

BELTLINE TRAINING

For all American Red Cross Blood Drive Volunteers

RECEPTION:

- A. Purpose- to greet donors and provide them with the information necessary to begin the donation process.
- B. Specific Duties
 - 1) Have the donor sign in.
 - a) Appointments: cross their name off and give them the correct sticker, with their appointment time written on it.
 - b) Walk-ins: (do not have an appointment) give them the other colored sticker and write down the time they came in on it.
 - *Only allow walk-ins if there is a cancellation or an unfilled appointment time (if you are unsure, see the Red Cross supervisor).
 - 2) Give ALL donors the required literature and ask them to be seated
 - *Required because of FDA regulations!
 - 3) After they have reviewed the literature, show them to the waiting area.
 - 4) Read *What You Must Know Before Giving Blood* and the CJD Information Sheet to familiarize yourself with the requirements and process.
 - 5) If you do not know the answer to a question, refer the donor to a nurse.

DONOR AIDE:

- A. Purpose- to assist the collections staff in providing donor care during the withdrawal of blood, to assist collections staff with reaction care, and to attend and escort the donor.
- B. Specific Duties
 - 1) Observe donors waiting to donate and usher them to an open bed.
 - 2) Ask the donor if he/she prefers to give from his/her right or left arm.
 - 3) Request that all donors roll up both arm sleeves.
 - 4) Always work on the outside of the donor beds (the inside is only for the staff), keep flow of traffic on the outside of the beds.
 - 5) Offer donor a cold drink and provide them with refills.
 - 6) Converse with the donor and watch for physical signs of a reaction.
 - 7) Get an ice pack from the canteen, if requested by a collections staff member.
 - 8) Get a cold drink with a straw, when requested by a collections staff member.
 - 9) Take carrier containing blood pack and folded Blood Donation Record to sealing station.
 - a) Place the BDR folder face down on the table and roll the pack onto the table without touching it (beside the BDR, not on top of it).
 - b) Return carrier to donor bed.
 - 10) Carry the donors' belongings to the canteen, before you walk them over.
 - 11) Escort donor to canteen, holding them by their donated arm (at the wrist and above the elbow).

- 12) Request that the donor sit with their feet flat on the floor and their donated arm exposed on the table, in the canteen for ten to fifteen minutes.
- 13) Thank the donor.
- 14) Wipe the donor bed with a paper towel and place a fresh paper towel in the arm tray.
- 15) Stay readily available to assist the collection staff.
- 16) Do not wear open toed shoes while working as a Donor Aide or cross into the canteen area (wash your hands if you switch areas).

CANTEEN

- A. Purpose- to provide donor care during a ten to fifteen minute post donation period
- B. Specific Duties
 - 1) Prepare and serve refreshments to donors.
 - 2) Prepare ice packs and have straws readily available for Donor Aides.
 - 3) Prepare cold drinks for Donor Aides to give to donors on beds.
 - 4) Maintain cleanliness of serving areas and tables.
 - 5) Do not eat or drink within the canteen area!
 - a) You may eat on the donor side of the table.
 - b) Wash hands before returning to work in the canteen.
 - 6) Converse with donors and observe for physical signs of reaction.
 - 7) Ring bell only to summon collections staff in case of a reaction.
 - a) Examples: donor feels faint, flushed/pale face, nauseated, bleeding arm, puts head down, etc.
 - 8) If donors' arm begins to bleed, give the donor a paper towel and ask them to put pressure on their arm—**do not do it form them**. Summon a member of the collection staff by ringing the bell.
 - 9) Thank the donor as they leave the canteen.

IMPORTANT NOTES:

- A. Do not ever touch blood-alert a member of the collections staff immediately.
- B. Always observe donors and assist them if they are not feeling well.
- C. Never leave your station unless it is covered by another volunteer.
- D. If you cannot work when assigned, let your Volunteer Coordinator know as soon as possible.
- E. When in doubt, always ask a Charge Nurse or a Red Cross supervisor, they will answer any questions you have.
- F. Loaders and unloaders must assist collections staff an hour before and an hour after the blood drive.