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A Message from Our Chief Executive Officer

Welcome, Southern California volunteers! The American Red Cross is committed to serving our country and world. We depend on you to help us accomplish our mission.

Because of your volunteerism at blood drives, we are able to provide hospitals with the safe and ample blood supply their patients need. You are essential in meeting our lifesaving goal to collect more than 300,000 life saving blood donations annually in the Southern California Blood Services Region. Without your dedication, we would not be able to touch the lives of these patients and their families on a daily basis.

We know that in today’s fast-paced world, time is precious. The time our donors sacrifice in order to give blood is valuable. As a volunteer, you will have the opportunity to show these wonderful blood donors appreciation for their blood donations and for their time. And the many hours you selflessly volunteer to ensure successful blood drives are valuable beyond measure. You help set an example for others by making the time in your busy life to help others.

Since World War II, the Red Cross has been dedicated to fulfilling the needs of the American people for the safest, most reliable blood services. That dedication remains and will continue even in a world that now changes by the minute.

Thank you for your dedication to our mission and for demonstrating the difference one person can make in this world. Welcome to the Red Cross family!

With warm regards and sincere appreciation,

Charles Wilcox
Chief Executive Officer
Southern California Blood Services Region
Welcome

In your role as a blood services volunteer, you are crucial to the mission of the American Red Cross. Thank you for your volunteer service, the generosity of your time and talent, and your dedication to the Red Cross mission. Because of you, we can succeed in providing lifesaving blood to cancer and transplant patients, premature babies, accident victims, and others who need blood.

We welcome you.
We admire you.
We appreciate you.
And those who receive blood need you.

The Mission of the American Red Cross

The American Red Cross, a humanitarian organization led by volunteers and guided by its congressional charter and the Fundamental Principles of the International Red Cross Movement, will provide relief to victims of disasters and help people prevent, prepare for, and respond to emergencies.
Contributing to a Great Donor Experience

Volunteers are part of the team that ensures donors feel welcomed, informed, and valued. Research shows that blood donors who have a positive and educational experience become repeat donors.

The decision to donate blood and help others is an act of generosity. In return, donors expect to be welcomed, to be shown attention, and to have a caring, safe, and comfortable donation experience. Donors are our customers and our guests.

There are two key blood drive assistant positions:

- Registration Assistant
- Refreshment Assistant

Making donors feel welcome and comfortable is an important part of a volunteer’s job. To do this, you might call upon your personal experiences. For example, when you invite guests into your home, you greet them at the door and welcome them with a warm smile. You want your guests to have everything they need. You thank them for coming and invite them to return. Treating donors as you would guests in your home makes them feel cared for and valued.

The G.U.E.S.T. Approach

At the American Red Cross we refer to our G.U.E.S.T. approach to provide donors with a welcoming and positive experience.

G - Greet donors with a smile.
U - Use blood facts.
E - Ensure every donor need is met.
S - Safety first.
T - Thank donors; invite them back.
Upon Your Arrival at a Blood Drive

1. Please put on a volunteer name badge.
2. Introduce yourself to other volunteers and the charge nurse.
3. To be fully prepared to treat each donor as a guest, please read this guidebook thoroughly. *Pay special attention to the section describing your role, safety, and fun blood facts.*
4. Please put away your cell phone and other electronic devices.
5. Direct questions to the charge nurse.

It's OK to Ask

When you don’t know the answer to a question, tell the donor you will do your best to get the answer. Find the right person who can give the donor the requested information. Medical and health history questions must be answered by a collections staff member.

First-time Donors

First-time donors deserve special recognition. They may also need encouragement. Take a moment to recognize and reassure them. You can help first-time donors understand the steps in the blood donation process. You CAN make the difference that results in someone becoming a lifelong donor.

Safety for You and Me

The Red Cross is committed to protecting people, property, and the lifesaving blood so generously donated to us. In order to accomplish this, let’s work together. Please help us by immediately reporting any safety concerns to your charge nurse.
The Blood Donation Process

1. Reception
2. Health History
3. Blood Donation
4. Refreshments

Other Volunteer Positions

Office Assistant
Driver
Registration

What the donor can expect

When a donor arrives at a blood drive, he or she will be greeted and welcomed by the registration volunteer.

The donor will sign in and be asked to read the pre-donation materials. It is essential that each donor reads this information as it may have changed since his or her last visit. Once this is complete, the donor is ready for the health history screening.

