



American
Red Cross

Blood Drive Volunteer Playbook

Purpose

The purpose of this document is to provide guidance, resources and answer frequently asked questions about the Blood Drive Volunteer position. This playbook supplements the information you learned in the Blood Drive Volunteer Training.

Audience

- Blood Drive Volunteers
- Blood Program Leaders
- Account Managers
- Biomed Volunteer Workforce Engagement team members

Introduction

Communities across the country count on the American Red Cross for help every day; supporting those communities is at the heart of what we do. Our work never stops, even during this COVID-19 crisis.

Whether supplying blood products for patients in need of transfusions--including those who need surgery, cancer treatments, or trauma victims--or collecting plasma from individuals fully recovered from COVID-19 to help with treatment for the most seriously ill patients, we remain focused on delivering our lifesaving mission each day.

The included topics will help you support blood donors AND protect yourself and others from the risk of COVID-19 while still collecting the lifesaving blood products communities need.

Guidance

Role: The Blood Drive Volunteer will provide excellent customer service to enhance the blood donor experience in several ways

1. Temperature screener for potential donors and others prior to their entry into the blood drive. This position serves as a gatekeeper by providing additional screening the American Red Cross has implemented in the interest of the safety of the blood supply, recipients, other donors, staff, volunteers and general public health regarding COVID-2019 outbreaks. The procedure allows for a temperature screening re-check if a donor, staff member, or volunteer does not have an appropriate temperature to enter a blood drive during the first screening attempt.

- Explain that temperature screening is an additional step we require as a public health measure to prevent the spread of COVID-19.
- Prior to taking donor's temperature, allow time for acclimating to ambient temperature of the room.
- If the donor has a temperature higher than 99.5°F, then a single re-check can be performed after a waiting period of a few minutes.
NOTE: The number of minutes will be determined on a case by case basis. For example, it may take longer for a donor to acclimate to the temp inside the building versus the time needed after drinking a hot drink. The Chargeperson can advise about the timeframe if there are any questions at the drive.
- If the donor's temperature is still higher than 99.5°F on the re-check, then they will not be allowed to enter the blood drive or Red Cross facility
 - An elevated temperature can be caused by many things and does not necessarily mean that it is a symptom of COVID-19 or any illness.
 - The donor can return another day to donate but will still be required to have the screening before entering.
- Pre-donation temperature screening will continue at all sites until further notice.

2. Welcome, inform and check-in donors and help maximize their donation
3. Assist Collections Team members by sanitizing and disinfecting
4. Support donors in Hospitality to provide re-hydration **and** monitor the donor for possible adverse reactions
5. Assist Donor Recruiting by calling donors who have not arrived for their appointment or whose appointment needs to be cancelled

