



MARROW
REGISTRY

Donor Recruitment



DRIVE COORDINATOR TRAINING GUIDE



Gift of Life Marrow Registry
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Donor Services Fax: +1.561.982.2902
800.9MARROW | giftoflife.org

Dear Drive Coordinator,

Thank you for your interest in organizing a bone marrow donor recruitment drive with Gift of Life Marrow Registry! We are confident that this will be an extremely worthwhile experience, both for you personally and for your college or community. When you coordinate a donor recruitment drive, you directly impact the lives of patients and their families around the world because each new donor who signs up could be any patient's miracle match.

Gift of Life was established in 1991 as a grassroots effort to save my life. When I was diagnosed, I was told that I would die needlessly because there was no matching donor in any database to save my life. Refusing to accept this as my fate, family and friends ran drives for four years, testing 60,000 donors before finding my perfect match. Since that time, I have dedicated my life to helping others.

Every year, thousands of people are diagnosed with life-threatening illnesses and their best or only hope for a cure is a transplant from an unrelated bone marrow or blood stem cell donor. Since tissue type is inherited, a patient's best chance of finding a suitably matched donor lies with those of similar ethnic ancestry. Unfortunately, the worldwide donor pool is not representative of all ethnic and racial groups.

This handbook provides you with a step-by-step overview of running a successful bone marrow donor recruitment drive. But don't feel like you are in this alone! Our staff is here to help you every step of the way, so feel free to contact us with any questions or concerns.

Sincerely,

Jay Feinberg
Chief Executive Officer
Bone Marrow Transplant Recipient

TABLE OF CONTENTS

Training Documentation	4
Five Steps to Save a Life.....	5
Eight Steps to Register Donors	6-13
1. Distribute Informational Cards to Donors	6
2. Mobile Registration	7
3. Distribute Swab Kit and Barcode Labels	8
4. Entering the Barcode into Smartphone	9
5. Entering Health History into a Smartphone.....	10
6. Donor Swabbing and Completing Registration	11
7. Contributions Towards Testing	12
8. After the Drive is Finished	13
FAQs (Frequently Asked Questions).....	14
Notes.....	15



TRAINING DOCUMENTATION

Coordinator and volunteer training will ensure a successful drive.

DRIVE COORDINATOR TRAINING

As the Drive Coordinator responsible for overall drive management, you will have a training session by phone with a Gift of Life coordinator. Additionally, read and sign the Lead Drive Coordinator Training form and the Confidentiality Agreement.

Online links will be sent to you with instructions to sign electronically, or the documents may be printed, signed and emailed back to the Recruitment Coordinator.

From: Donor Recruitment
Sent: Friday, January 22, 2016 10:49 AM
To: Freund, Marti
Subject: Marques Bayas @ Gift of Life - Confidentiality Agreement

Dear Joe,

Thank you for participating as a volunteer recruitment coordinator for the Gift of Life Bone Marrow Registry! Please [click here](http://www.giftoflife.org/public/coordconf.aspx?CID=223A2EF2576343F8CA14BE95457B0C2D) to electronically sign your confidentiality agreement. If the link does not work properly, please paste this link into your browser: <http://www.giftoflife.org/public/coordconf.aspx?CID=223A2EF2576343F8CA14BE95457B0C2D>

Please take time to read the confidentiality agreement carefully to ensure that you understand it and agree to follow the requirements. Please direct any questions to your assigned representative at Gift of Life.

Thanks again! We truly appreciate your life-saving volunteer efforts!

Sincerely,
 Gift of Life Recruitment Staff

Donor Recruitment
 Tel: 561.982.2900 | Fax: 561.982.2902
recruitment@giftoflife.org

Sample email

DRIVE VOLUNTEER TRAINING

As the Drive Coordinator, you are responsible for training each volunteer. They must:

1. Read and sign the Drive Volunteer Training Form which must be returned to Gift of Life with the drive supplies
2. Read the Gift of Life Confidentiality Agreement
3. Complete their training before processing prospective donors