A donor may be invited to schedule his or her next donation appointment at this time. The volunteer can use the Future Donation Scheduling Sheet (FDSS) for this purpose.

We follow an appointment priority system to ensure that on-time donors with appointments have priority. Sometimes, a donor is unable to schedule an appointment and arrives as a walk-in. The registration volunteer tries to accommodate the walk-in donor with an open appointment, or offers the option of waiting until those with appointments have been served, always check with your charge nurse. We welcome and show appreciation to all donors, whether or not they have scheduled appointments.

Registration Volunteer

The registration volunteer welcomes, greets, and thanks each arriving donor. You will also ensure each donor is helped according to his or her appointment time and that each donor reads the required pre-donation materials.
What you can do

15 Minutes Before the Drive

Meet with the charge nurse to review the following:

• Appointment priority system, including accommodating walk-ins.
• Today's donor appointment roster and sign-in sheet, and how to note which donor arrives at what time.
• Placement of the FDSS (available at our telerecruited sites).

When the Drive Begins

Greet Donors with a Smile

• For details about what to do when a donor arrives, please see, “When a Donor Arrives” on page 10.
• If more than two donors are waiting to check in, make eye contact, smile, and say “I'll be with you in a moment and thank you for waiting.”
• Mark the donor’s arrival on the donor appointment roster.
• Remind the donor that he or she will need identification (See “Valid Donor Identification” on the next page.)
• Invite each donor to be seated and to read the pre-donation materials.
• After the donor has read the pre-donation materials, thank the donor and direct him or her to the health history waiting area.
• Offer donor any promotional items (if available).
• Maintain schedule details. Record arrival times, appointment times, and no-shows accurately.

Use Blood Facts

• Share Red Cross blood facts to let donors know what a difference they have made. This is important for all donors, but may be particularly meaningful for any deferred donor.
Ensure Every Donor Need is Met

- For first-time donors, explain the four steps in giving blood. Be prepared to address questions in a professional and confidential manner. A first-time donor can expect his or her personalized blood donor card and welcome package in six to eight weeks.

- Staff or volunteers will recruit double red cell donors (ALYX), if this option is available at your blood drive.

- Follow the appointment priority system as discussed with your charge nurse prior to the drive.

- After a donor registers, you may notice that the donor appears to need additional information. Ask the donor if he or she has any questions. Find an employee to assist the donor, when needed.

- Always refer travel, eligibility, or medically related questions to the charge nurse or available collections employee, or provide the Donor Client Support Center number (1-866-236-3276).

Safety First

- Talking with donors makes them feel appreciated, reassures anxious donors, and helps pass time.

Thank Donors; Invite Them Back

- Thank departing donors and invite them to return.

Valid Donor Identification

A first-time donor must show identification with full name and photograph or other acceptable forms of identification. A repeat donor may show his or her American Red Cross blood donor card or provide other acceptable forms of identification.

The charge nurse has more specific information about acceptable forms of identification.

Volunteers do not verify the donor's ID, but remind them to have it ready to show the health historian

Some examples of acceptable identification:

1. Red Cross donor card
2. Driver’s license or state-issued ID
3. Passport
4. Military ID
5. Immigration and Naturalization card ("green card")
6. Student, work, or corporate ID card (with photo)
7. Credit card (with photo)
When a Donor Arrives

Step 1  **Ask the donor to sign-in**
Thank the donor for coming in. Ask the donor to print their name, the time and other requested information on the sign-in sheet.

Step 2  **Ask the donor to read the stop sign**
If the donor self-defers, politely thank them for coming. If the donor is unsure, contact a staff member. Please remember to provide the deferred donor the current promotional gift.

Step 3  **Provide pre-donation information**
Ask the donor to sit and read “What You Must Know Before Giving Blood” materials. Questions? Please contact a staff member.

Step 4  **Provide the donor a sticker and write their preferred name on it when they return the reading materials.**

**Green Sticker** - First-time Donors

**Red Sticker** - Returning Donors

Please remember to give the donors the current promotional gift.

*For high school drives, provide donor approximately 16 ounces of water.*

Step 5  **Ask donor to be seated in Health History Waiting Area**
Inform the donor that a staff member will be with them shortly.
Health History

What the donor can expect

Ensuring safety of the blood supply is our primary focus; therefore, the health history screening is vital. A Red Cross health historian will ensure the potential donor is in good health by conducting a series of tests and asking questions in private.