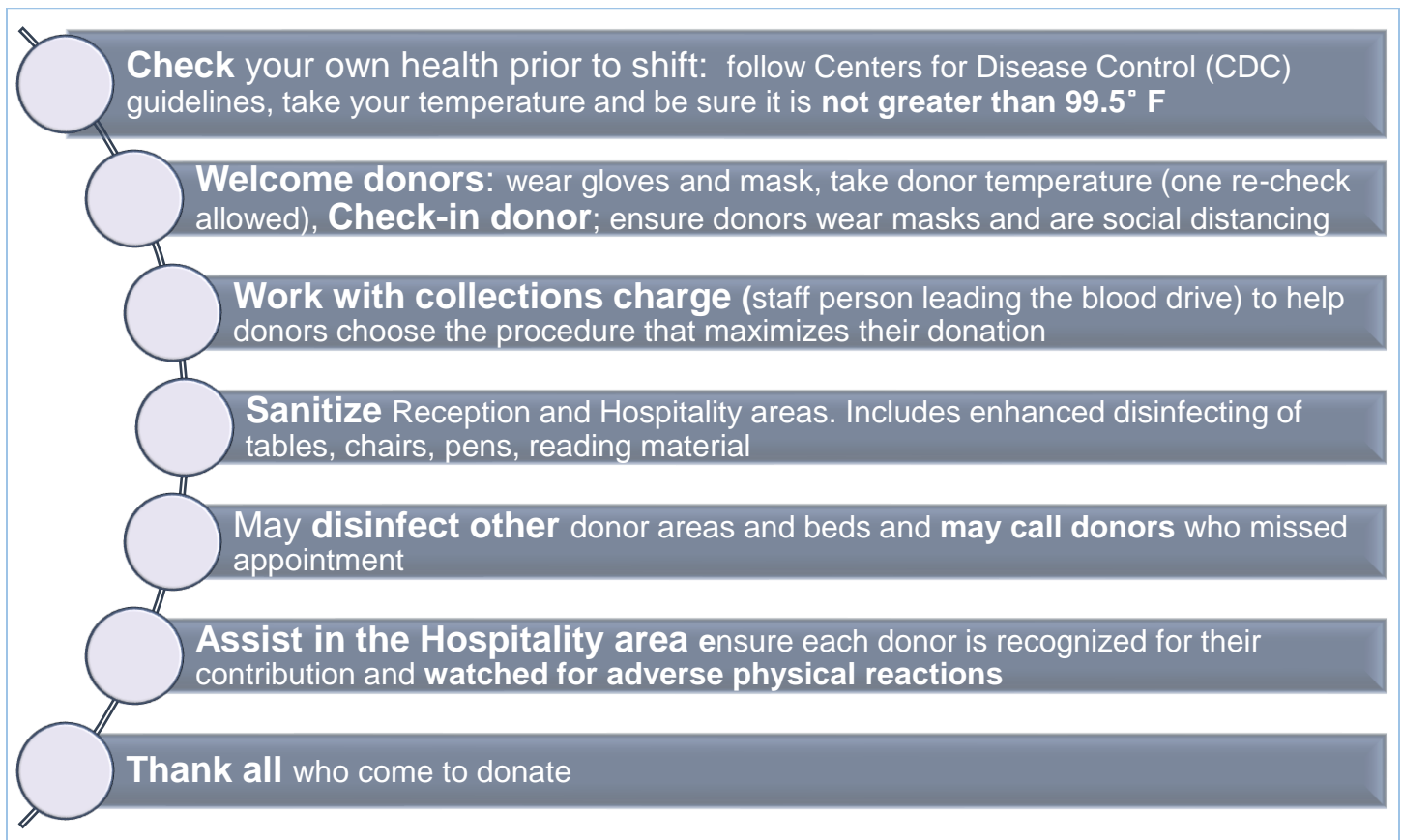
Training Expectations

- 1) **Review the Blood Drive Volunteer role**--temperature taking, Reception and Hospitality expectations, COVID-19 procedures, and Donor calling on the day of the drive.
- 2) Ensure you have reviewed the training video and this playbook.
- 3) Ensure you have a volunteer name tag during the drive

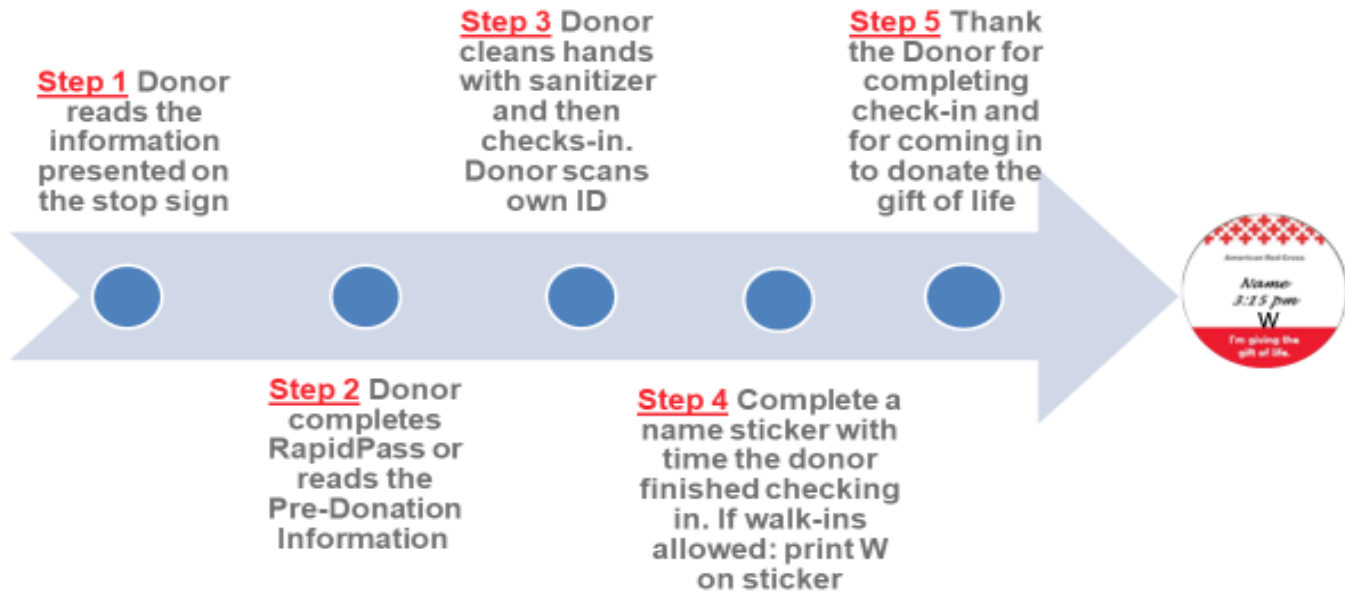
Blood Drive Volunteer Training: before your first shift, be sure to watch the training video (about 35 minutes) to ensure you are equipped to serve in this important volunteer role.