GIFT OF LIFE BONE MARROW REGISTRY	Gift of Life Bone Marrow Registry 8000 Transcend Road, Suite 101 Boca Raton, Florida 33433 USA www.giftoflife.org	Phone: +1.561.982.2900 Donor Services Fax: +1.561.982.2902 Email: donors@giftoflife.org	Drive #: _____ Drive Date: _____
	Drive Volunteer Training Form		
This training form applies to traditional recruitment drives and Speed Swabbing drives. The Drive Coordinator Training Handbook is available for each drive type.			
Donor Education and Informed Consent			
<ul style="list-style-type: none"> • Volunteer understands the requirement to review the Fact Sheet with each donor during the drive. • Volunteer has been educated on the consent form, including the questions asked, and/or the Speed Swabbing card. • Volunteer understands the importance of ensuring that paperwork is complete, legible, signed and dated. 			
Medical Screening			
<ul style="list-style-type: none"> • Volunteer understands the requirement to provide a copy of the Preliminary Health Deferral Guidelines to join the Registry (STCP ahead) to each donor during the drive. • Volunteer understands that they do <u>not</u> routinely screen donors on the day of the drive. Medical screening is performed by OCL staff after samples are received. Samples from ineligible donors are not tested. 			
Privacy			
<ul style="list-style-type: none"> • Volunteer understands that <u>donor information is confidential</u>. (If a donor has questions about the enrollment process, please direct them to a private place.) • Volunteer understands that donor consent forms and kits must be kept in a secure location. • Volunteer must read the Gift of Life Drive Volunteer Confidentiality Agreement. 			
Sample Procurement			
Volunteer understands the following: <ul style="list-style-type: none"> • Process only one donor at a time. • Swabs are to be handled only by the donor <u>and</u> the volunteer. • Consent forms do <u>not</u> go on inside testing kit envelopes. • If Speed Swabbing kits are used at the drive, the Speed Swabbing cards should <u>not</u> be torn off of the kits. • Once a used test kit is sealed, it must <u>not</u> be re-opened. • Proper sample collection technique, see appropriate Drive Coordinator Training Handbook. • Proper barcode labeling, see appropriate Barcode Placement Sheet. 			
I verify the following:			
1. I have been trained on each of the above topics by the Lead Drive Coordinator and I understand my role as a Drive Volunteer. 2. I have read and agree to abide by the Gift of Life Drive Volunteer Confidentiality Agreement.			
Drive Volunteer Name: _____	Drive Volunteer Signature: _____	Date: _____	
Thank you for volunteering. Your efforts today may save lives! If you would like to be notified of matches resulting from your drive, please provide your email address below: E-mail Address: _____			
Document Number DS-RE-GA00-15	Revision 3	Page 1 of 1	

5 STEPS TO SAVE A LIFE



There are five steps for a bone marrow donor to save a life. Right now you're helping donors to begin their journey by joining the Registry - Step 1.

The donors whom you recruit at the drive may be called upon for further testing for a specific patient in three months' time, a year or even 10-20 years down the line. Some will never be called.

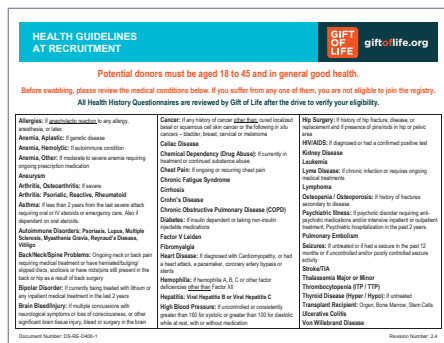
At Gift of Life we know that when donors have a good recruitment experience and are well educated at the time they join the Registry, then there is a much greater chance that they will make themselves available if called upon in the future. Please train the volunteers as best you can - a future patient will be counting on the donors who enroll at your drive.

8 STEPS TO REGISTER DONORS

1 Distribute Informational Cards to Donors

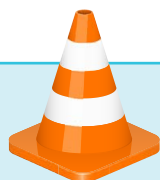
NEW DONOR INFORMATION

Each prospective donor should review the **New Donor Information** card (right) so they fully understand and accept the responsibilities associated with becoming a volunteer bone marrow donor. For donors interested in more detailed information, encourage them to read **A Volunteer's Guide to Bone Marrow and Stem Cell Donation** (not shown).



HEALTH GUIDELINES AT RECRUITMENT

Ask potential donors to review the **Health Guidelines at Recruitment** card (above) to see if they are medically eligible to join the registry. All donors must be between the ages of 18 and 45.



Road Block

The donor isn't sure if they are medically eligible.

Please have the donor continue with registration. Their concerns will be addressed when they complete their health history online.

