



Heather,
living organ donor



Charles,
blood recipient

Canadian Blood Services

Blood for Life In-Centre Volunteer Training

July 2022



**Canadian
Blood
Services**

BLOOD
PLASMA
STEM CELLS
ORGANS
& TISSUES

Internal

Welcome!

This session will
last about 25
minutes



There will be
opportunities to
have discussions



Ask questions
throughout or at
the end



Agenda

What you Need to Know About Donating Blood

COVID-19

Volunteering In-Centre

Donor FAQs

Social Media

What You Need to Know About Donating Blood

Basic Donor Eligibility

17+ Must be 17 years old or older



Not had a cleaning or a filling in the last 24 hours or dental surgery in the last 72 hours.



Not been pregnant or had a baby in the last 6 months



Check list for medications



No tattoos or piercings in the last 3 months



Check list for travel outside of Canada or the continental US



Not resided in the UK, France, Saudi Arabia 1980-1996. Not resided in Western Europe from 1980 - 2007



Not weigh less than 110 lbs (50 kg)

Basic Donor Eligibility – Height & Weight

Height	Weight Requirements for Males	Weight Requirements for Females
169 cm (5'6")	Eligible to donate	50 kg (110 lbs)
165 cm (5'5")	Eligible to donate	52 kg (115 lbs)
163 cm (5'6")	Eligible to donate	54 kg (120 lbs)
158 cm (5'3")	Eligible to donate	56 kg (124 lbs)
155 cm (5'1")	Eligible to donate	60 kg (133 lbs)
152 cm (5'0")	50 kg (110 lbs)	62.5 kg (138 lbs)
150 cm (4'11")	52 kg (115 lbs)	64 kg (142 lbs)
147 cm (4'10")	54 kg (120 lbs)	66 kg (146 lbs)
Less than 147 cm (4'10")	Not eligible to donate	Not eligible to donate

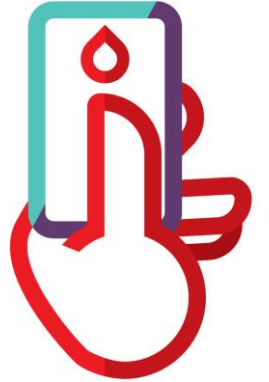
ABCs of Eligibility

- A person may not be eligible to donate if their health and/or the safety of Canada's blood and plasma supply are at risk. Our website lists some common reasons why we defer donors.
(<https://www.blood.ca/en/blood/am-i-eligible-donate-blood/abcs-eligibility>)
- If a donor has questions about their eligibility, direct them to speak with one of our trained health professionals at 1 888 2 DONATE (1-888-236-6283).
- Our donor eligibility frequently undergoes revisions, resulting in changes based on current scientific evidence. Encourage people not eligible to donate to check periodically to see if their criteria has changed.

The Donation Process



The Donation Process – Before Donating



Before donating, donors are encouraged to:

- Make sure they drink lots of water, eat a healthy meal and get a good night's sleep.
- Have a salty snack and 500 mL of water just before donating.
- Make sure to bring valid ID.
 - If they have donated before, they can use their donor card.
 - First time donors need a government-issued ID with full name and date of birth.

The Donation Process – At the Donor Centre

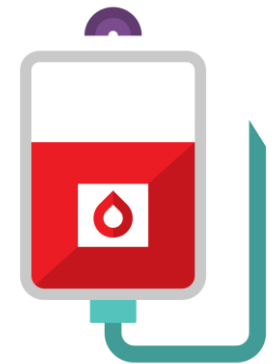
When the donor arrives at the Donor Centre, they will:

- Check-in at the kiosk.
 - New donors will be directed to the Help Desk.
- Complete the Donor Questionnaire.
 - Returning donors with appointments can complete this step before arriving.
- Read the pamphlet “What you must know to donate blood”.
- Review questionnaire with staff.
- “Finger Prick” to check hemoglobin levels.