[Watch Training Video](#)

Responsibilities: outlined in training and below



Check-In Donor



Maximize The Donation



Maximize your donation.

The type of donation you give is important. Find out which is right for you!

Platelets Help patients kick cancer.
Power Reds A concentrated donation of the most needed blood component—red cells.
AB Elite For trauma patients in emergency situations.
Whole Blood Help meet the constant need by patients.

Disinfect Reception & Hospitality Areas*

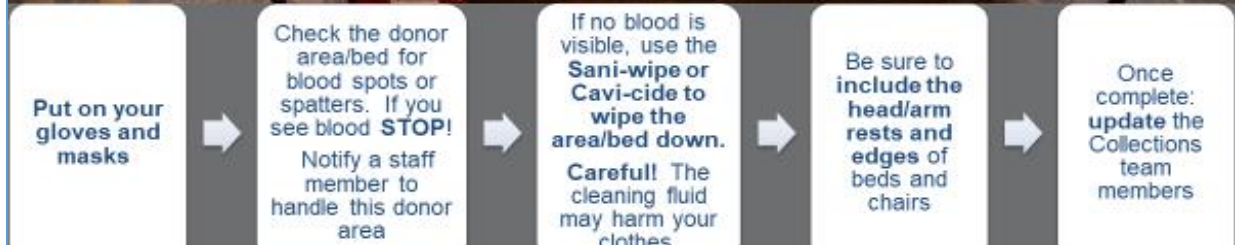
- | STEP 1 | STEP 2 | STEP 3 | STEP 4 | STEP 5 |
|--|---|--|---|---|
| ALWAYS wear disposable gloves and avoid contact between clothing and sanitizer | If surfaces are visibly dirty, they should be cleaned using a detergent or soap and water prior to disinfecting | Use Sani Cloths or Cavi Wipes in biomed environments | Rub the cloth against the surfaces and allow disinfectant to remain on the surface

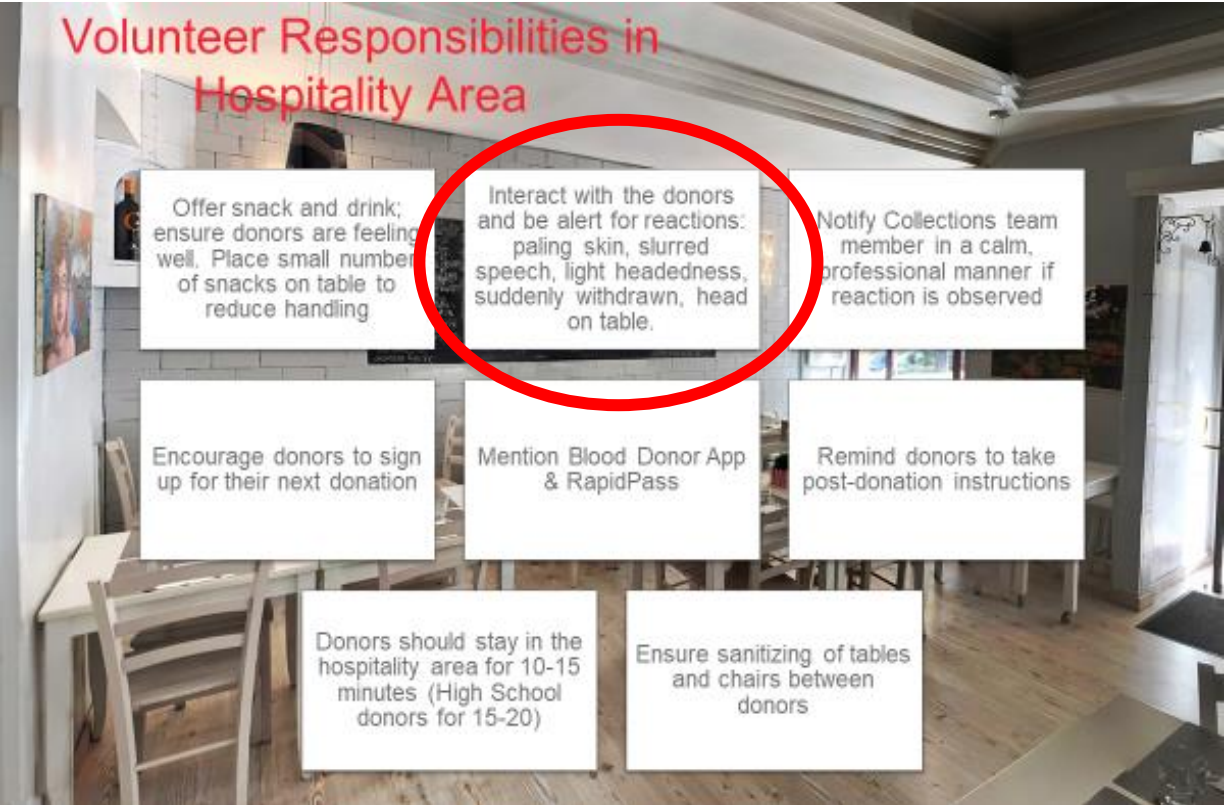
DO NOT WIPE THE SURFACE DRY UNTIL THE GERM 'KILL' TIME HAS ELAPSED | After disinfecting the area, remove and throw away disposable gloves