2 Mobile Registration

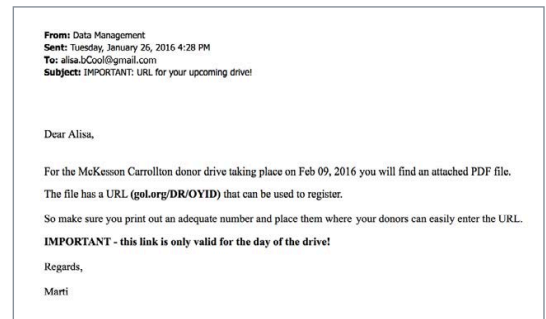
PRE-REGISTRATION

Donors can pre-register for the drive using Gift of Life's website.

MOBILE REGISTRATION AT THE DRIVE

We encourage donors to register using their smartphones. Tablets, laptops and desktop computers may also be used.

Donors enter the mobile link in their smartphone's browser to join the Registry. Please print it out and have it available for potential donors.

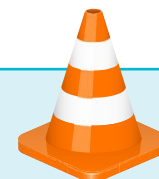


Sample email



Quick Tips

1. Before the drive starts, enter the mobile link in your smartphone's browser to confirm it works.
2. If there is WiFi at your location, check that it is working. If the WiFi is available to donors let them know how to log on.
3. To make it easier for donors, the drive volunteers can text them the link to save them from opening their browser and typing it.



Road Block

The donor says the mobile link isn't working.

- If they're using an Android phone, ask if they can use the Chrome browser.
- Ask the donor if they can use a friend's smartphone.
- If the donor can't use another device, they should legibly complete and sign the inside flap of the Swab Kit instead.

3 Distribute Swab Kit and Barcode Labels

SWAB KIT CONTENTS

Inside the Swab Kit are two packages. Each package contains two swabs for a total of four swabs.



BARCODES

Drive Coordinators will be provided a roll of barcodes. Give each donor 2 barcodes with the Swab Kit and instruct them to place 1 label on each of the 2 designated areas on the inside of the Swab Kit marked 1 and 2 (see illustration).



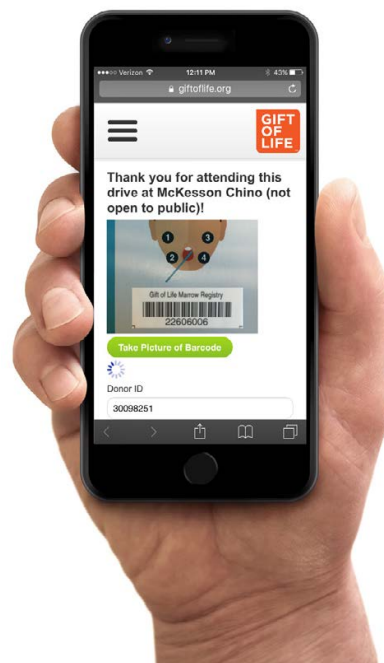
4 Entering the Barcode into a Smartphone

USING A SMARTPHONE

Most donors will prefer to use their smartphone rather than fill out the form on the Swab Kit by hand. However, if they don't have a smartphone or prefer not to use it, they can write their information on the inside flap of the Swab Kit instead.

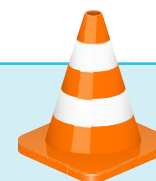
PHOTOGRAPH THE BARCODE

Before the donor uses the Swab Kit, provide them the drive link which will open up a form on their smartphone's browser. The form will instruct them to photograph one of the barcodes on their Swab Kit.



Quick Tips

Make sure the camera is directly above the barcode and the barcode is fully visible. Keep the smartphone steady until the barcode is recognized.



Road Block

The camera is not working or the photo won't load.

Option 1: Ask the donor to type the barcode number in the Donor ID field.

Option 2: If the donor is still having trouble entering the barcode, they should register by writing their information on the inside flap of the Swab Kit. Instruct them to write legibly, sign and date.

5 Entering Health History into a Smartphone

HEALTH HISTORY EVALUATION

After the barcode has been accepted, donors will be asked to fill out a brief health history evaluation. They will not be enrolled in the Registry until they fully complete the health history screening portion of the mobile registration.

If the donor completed the form on the Swab Kit by hand, inform them that they will receive an email asking them to complete the health history evaluation after the Swab Kits arrive at the Gift of Life headquarters and are processed.

John Smith - Action Required: Complete your Gift of Life marrow registry form TODAY: <http://gol.org/sreg?SSD=a752afb1fb1b43c7b074140722fb> "

Sample text message

Complete Your Registration!

Dear Claire,

Thank you for swabbing your cheek as a potential bone marrow or blood stem cell donor on Jan 15, 2016 in Allendale, MI at Grand Valley State University. This was the first step in the registration process. To complete your registration, you will need to fill out your consent form and health history questionnaire online. This is a quick and simple process. Please take a moment to click on the link below.