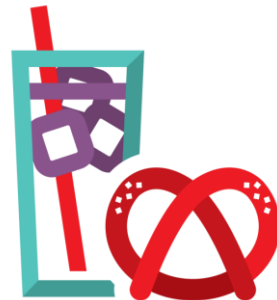
The Donation Process - Donating

- Donors will sit back and relax in our chairs while they donate.
- New, sterile needles are used for every donation and then disposed of safely.
- Donors will be watched closely by our trained staff and encouraged to talk to a staff member if they feel uncomfortable.



The Donation Process – Relax and Refresh

- Donors are encouraged to sit in the refreshment area after their donation to rest and be monitored for their wellbeing.
- They can pick a snack and a drink to consume while they rest.
- If the donor chooses not to stay in the recovery area, they will be offered their refreshments to go.



Booking an Appointment

There are a few different ways donors can book an appointment:

- Download the Give Blood app
- Book online at blood.ca
- Call 1 888 2 DONATE
- Rebook an appointment in clinic





COVID-19

Emily, blood donor

Current COVID-19 Protocols

- Our organization's journey since the beginning of the pandemic has been cautious and measured. All decisions have been made in consultation with our medical and epidemiology experts and, at minimum, meeting public health requirements.
- In recent months, we have seen restrictions being eased in many community venues and workplaces across the country, and as such, Canadian Blood Services has rolled back many of its own COVID-19 measures.

Current COVID-19 Protocols

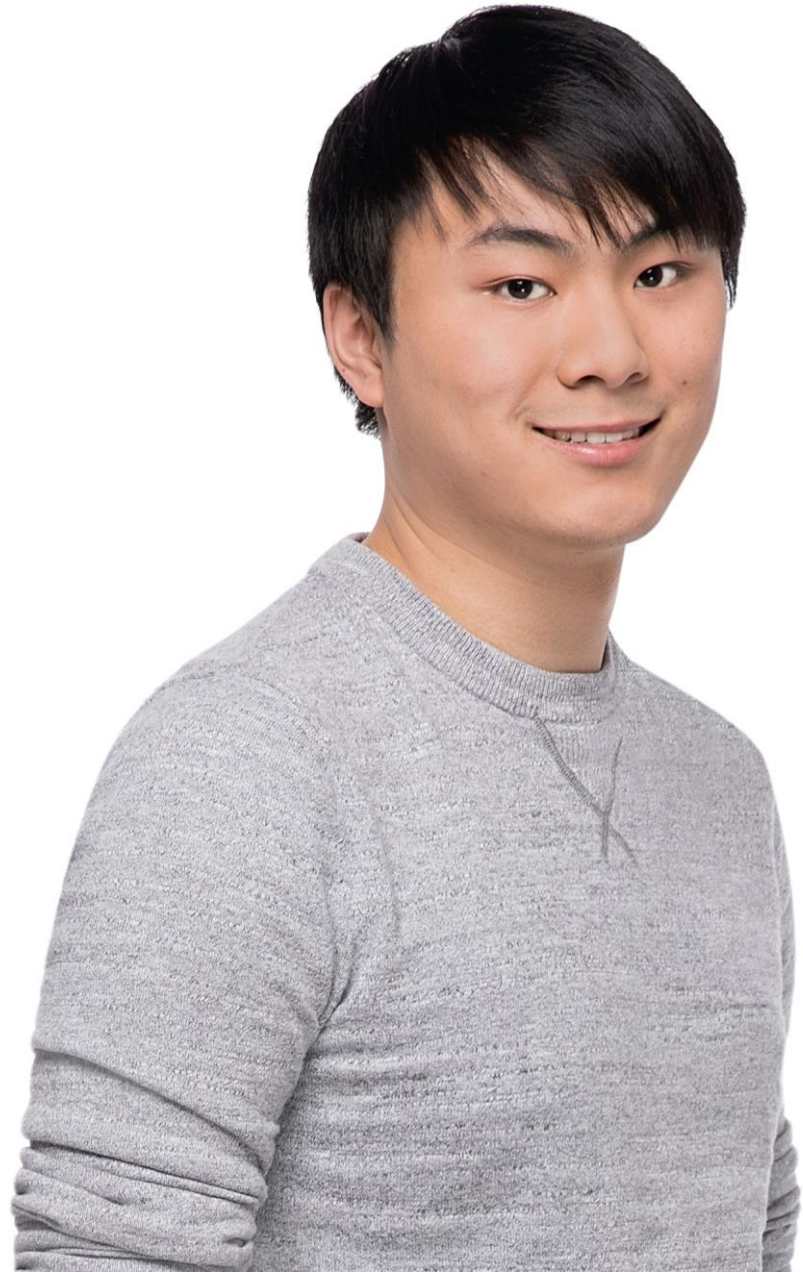
As of today, these measures are in place:

