

PROCESS NOTE

Organ Donation drive



1. Objective:

The objective of this process note is to lay down detailed process to be followed at the time of Organ Donation events.

2. Intended Audience:

The intended audience for this process is the members of staff of the Foundation and the various volunteers who participate at the Organ Donation drives.

3. Process Owner:

This process is owned by the Chief Catalyst of the Foundation. Any changes will be notified by the Chief Catalyst. If you have any recommendations for changes, please contact celebrate@giftyourorgan.org

4. Scope of the Document:

The scope of this document is to give an understanding of the process involved during the various organ donation drives. This document does not cover processes involved for merchandise sale. There is a separate process note for Merchandise sale.

5. Pre – Event Description

- a. The concerned volunteers must inform their contact within the Gift Your Organ Foundation of a proposed event as much in advance as possible;
- b. Every event must get listed on the Gift Your Organ website, in the events section. The concerned person for this is Ms. Tina Budhrani (tina@giftyourorgan.org). The concerned volunteer as far as possible must try and get the event listed on the website through Ms. Budhrani.
- c. As far as possible, we must get a written confirmation from the organizers that they are allowing us to conduct an organ donation drive. For example, if this drive is in an apartment complex, we must get a written email from the Secretary / Chairman;
- d. The Volunteer must ensure that depending upon the size of the event, adequate material is available. The following material must be carried:
 - i. Forms and Brochures (adequate number of copies);
 - ii. Pledge Cards;
 - iii. Pens (10-15);
 - iv. Gift Your Organ Standee;
 - v. Green ribbon (to put up on people who visit us);
 - vi. Safety pins (small size);
 - vii. Empty envelope to put in filled in forms;
 - viii. Rubber bands;
 - ix. U-clips;
 - x. Projector (if opportunity to present is available);
 - xi. Laptop with the GYO presentation;

- xii. Screen, if required;
 - xiii. Camera.
- e. Adequate confirmations from the organizers of the event must be sought well in advance;
 - f. The person managing the drive needs to be at the venue a minimum of 30 minutes prior to the start of the programme, if not earlier. The staff / table space must be set up prior to the announced time of start;
 - g. The green ribbons need to be cut and kept ready. The size the ribbon will be cut is about 6 inches and kept on the table neatly. Safety pins must be organized and kept on the table;
 - h. Before the announced time, the desk space should be kept ready and all not required things should be kept aside where it is not visible;

6. Process to be followed during the event

- a. Each person who visits the desk is handed out the brochure and asked to read this. Once they have read this, we should try and answer the questions raised (Please refer to the FAQs provided at the end of this note);
- b. We have to be very careful to not to answer any questions, answers of which we are not aware of, or confident of. Under no circumstances should incorrect information be provided. If the answer is not know, on a separate piece of paper, please make a note of the name of the person, the questions asked and the email id & contact number of the person. Please inform the person that we will revert back with the appropriate answer (there is absolutely no embarrassment in not knowing some answers);
- c. After the person has read the brochure, spoken to the volunteer at the stall, the volunteer will ask the person if s/he is interested in pledging his / her organs. If the answer is yes, then they should be requested to fill in the form.
- d. At times, the visitor may not be able to provide two witnesses. Under such circumstances, we can take one witness.
- e. Once the form is filled, the volunteer must ensure that the name and the contact details of the person filling the form and the witnessed are clear in the hand writing. If some words are not clear, the volunteer must re-write this so that when entering this in the database there are no difficulties.
- f. All the forms are serially numbered indicating the event description, the date of the event and the serial for that day. For example, if it is a Rotary event, on the 15th of September at a Housing Society called Prestige Acropolis. The forms will be numbered as:

Rotary/Acro/20Sep11/1

- 'Rotary' indicates the volunteer group. If it is an individual called Dinesh, then 'Rotary' will be replaced by 'Dinesh';
- 'Acro' indicates the place where the event took place;
- '20Sept11' indicates the date of the event;

- '1' indicates that this is the first form.
- g. Each person who fills in the form must be handed out a Pledge card. The number of the Pledge Card will be the same as the number put on the form, as mentioned above;
- h. We should be cautious of not asking the person to fill in the form just when they come to the stall. We do not want anyone to pledge their organs without being aware of what is it that they are doing.
- i. Filled in forms should be kept in a separate envelope.
- j. Various pictures must be taken while the organ donation drive is on. More particularly, the following need to be taken:
 - People filling in the form;
 - A group of people together with the GYO banner
 - Our volunteer explaining this to visitors
 - Any other that the volunteer would like
- k. As far as possible, at the back of Pledge form, we must get the person pledging their organs to give us a brief quote on why they are pledging their organs / how do they feel after their pledge their organs. Gift Your Organ Foundation would like to collect such quotations and use this in a brochure some day
- l. If possible, some really committed visitor for organ donation can also be video recorded as to why he has decided to donate his organs.

7. Post event description

- a. Once the event is over, all the forms are put together, an excel sheet is prepared with the data collected in the following format:

Name of the Person pledging his organs	Email id	Telephone number	Address

- b. This is then emailed to GYO Foundation (celebrate@giftyourorgan.org) and the forms sent by post to the Foundation address. Pictures taken are emailed to the Foundation.
- c. The banner and the other documents are also returned back.
- d. A statement of expenses is prepared by the volunteer attaching all the bills and sent to the GYO foundation for re-imbursement. No personal expenses of any nature are accepted. It is imperative that all the expenses are pre-approved in writting.
- e. A brief report on the event needs to be prepared highlighting the following:
 - a. Few lines on how according to the volunteer the event was;
 - b. Any questions that remain unanswered and need to be responded to – alongwith the name and contact details of the person;
 - c. Expenses statement with the bills;

- d. Total number of pledge forms filled
- e. Any other information that can be shared.