First, the health historian will ask the donor to provide acceptable identification. Next, the historian will conduct a donor eligibility assessment, checking pulse, temperature, blood pressure, and hemoglobin (iron) level. (The health historian pricks the donor’s finger and collects a small amount of blood to test the hemoglobin level.)

Then the donor will be asked to complete a medical questionnaire called a blood donation record (BDR). The donor’s answers are evaluated to determine if the donor can safely donate or if a deferral is necessary. If the donor is not eligible, the health historian will explain why and the process ends. If the donor is eligible, he or she will be accompanied by staff to the donation area.

Blood Donation

What the donor can expect

The collections staff member cleans the donor’s arm and carefully inserts a sterile needle allowing blood to flow into a sterile, single-use collections bag. Most donors feel only a slight pinch when the needle is inserted. The donation process will take approximately 10-15 minutes for a whole blood donation and 45-60 minutes for a double red cell (AL YX) donation.
Refreshment Area

What the donor can expect

The refreshment area volunteer welcomes the donor in the refreshment area, asks the donor to relax, and offers the donor snacks and beverages. This part of the process is critical and should last 10-15 minutes. We need to be sure the donor’s blood pressure has adjusted and blood sugar levels are elevated before the donor leaves the blood drive. During this time, the volunteer educates the donor, asks about the donation experience, and thanks the donor on behalf of the American Red Cross. The volunteer also provides important support and encouragement to first-time donors.

Refreshment Area Volunteer

The refreshment area volunteer greets the donor in the refreshment area and offers the donor snacks and beverages. You will help ensure that all donors leave the blood drive feeling appreciated, fully hydrated, and nourished. You may also promote current Red Cross campaigns, initiatives, and blood facts.

What you can do

1. Proper way to wash your hands. Wash your hands thoroughly.
2. Procedure for cleaning the tables and chairs. Clean each table and chair.
3. Location of supplies: napkins, stir sticks, surveys, volunteer recruitment forms, pens, and snacks. Neatly place supplies on tables.
4. Questions you have from this guidebook.

During the Drive

Greet Donors with a Smile

- Invite the donor to sit at a refreshment area table. The donor should be seated with the chair pushed up to the table, feet flat on the floor, with the donation arm visible.
Use Blood Facts

- Ask the donor about his or her donation experience and offer sincere thanks. Share Red Cross blood facts to help donors understand how they may have made a difference in the lives of hospital patients today.
- Share information about current Red Cross campaigns and initiatives.

Ensure Every Donor Need is Met

- Serve water to donors and guests as soon as they have been seated.
- Offer a second beverage and snacks to donors and guests. (Juice and snacks will boost the donor’s blood sugar and fluid levels.)
- Maintain cleanliness and organization and restock tables throughout the drive.
- Invite donors to become volunteers.
- Remind donors to take their post-donation instructions with them.

Safety First

- Donors should remain in the refreshment area for 10-15 minutes to ensure they are feeling well before departing.
- Continuously observe donors for possible reactions. Always stay with donors. If you need to take a break, ask another volunteer or employee to take your place.
- At the first sign of a reaction, ring the refreshment bell.

⚠️ NEVER TOUCH BLOOD.

Thank Donors; Invite Them Back

- For every gallon of blood donated, the donor receives a commemorative pin. Ask donors if they’ve reached a milestone donation. Present pins along with congratulatory remarks.
- Sign-up donors for their next donation, unless this has been done in the registration area.
The office volunteer role is important to the efficient operation of American Red Cross Blood Services. Your contributions to the office staff are pivotal to getting our lifesaving tasks done in a timely manner.

**Office Volunteer Assignments**

- Mailing
- Filing
- Data input
- Phone calls
- Medical kit assistant
- Lab assistant
- General office assistant

**Expectations**

- Call for assignments and set your schedule.
- Professional conduct is expected at all times.
- Casual dress code with respect to the business environment.
- No flip-flops.
- Closed-toe shoes are required for lab assignments.
Volunteer Driver

Volunteer drivers are an important part of our blood collection process. Our Logistics department relies heavily on volunteer drivers to transport blood from blood drives to the Pomona facility for processing and shipment to more than 150 Southern California hospitals.

Volunteer Driver Assignments

- Each week arrange your volunteer schedule with the Logistics Manager.
- Before reporting to the Logistics department for your assignment, sign-in at the Volunteer Services desk.
- Good customer service skills are important as you go from location to location. You will be in contact with other Red Cross volunteers, paid staff members (collections and mobile operators) and blood donors.
- Remember to be a safe and courteous driver.
Questions Donors May Ask

Blood donors may have questions about giving blood. Listen to and acknowledge the donor’s questions. The list below provides a sample of commonly asked questions and answers. Feel free to convey this information in your own words. If you are uncertain of an answer, seek help from a collections staff member.