- Frequent hand washing and sanitization.
- Vaccination policy.
- Follow provincial isolation requirements when exhibiting COVID-19 symptoms.
- Masks and physical distancing are not mandatory.
- Enhanced cleaning measures are in place for some areas of the donation centre.

Personal Protective Equipment (PPE)

- Masks, surgical and N95, will be available to all staff, volunteers and donors.
- Gloves will be available in hospitality, if requested.





Volunteering In-Centre

Alexander, blood donor

The Donor Experience

- The donor experience is a donor or prospective donor's perception of their interactions with us.
- It includes activities before, during and after donation.



Thank Inform and Invite Promise

Thank every donor for their donation at every opportunity possible

Inform every donor about upcoming events and initiatives

Invite and provide every donor the opportunity to re-book an appointment

In-Centre Duties – Refreshment Area

- Donor Safety - Make sure donor is well after their donation.
- Restock refreshments – Ensure juice, cookies and other refreshments are available for donors.
- Promote special treats – Special events sometimes means special treats for donors.
- Clean – Ensure the cleanliness of the refreshment area and that hand sanitizer is available for donors.
- Donor appreciation - Always thank the donor for their contribution.

Do's and Don'ts in the Donor Centre

DO:

- Dress appropriately
- Be professional
- Have a positive attitude
- Be generous
- Be safe

DON'T:

- Talk about personal issues
- Play on phone or read
- Force the donor to stay
- Answer medical questions
- Divulge confidential information

In-Centre Duties - Cleaning



Item	Cleaning Agent	Instructions	Frequency
Refreshment/social zone counters/serveries If self-serve: Fridge, handles, cupboards, tables, trays, etc.	Disinfecting wipes or equivalent	Wear gloves. Wipe down.	Once a day, when visibly dirty, or when advised by a supervisor.
Refreshment cupboards/pods	Disinfecting wipes or equivalent	Wear gloves. Wipe down.	Once a day, when visibly dirty, or when advised by a supervisor.
Refreshment tables	Disinfecting wipes or equivalent	Wear gloves. Wipe down.	Once a day, when visibly dirty, when advised by a supervisor, or when restocking the table.

CLEANING DIRECTIONS

Use disinfecting wipes or equivalent for this cleaning. Gloves should always be worn when using the product. The disinfecting wipes are single use and therefore a new wipe should be used for each surface.

Donor Reactions

Donor safety is your number one priority!

Always be watching for these situations.

REBLEED

ONN - GAUZE

- **Call out regional code immediately e.g. “9 Please!”**
- Ensure donor’s sleeves are rolled up at all times.
- DO NOT touch the donor’s arm or blood
- Staff will check up on the donor and clean up any spilled blood.

FAINT

ONN - ICE

Signs to watch for include:

- Restlessness.
- Complaints of feeling dizzy.
- Looking flushed or clammy.
- Excessive yawning, sighing or heavy breathing.
- Uninterested in food or drink.

Actions to take:

Call our regional code immediately e.g. “Nurse Now!”

- Seat the donor if they are standing.
- Please do not approach the donor and do not shout instructions at them, as this can cause more alarm than needed.
- Point staff to donor of concern.

