenger or emergency contact, they will call the Dispatch Manager or Director of Operations who will call the Deschutes County Deputies and request a welfare check. That number is (541) 693-6991.
- STARS' obligation for passenger welfare will end once this call is made unless there are repeat instances.
- No-shows can sometimes indicate abuse or neglect. In cases where there are multiple no-shows, or when drivers or dispatchers report concerns about a passenger's well-being, the Director of Operations, Dispatch Manager, Driver Manager and Executive Director will decide if Adult Protective Services should be called at (541) 693-6991. If called, the passenger's name, address and other details will be left on the reporting line along with the STARS contact information.
- Managers will document their reasoning for calling Adult Protective Services.
- STARS reporting obligation ends when reported and managers will decide if it is reasonable to continue to try to give rides to the passenger based on the circumstances.
- The number of No-Shows that will result in rides being suspended will be on a case-by-case basis by Managers.

**STARS No-Show Policy and Reporting Neglect and Abuse**  
**4-21-2024**



**Policy when passengers suspected of being abused or neglected:**

STARS is not an official mandatory reporter for abuse or neglect, but the law says public or private individuals should report and it is the ethical thing for STARS to do. The requirement for abuse and neglect includes self-neglect when an adult 65 and over or anyone with disabilities lacks the cognitive ability to care for themselves and this self-neglect may lead to harm. The identity of the person making the report shall be treated as confidential information and shall be disclosed only with the consent of that person or by judicial process, or as required to perform the functions under ORS 124.070. Concerning liability and immunity, the law states:

**ORS 124.075 Immunity of person making report in good faith; identity confidential.**

Anyone participating in good faith in the making of a report of elder abuse and who has reasonable grounds for making the report shall have immunity from any criminal or civil liability that might otherwise be incurred or imposed with respect to the making or content of such report. Any such participant shall have the same immunity with respect to participating in any judicial proceeding resulting from such a report.