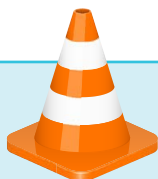
[Click Here](http://www.giftoflife.org/Public/Online/Login.aspx?SSD=1A205DC4B3788B49CD44305904AFEDDB) or copy and paste this URL to your browser
<http://www.giftoflife.org/Public/Online/Login.aspx?SSD=1A205DC4B3788B49CD44305904AFEDDB>

We appreciate your dedication and commitment to saving lives!

Sincerely,

Recruitment Staff
Gift of Life Bone Marrow Foundation

Sample email



Road Block

The donor states they don't have time right now to complete the health history evaluation.

Encourage donors to try and complete registration at the drive. However, if a donor is pressed for time, they will receive a follow-up email and/or text to finish it at a later time.



6 Donor Swabbing and Completing Registration

BEST SWABBING PRACTICES

Swabbing requires a sample of cells from the inside of the donor's cheeks, collected with four cotton-tipped swabs.

Ask the donor to visualize the inside of their mouth divided into four quadrants. There is an illustration inside the Swab Kit for reference.

After collecting a sample from each quadrant, gently wave the swab in the air for 10 seconds to facilitate drying. Do not let the swab touch the table or any other surface.

Place the swab inside the Swab Kit envelope and repeat the procedure with the remaining swabs. Once all 4 swabs are inside the envelope, pull the adhesive strip and securely seal the envelope. Do not tear the perforation line on the top flap of the Swab Kit.



COMPLETING REGISTRATION

Take the Swab Kit from the donor and thank them for attending the drive and helping to save a life.



7 Contributions Towards Testing

Ask people attending the drive if they would like to contribute to the cost of testing their swab kit.

DONATION BOX

Gift of Life relies solely on the financial generosity of others to offset the laboratory testing fee which is \$60 for each swab kit.

100% of contributions raised at donor drives are used to process test kits. Your box of drive supplies contains a donation box and contribution envelopes.



8 After the Drive is Finished

DRIVE SUMMARY

Once your drive is complete you will receive a link via email and/or text message asking you to provide the number of donors swabbed and amount of contributions collected.

Hi Amy!
Hope your drive went well.
Click below and fill in the form.
www.giftoflife.org/mvc/public/CoordPostDrive/LLFR
Thanks, Alex

Sample text with link

RETURNING SUPPLIES

Package the completed Swab Kits in sets of ten, bind them with a rubber band, and place them inside the plastic bag provided.

Place the plastic bag containing the completed Swab Kits and all other supplies neatly in the box for safe return to Gift of Life headquarters. Complete the packing slip included with your supplies and add it to the return shipment.

Please remember to include the Volunteer Training Forms for each person who volunteered at your drive.

If you didn't complete your training on the web, please include the Lead Coordinator Training Form (unless you already returned it.)



Road Block

I can't find my link or I didn't receive the link.

Email the number of donors swabbed and the amount of contributions collected from the drive to your Gift of Life representative.



FREQUENTLY ASKED QUESTIONS

Q: If I am a match, who pays for the procedure?

All expenses are paid by the patient's insurance or by Gift of Life. You will not incur any expense in this process, including travel, accommodation or the procedure itself.

Q: Is my information kept confidential?

All donors and recipients are assigned identification numbers to protect their anonymity.

Q: What about my medical history?

To join the Registry, prospective donors should be between the ages of 18-45, and in general good health. Volunteers with a history of health problems such as malignant cancer, heart disease, or autoimmune disorders are not eligible to join, but are welcome to participate in other ways such as making a financial contribution or encouraging friends, family, and colleagues to register.

Q: How long will I be in the registry?

Generally, donors remain in the Registry until their 61st birthday.

Q: May I join the Registry if I am pregnant?

Yes, you may join the Registry. However, if you are a match for a patient, you will not be considered as a potential donor until four months after giving birth.

Q: If I am called to donate, will someone from Gift of Life be present at my donation?

If you are called as a potential match, Gift of Life's Donor Services department will handle your confirmatory typing, refer you to a regional collection center for a physical exam and serve as your case manager for the donation. Additionally, a Gift of Life representative will sit with you the entire day at your donation. Gift of Life prides itself on personalized service and donor advocacy.

Q: I have already been swabbed at another drive or for another registry. Should I swab again?

If you have been swabbed in the past, or joined another registry, there is no need to swab again.



NOTES:

Be sure to check giftoflife.org for more donor FAQs.

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MARROW
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