Children in the Donor Centre Guidelines

- To improve the Donor Experience, children are welcomed into the donor centre provided the following parameters are met:

Children under 10	Children 10 and older
Must be accompanied & supervised by a third person who is at least 12 years of age.	Are welcome to wait in the refreshment area without supervision.
The child and third person are to remain in the refreshment area.	
Children are not to be present in the donor eligibility screening room while the donor and CBS staff are reviewing information, nor should they be in the donation area.	
Staff and volunteers are not trained or responsible for supervising children of any age while their parent or guardian is donating and should not be left alone with a child at any time.	
If there are incidents of ongoing disruptive behaviour by children or an emergency situation arises, the Donor Centre Manager or Supervisor has the discretion to address the situation with the donor to determine the appropriate remedy.	

Frequently Asked Questions

FAQ

How much blood do you take with each donation?

- We collect about 450 mL (a pint) of blood during a single blood donation.

How long will it take my body to replace the blood that's taken?

- The plasma portion of your donation is replaced within hours and the platelet portion within days. Red blood cells can take months to replenish.

FAQ

How long after donating blood should I avoid strenuous activity?

- You should avoid strenuous activity for 6 to 8 hours and heavy lifting for 24 hours after giving blood.

Are there times when I should contact Canadian Blood Services after I've given blood?

- Yes. Please call us if you:
 - Forgot to inform us of any health changes, lifestyle changes or travel history.
 - Decide that your blood should not be used.
 - Experience adverse reactions after you leave the donor centre.
 - Develop diarrhea or get sick within a week of your donation.
 - Are diagnosed with West Nile Virus or Zika Virus within 14 days of your donation.
 - Test positive for Hepatitis or HIV within 12 months of your donation.

FAQ

When will I receive my donor card?

- It can take between 6 to 8 weeks to receive your donor card. If you have not received your card after 8 weeks, you can call 1 888 2DONATE and a customer service representative will be happy to help you.
- You can still donate without your donor card, since your information is on file. Simply bring government issued ID with your full name and date of birth to your next donation appointment.
- If you need to order a replacement card, you can do so at your local blood donor centre. Just bring your government issued ID with your full name and date of birth.
- If you use the GiveBlood app, your donor card is available electronically in your app.

FAQ

What is the universal blood type?

- People with O-negative are considered universal blood donors. The universal plasma donor is AB.

Can I still donate if I am taking medication?

- You can still give blood when taking certain medications. In many cases, it isn't the medication, but rather the reason for taking it that may be of concern. You can find out more by going to the ABCs of Eligibility at blood.ca or calling 1 888 2DONATE.

FAQ

Why are the screening questions so personal?

- The screening process is lengthy and may seem intrusive, but it is absolutely necessary to ensure your safety and safeguard the blood supply by screening out people who are at greater risk of transmitting infections through their blood. The criteria we use to determine eligibility are based on risk factors. Our screening measures meet stringent regulatory requirements and accepted worldwide blood service standards.

If you test all donated blood, is screening even necessary?

- There are brief periods after infection called ‘window periods’ when current tests cannot detect signs of a virus. Advances in testing technology have reduced but not eliminated these window periods.

FAQ

Why do I have to wait until I'm 17 before I donate?

- Canadian standards for blood donation dictates that 17 is the earliest age at which you can donate blood.

Can I donate blood if I have a tattoo?

- Yes. You can donate 3 months after your last tattoo or piercing.