“How long will it take today?”
Whole blood donation generally takes about one hour when the donor has an appointment.

“I’ve already read the pre-donation materials. Why do I have to read it again?”
We understand a returning donor may have read this material before. However, the information may have changed since the donor’s last donation. It is also possible that the donor’s circumstances may have changed. Ask for the donor’s patience. Everyone must read the material prior to donating to ensure the safest possible blood supply and to follow U.S. Food and Drug Administration (FDA) requirements.

“I am a first-time donor. Are there some things I should know before I leave today?”
A collections employee will discuss possible reactions with the donor and provide the donor with post-donation instructions along with contact information. If anything seems unusual, the donor should call the Donor Client Support Center at 1-866-236-3276.

“I don’t like needles. I’m afraid it will be really painful.”
This is perfectly understandable. Thank the donor for his or her willingness to help save lives. Most people describe the feeling as a small pinch. Encourage the donor to let the health historian and collections employee know about any concerns he or she may have. Employees will be sensitive to donor needs. The donor may ask that the process be stopped at any time.

“The last time I donated, I got a bruise, felt faint/weak, and/or did not feel well for a few hours.”
Donors can minimize these reactions by being well hydrated before and after donating blood. Encourage the donor to let employees know about his or her past experience prior to the start of the donation process.
“How much blood is taken — won’t it make me weak?”
A blood donation equals approximately one pint of blood. The average adult body has 10-12 pints. The vast majority of people will not feel any different because of the donation. A very small percentage may experience temporary dizziness, but some rest and fluids will help the donor feel better quickly. The body will replace lost fluid within 24 hours.

“I am really busy today and will skip the refreshment area at the end.”
We know the time each donor spends with us is valuable. Yet it is essential that a donor drinks plenty of fluids, starting immediately, to replenish blood volume. We also want to make sure the donor rests at least 15 minutes after donating to allow blood pressure and blood sugar levels to return to normal. We want our donors to leave with the proper amount of hydration and rest before returning to their busy schedules.

“How soon after I donate can I exercise?”
Strenuous exercise too soon after donating blood can cause re-bleeding. We recommend that the donor wait at least 24 hours after donating before working out or doing heavy lifting.

“It takes so long to donate. I don’t have time.”
We appreciate our donors and know their time is valuable. Sometimes unexpected factors can increase a donor’s waiting time. The volunteer can ask a collections employee to estimate how long the process will take. If the wait is too long, invite the donor to return later in the drive or donate on another date. Give the donor the appointment scheduling number, 1-800-GIVE-LIFE.

“I tried to donate blood years ago and was deferred.”
The criteria for donating blood have changed over the years. It is possible that a previously ineligible donor is now eligible to donate. Offer to find a collections employee to answer any eligibility questions or provide the phone number for our Donor Client Support Center at 1-866-236-3276.

“How often can I donate blood?”
The FDA requires at least 56 days between whole blood donations and 112 days between double red cell (ALYX) donations. Ask a collections employee for more information.
What is a Double Red Cell (ALYX) Donation?

Double red cell donations allow donors who meet certain criteria to donate two units of red blood cells during one appointment as an automated donation process. During a double red cell donation, only red blood cells are collected. The remaining blood components along with saline are returned to the donor. The entire process takes about 30 minutes longer than a typical whole blood donation. In the long term, however, donors save time by making fewer visits to the blood center, as the maximum number of donations possible in a year is reduced from six to three.

How Double Red Donations Help Patients

Red blood cells are the most frequently used blood component and are needed by almost every type of patient requiring a transfusion, including accident and trauma victims, premature babies, and patients undergoing treatment for leukemia and other life-threatening diseases. Also, many patients require several red blood cell transfusions. With double red cell donations, donors contribute as many red cells in one visit as they previously did in two.

Donations of type O negative, O positive, A negative, and B negative red blood cells are always needed for both whole blood donations and double red cell donations. Overall, type O blood is the most commonly transfused blood type, with about 60 percent of all transfusions conducted with type O blood.
Blood Components and Usage

Blood consists of four basic parts: red blood cells, white blood cells, platelets, and plasma. These components may be used together or separately to treat a patient. Typically, a patient receives only the component needed to treat his or her medical condition, so a single donation could potentially help more than one person.