Clean hands after removing gloves |



Sanitize Donor Area and Beds





Thank Donors

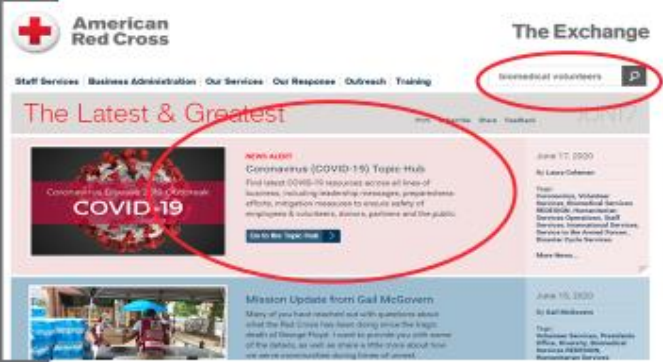
Resources

The resources to support this position are on American Red Cross' intranet: The Exchange

[CDC.gov Infographic](#)

For More Information And Updates

Visit <https://intranet.redcross.org>
Coronavirus (COVID-19) Topic Hub or
Biomed Volunteer Topic Hub



[Frequently Asked Questions](#)

Q: How are we managing the health questions to ensure my health is suitable for the assignment?

A: The Biomed Volunteer Workforce Engagement (BVWE) Team is calling everyone on the schedule and providing the information found in the [Volunteer BSL Table of Actions](#) (Donor Deferral column) to the you in advance of assignment.

Q: Will I be given all of the appropriate protective equipment for the assignment?

A: Yes, the Collections Team Member, or the Chargeperson for the blood drive will provide what is deemed appropriate: masks, gloves, disinfecting wipes.

Q: Can I provide my own mask?

A: Staff and volunteers can bring their own disposable particle mask, surgical mask or N95 mask. The drive chargeperson is required to approve the mask if it is not provided by the American Red Cross to ensure it is one of the approved types. Homemade masks and other mask types are not part of our process or Red Cross uniform.

Q. Are masks optional?

A. For your protection, and the protection of others, those in a donor facing role including staff, volunteers and sponsors, must wear masks.

	Am I required to wear a mask at drive/fixed site?	What if I can't wear the Red Cross provided mask due to a medical condition?	What if I absolutely can't wear any mask due to a medical condition?	What if I refuse to wear any mask?
Volunteer (all roles)	Yes Mandatory immediately	Wear an alternative mask that is supervisor approved: <ul style="list-style-type: none"> • Self-provided disposable mask preferred • Self-provided fabric mask as last resort 	At this time, Volunteers who cannot wear masks cannot work at drives or fixed sites: <ul style="list-style-type: none"> • contact your Volunteer Engagement Rep 	At this time, Volunteers who refuse to wear masks cannot work at drives or fixed sites: <ul style="list-style-type: none"> • contact your Volunteer Engagement Rep

Q: What training will a Blood Drive Volunteer receive? Who will provide the training?

A: Blood Drive Volunteers can view online training information ahead of the first shift. Blood Drive Volunteers will then be provided on-site-instruction from Collections staff to ensure understanding for your role that day.

Q: Will Blood Drive Volunteers be asked to do things outside of the position description such as surface cleaning?

A: Volunteers may be asked to support the blood drive in a number of ways. At this time, if asked, surface cleaning and disinfecting would apply to chairs, tables, unregulated areas like reception and hospitality and donor areas/donor beds.

Q: Where can I find out more information about the updates to the work environment at blood drives?

A: Your Blood Program Leader may be able to view Biomedical Volunteer Topic Hub on the Exchange. The Biomed Volunteer Donor Services Toolkit has a variety of documents to help keep you up to date.

Change Log

Date	Page(s)	Section	Change
07/10/2020	8		Initial version
09/18/2020	2	Experience Page	Linked Training video
10/1/2020	all		Updated for Blood Drive Volunteers