Social Media

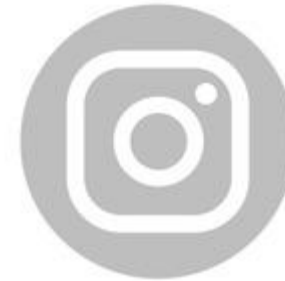
Social Media - #CanadasLifeline



@CanadasLifeline



@canadaslifeline



@canadaslifeline



<https://www.linkedin.com/company/canadian-blood-services>



@canadaslifeline



www.youtube.com/18882DONATE

Social Media – Regional Accounts



CANADIAN BLOOD SERVICES –
SOUTH WESTERN ONT



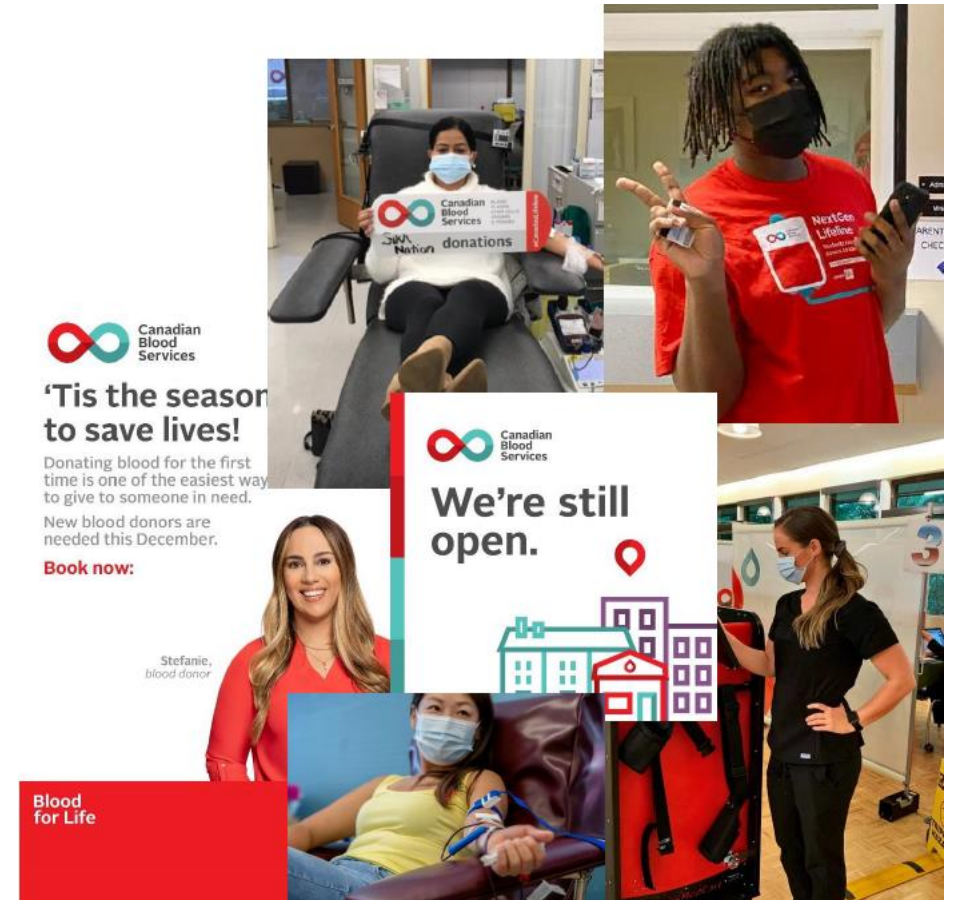
Lifelinesw.on



Lifelinesw.on

Social Media – How We Use Our Accounts

- Advertise blood donation and recruitment events
- Thank our donors and partners
- Highlight blood drives and national campaigns
- Inform donors about event changes
- Share volunteer opportunities
- Thank staff and volunteers



Social Media – Creating Your Own Content

- Photos and videos perform better than ‘branded’ social tiles.
- Users like to engage and connect with stories.
- Variety in content is important – we can’t always be asking for donors.
- Ensure your photo or video has good lighting and is clear.
- Capture “action” photos – i.e., driver loading the truck.

Social Media – Creating Your Own Content

- Ask before taking photos. May require media release forms or verbal permission.
- Amplifying our message – asking followers to share on their accounts.
- Informative series content – i.e., the donation process.
- Tag and hashtag back to national or local accounts.
- Ensure only current branding is used.



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