Red blood cells carry oxygen from the lungs to the body's tissues and take carbon dioxide back to the lungs to be exhaled. Red blood cells give blood its color and can be collected and stored at refrigerated temperatures for up to 42 days.

White blood cells help the body fight infection. They are rarely needed for transfusions because the average body has large reserves. In addition, white blood cells lose effectiveness shortly after removal from the body.

Platelets are small, colorless cell fragments in blood. Their main function is to help blood clot. Platelets must be continuously agitated and can be stored at room temperature for only five days.

Plasma is the liquid portion of blood which transports water and nutrients to the body's tissues. Plasma also contains many proteins that help blood to clot and fight disease. Frozen plasma can be stored for as long as one year.

Each year in the United States, as many as four million people will require blood transfusions. Thanks to volunteer blood donors, the American Red Cross can help meet these patients' needs.

<table>
<thead>
<tr>
<th>Patient Condition</th>
<th>Typical Blood Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident Victim</td>
<td>4-40 units of red blood cells</td>
</tr>
<tr>
<td>Aneurysm</td>
<td>4-6 units of red blood cells</td>
</tr>
<tr>
<td>Bone Marrow Transplant</td>
<td>1-2 units of red blood cells every other day for 4 weeks; 1 unit of platelets daily for 4-6 weeks</td>
</tr>
<tr>
<td>Cancer Treatment</td>
<td>2-6 units of red blood cells; 1 unit of platelets daily for 2-4 weeks</td>
</tr>
<tr>
<td>Heart Transplant</td>
<td>4-6 units of red blood cells</td>
</tr>
<tr>
<td>Kidney Transplant</td>
<td>2 units of red blood cells</td>
</tr>
<tr>
<td>Knee Replacement</td>
<td>2 units of red blood cells</td>
</tr>
<tr>
<td>Liver Transplant</td>
<td>10 units of red blood cells; 2 units of platelets; 20 units of plasma</td>
</tr>
<tr>
<td>Premature Baby</td>
<td>1-4 units of red blood cells</td>
</tr>
<tr>
<td>Prostate Cancer</td>
<td>2-4 units of red blood cells</td>
</tr>
</tbody>
</table>
Blood Type Distribution

Most people have one of the four common blood groups: O, A, B or AB. Blood groups further classified as Rh-positive or Rh-negative are called blood types.

There are hundreds of additional blood types that are much less common. These rare blood types occur in less than 1 out of 1,000 people. They are more complex variations on the common ABO blood types.

<table>
<thead>
<tr>
<th>Blood Type</th>
<th>Caucasian</th>
<th>African American</th>
<th>Hispanic</th>
<th>Asian</th>
</tr>
</thead>
<tbody>
<tr>
<td>O+</td>
<td>37%</td>
<td>47%</td>
<td>53%</td>
<td>39%</td>
</tr>
<tr>
<td>O-</td>
<td>8%</td>
<td>4%</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>A+</td>
<td>33%</td>
<td>24%</td>
<td>29%</td>
<td>27%</td>
</tr>
<tr>
<td>A-</td>
<td>7%</td>
<td>2%</td>
<td>4%</td>
<td>0.5%</td>
</tr>
<tr>
<td>B+</td>
<td>9%</td>
<td>18%</td>
<td>9%</td>
<td>25%</td>
</tr>
<tr>
<td>B-</td>
<td>2%</td>
<td>1%</td>
<td>2%</td>
<td>0.4%</td>
</tr>
<tr>
<td>AB+</td>
<td>3%</td>
<td>4%</td>
<td>2%</td>
<td>7%</td>
</tr>
<tr>
<td>AB-</td>
<td>1%</td>
<td>0.3%</td>
<td>0.2%</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

Blood Type Inheritance

Blood groups are inherited. The blood groups from your biological parents determine your blood group.

If PARENT's group are:

<table>
<thead>
<tr>
<th>Parent 1</th>
<th>AB</th>
<th>AB</th>
<th>AB</th>
<th>AB</th>
<th>B</th>
<th>A</th>
<th>A</th>
<th>O</th>
<th>O</th>
<th>O</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent 2</td>
<td>AB</td>
<td>B</td>
<td>A</td>
<td>O</td>
<td>B</td>
<td>B</td>
<td>A</td>
<td>B</td>
<td>A</td>
<td>O</td>
</tr>
</tbody>
</table>

Possible CHILD's blood groups

<table>
<thead>
<tr>
<th>Blood Type</th>
<th>Possible Child's Blood Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>O+ O- A+ A- B+ B- AB+ AB-</td>
</tr>
<tr>
<td>A</td>
<td>O+ O- A+ A- B+ B- AB+ AB-</td>
</tr>
<tr>
<td>B</td>
<td>O+ O- A+ A- B+ B- AB+ AB-</td>
</tr>
<tr>
<td>AB</td>
<td>O+ O- A+ A- B+ B- AB+ AB-</td>
</tr>
</tbody>
</table>
Blood Type Compatibility

Each blood type is only compatible with specific other blood types, so a donor’s blood type and the recipient’s blood type must be matched prior to transfusion.

