

 **New York** *Blood Center Enterprises*



# Welcome Volunteers

**Thank you for giving the gift of your time  
and energy to working the blood drive.**

**We will go over some helpful techniques:**

- 🔴 For escorting donors post donation**
- 🔴 Monitoring donors in Refreshment  
area post donation**

# Escorting

- 🔴 **Wait** near designated location to escort donors.
- 🔴 **Do not block** area passages while waiting.
- 🔴 Remain **alert** while waiting to hear the Donor Specialist call for an escort.
- 🔴 Donor Specialist will call “**Escort Please**”.

# Escorting - Do not block area passages



# Escorting

- 🔴 The Donor Specialist will ask donor if they feel ready to stand and walk to Canteen before they get off the donation bed.
- 🔴 Meet Donor Specialist and donor at donor room entrance and **introduce** yourself.
- 🔴 Tell donor you will escort them to Refreshment Area.
- 🔴 Walk along side the donor **without touching** the donor
- 🔴 **Thank** donor for donating.
- 🔴 **Observe** for reactions: sweating, paleness, nausea.

# Escorting



# Escorting

If donor doesn't feel well:

- 🔴 Assist donor to **floor** gently.
- 🔴 Ring **Bell and Call** for Assistance.
- 🔴 Only assist donor to chair or bed if they are **within arm's reach** of the chair or bed.
- 🔴 **Never** leave donor alone.

# Escorting





# Escorting to Refreshment Area

- 🔴 Donor is escorted and seated safely at the table.  
**Both feet flat on floor.**
- 🔴 Have donor sit **close** to the table with their legs **far under** the table.
- 🔴 Sleeve should be **rolled above** the bandage.
- 🔴 Recommend donor **remain seated** in Refreshment Area for **15 minutes**.

# Escort/Refreshment – Seated Safely



# Escort/Refreshment – Seated Safely

- 💧 **Ask** donor how they are feeling.
- 💧 **Notify** Refreshment Area Volunteer they have a new donor at table.
- 💧 **Thank** donor again for donating.
- 💧 Go **back** to designated Escort Area.

# Refreshment Area

- 🔴 **Welcome** donor to Refreshment Area.
- 🔴 Offer donor **refreshments**: juice, water, salty snacks or cookies.
- 🔴 Let donor know to **ask questions** if they need anything.
- 🔴 Remain **standing** to observe donors for reactions.
- 🔴 **Offer** sticker or buttons if available.

# Refreshment Area



# Refreshment Area

- 💧 **Observe** donors at all times.
- 💧 Look for **signs of reaction**.
- 💧 Look for **post donation bleeding**.
- 💧 Reactions are rare but can occur **quickly** and **without warning**.

# Refreshment Area - Reactions

Symptoms to look for:

- 💧 Sweating
- 💧 Paleness
- 💧 Yawning
- 💧 Nausea
- 💧 Light headedness
- 💧 Feeling warm

# Refreshment area - Reactions

If reaction occurs:

- 💧 **Support** donor to prevent falling. Gently put your arm across the donor's chest.
- 💧 Ring **Bell and Call** for assistance.
- 💧 If possible, **remove** donor's glasses.
- 💧 Encourage donor to **cough**.
- 💧 Talk to donor to **reduce anxiety**.



# Refreshment area - Reactions

***Never leave  
the  
donor alone!***

# Refreshment Area – Post Donation Bleed

- 💧 If bandage is loose, **notify** staff.
- 💧 If you observe bleeding, **hand** donor napkins.
- 💧 Ask donor to apply napkins with **pressure** against bandage.
- 💧 Tell donor to **raise arm** while still applying pressure.
- 💧 Ring **Bell and Call** for Assistance.

# Refreshment Area - Post Donation Bleed



# Refreshment Area - Post Donation Bleed

- 🔥 **Do not touch** any bodily fluids. Staff must follow special procedures to clean up.
- 🔥 If you have any contact with other people's blood or body fluids while performing your tasks, **immediately report** the incident to a Staff member.
- 🔥 Keep the donor **seated**.
- 🔥 **Observe** other donors at the table.
- 🔥 **Talk** to the donors to decrease anxiety.

# Summary

- 🔴 You now have the **knowledge** to help at the blood drive.
- 🔴 If you have any **questions, ask** a staff member.
- 🔴 **Thank you** for your service to the Community.

# Review



# Review

## Escorting: Reaction

- 🔴 **Immediately** assist donor to floor to prevent injury to donor or yourself.
- 🔴 Ring **Bell and Call** for Assistance.
- 🔴 **Reassure** the donor.
- 🔴 **Stay** with the donor.

# Review

## Seating at the Table

- 💧 Pull the chair **close** to table.
- 💧 Feet **flat** on the floor.
- 💧 Arms on the table. Sleeve **rolled up**.
- 💧 Stay seated for **15 minutes**.



# Review

Refreshment Area-Donor with blank stare  
/doesn't feel well

- 💧 **Support** donor to prevent falling. Place arm across chest with gentle restraint.
- 💧 Ring **Bell and Call** for assistance.
- 💧 If possible, **remove** donor's glasses.
- 💧 Encourage donor to **cough**.
- 💧 **Talk** to donor to decrease anxiety.

# Review

## Post Donation Bleeding

- 🔥 **Hand** donor napkins.
- 🔥 Tell donor to apply **pressure** and **raise** arm.
- 🔥 Ring **Bell and Call** for assistance.
- 🔥 Keep donor **seated**.
- 🔥 **Observe** other donors at the table.
- 🔥 **Talk** to the donors to decrease anxiety.

# Review

*Never leave  
the  
donor alone!*

# Thank you!



If you have any  
questions, please  
speak to the  
Person in Charge.