Red blood cells from blood group O provide the most compatibility. Individuals of all common blood types can receive type O negative red blood cells. About 80 percent of the population (those with a positive Rh factor) can receive type O positive red blood cells.

Other parts of the blood have different compatibility. Type AB plasma and type AB platelets can be safely transfused to any patient, regardless of blood type.

The American Red Cross encourages donors of all blood types to donate. Blood of every type is always in demand for patients in need of blood transfusions.

<table>
<thead>
<tr>
<th>Donor’s Blood Type</th>
<th>O</th>
<th>A</th>
<th>B</th>
<th>AB</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
</tr>
<tr>
<td>A</td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
</tr>
<tr>
<td>B</td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
</tr>
<tr>
<td>AB</td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
<td><img src="image" alt="Red Blood Cells" /></td>
</tr>
</tbody>
</table>

- ![Red Blood Cells](image) = Red Blood Cells
- ![Plasma/platelets](image) = Plasma/platelets
**Glossary**

**Autologous Donation** — Donating your own blood prior to a scheduled surgery. Many people are able to pre-deposit blood for an elective surgery once the date is established and it is known that the blood will be required. Prior to surgery, patients will discuss autologous procedures with their physician. Autologous donations that are not used are destroyed.

**Automated Donation (Apheresis)** — A process by which platelets, white cells, or plasma may be removed from a donor’s blood, and other components returned to the donor simultaneously. These components are needed by people who are undergoing chemotherapy and by those who have leukemia or chronic anemia.

**Blood Donation Record (BDR)** — A form that provides a written record of every donation and asks questions related to the health history of the donor. The BDR must be filled out before each donation. This form is highly confidential and is filled out and answered by the donor in an atmosphere of privacy and confidentiality.

**Blood Type** — One of the factors in identifying blood is by ‘ABO’ group. The ABO group consists of A, B, AB, and O. The second factor in identifying blood is the Rh factor (positive or negative).

**Bloodmobile/Self-Contained Unit (SCO)** — A vehicle that is available on a daily basis to go where large groups of potential donors are available in businesses, schools, community centers, churches, or union halls. Red Cross equipment is set up at the sponsor’s location.

**Deferral, Indefinite** — Unfortunately, some people may not be able to donate. Serious health problems, possible exposure to infectious disease(s), or participation in high-risk activities can defer some prospective donors indefinitely. All questions on donor eligibility must be referred to an American Red Cross employee. Persons who receive indefinite deferrals should receive information concerning other ways they can help.

**Deferral, Temporary** — Some prospective blood donors may be temporarily unable to donate for reasons that could either compromise their own health or the safety of the blood supply. All questions related to donor eligibility must be referred to an American Red Cross employee.

**Double Red Cell (ALYX) Donation** — A double red cell donation allows donors who meet certain criteria to donate two units of red blood cells during one appointment as an automated donation process.
**Fixed Site** — A Red Cross collection center that is open on regularly scheduled days and hours for donors.

**Health History** — The donor will receive a mini-physical that includes checking vital signs and blood iron levels. Then the donor completes a health questionnaire that helps to determine his or her eligibility and ensures the safety of the blood supply.

**Hemoglobin** — Oxygen-carrying substance in the blood, carrying iron; present in red blood cells. The American Red Cross Blood Services tests donors’ iron levels to make sure they meet standards for donation.

**Medical Assistant/Technician** — A trained Red Cross staff person who can perform donor health histories and draw blood.

**Mobile Operations** — Mobile operations personnel maintain and transport equipment to blood drives and fixed sites. They drive the trucks, set up the equipment and prepare the units of blood for shipment to the Red Cross laboratory.

**Team Supervisor/Head Nurse/Charge Nurse** — The person responsible for the management and supervision of all whole blood and apheresis operations at fixed sites and mobiles, including education, training, technical and administrative duties.
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