



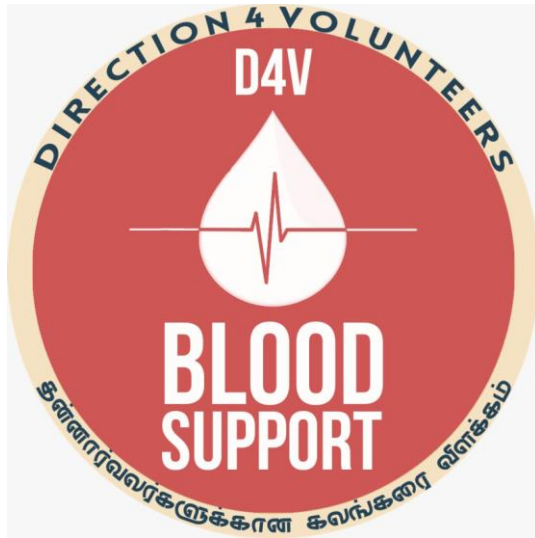
#Let's spread Volunteerism

! D4V BLOOD SUPPORT !

Donate Blood Save Life

STANDARD OPERATING PROCEDURE

"The blood you donate gives another chance of life to someone! One day that someone may be you!!"



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1. D4V Blood Support

Tagline : Donate Blood Save Life

1.1 D4V Vampires

- D4V Vampires is a group of energetic people focused on creating awareness on Blood Donation & coordinating critical blood requests to save lives.



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1.2 Roles & Responsibilities

Sustainability depends on team building. The team is carefully structured as below for the effective and efficient functioning of the portfolio.

➤ General Lead Responsibilities

- The core body leads are responsible for the smooth functioning of the portfolio, delegate tasks with team members, preparation of SOP, maintenance of team and head the portfolio's financial discussions.
- -The lead is also responsible to create future leads thus ensuring the long run of the portfolio.
- Portfolio functions ~~will happen~~ under the full guidance of these leads. (Sentence correction)
- These Leads are responsible for requests handling, coordination with requestors, sponsors (events), clarifying team's queries on the portfolio and provide status/ reports on portfolio as and when the organisation requests for.



➤ Online Coordinating Lead(s)

- Online coordinators are those who are interested and coordinate online activities of the portfolio inclusive of online verification, making calls, online coordination of events/requests and making reports / documentation/ updating details of all activities.

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➤ Field Coordinating Lead(s)

- Field coordinators (Vampires) are those who are interested and coordinate online activities of the portfolio inclusive of verification, coordinating the blood requests, events, campaigns and volunteers gathering/delegation.
- The entire team works and execute action plan under the guidance of core leads.

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➤ Analysis/ Execution Team

- Blood Requests will be processed based on the eligibility criteria.
- For any event/Campaigns, the team analyses the baseline, pros and cons, discusses with the leads, team, external personnel if needed and provide approval.
- They also continuously monitor/ support the successful execution of the same.
- Primary and Secondary leads will coordinate the financial requirements if any.



➤ Report & Documentation

- The team will continuously documents all the happenings of the portfolio, creates reports for the event/ campaign/ request. One person is allocated for Tracker updates.
- The members will delegate a person(s) to provide daily / monthly updates.





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> Volunteer Engagement

- The individual / team will act as a PRO for the portfolio in collection of feedback from volunteers on the portfolio events/ campaigns/ activities, suggestions to improve the same and gather new interested members who express willingness to join the portfolio.

1.3 D4V Blood Support Team

- General Volunteers Group link : http://bit.ly/D4V_Volunteers_Blood_Support
- Individual G-mail id of Blood Support portfolio : mail.d4v@gmail.com
- I am A Blood Donor Volunteer registration Link is : [interested donors registration or any other name.Current name should be given for the link where interested people register to participate in campaign\)](#)

2. Standard Operating Procedure (SOP) Of D4V Blood Support

2.1 Source Of Blood Requests

- SMS, Phone calls, D4V FB page, Whatsapp groups etc.

2.2 D4V Verification Process

Each request received will be verified for its genuineness and patient details.

- Check if the requester/caller/speaker is the attender who is with patient. If not, request them to give attender number.
- Check for below details,
 - Hospital Name
 - Patient details
 - Native
 - Treatment

▲

- Blood group & Number of units required
- Required date
- Important point is to verify, check the current status of the request (No of units promised/ Arranged/ required) and keep the team updated.
- Double check the genuineness and requirement date with the attender

For Ex: Attender may say its emergency and need immediately in such case check with the blood bank to know the current status.

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- Call blood bank and introduce yourself as D4V blood coordinator (If not introduced in prior instances) & check when the treatment is scheduled, how many units exactly required and Blood bank time. If already operation done, then it is for replacement. So don't work for it.
- Don't promise the attender, just tell them we are trying our best also ask them to continue arranging blood from their side.
- Once verified, format the request in D4V blood request format. Request must be formatted by the one who verified it in order to avoid miscommunications.
- Suggestion: Include special cases to arrange replacement when a person/family strange to the place. Add the point that SPOC will encourage about blood donation here itself so its useful/meaningful

2.3 Eligibility Criteria

- Patient Condition is Critical
- Patient is from different native
- Labor/ Delivery case
- Accident cases
- Child or Baby request
- Bombay & Other NGO formatted request (we can Co-ordinate)
- Government hospital request

Be strict on rejecting the request if it fails the above criteria, However if the request is highly emergency we can take.

2.4 Request should be rejected if it is from

- Corporate
- College
- Memes page request
- Replacement request
- Suggestion: Educate them how those can be handled by themselves, if necessary organize an respective locations with their approval

2.5 Broadcast

- D4V Verified request should be broadcasted across all Supporters group, co-coordinators group and FB Pages.
- There should be a single point of contact (SPOC) for each request and he/she should follow-up until the request is getting closed.



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- D4V blood coordinator will call the donors nearer to the hospital from available source and update the status to SPOC.
- Make sure that donor is neither under medication nor ill. If clear, share the donor details to Attender and vice-versa.

2.6 Follow-Up

- SPOC will follow up with the request till the end.
- Once the request is closed we should thank the donor for saving a life and encourage the attender to donate blood.
- SPOC should update the donor/attender details in DB.
- Volunteers from Vampires group will be assigned to each supporters group to bring posted requests to Vampires and not to miss any post requested.
- D4V registration form will be shared to the donor on same day and to attender it'll be shared after 5 days based on the situation. The Vampire who is arranging the blood is responsible for this.

2.7 I Am a Blood Donor Campaign

- Campaign to encourage public to donate blood and preach the importance of blood donation.
- I am a Blood Donor campaign will be conducted in common places on regular basis and villages.
- Conducting "I am a blood donor" event will be discussed in public group. Based on the volunteers majority the location will be decided
- Donors must be called for the campaign and should be honored.

2.8 Whatsapp Groups & Purpose

- **D4V Vampires:** This group will contain only active members. If we find any interested active members, they will be added in vampires with the approval of Blood support Portfolio leads. Adding/removing will be done by portfolio core-body leads.
- **D4V Blood Support:** This group will contain External organization members and few emembers from Vampires & family members.
- **D4V Vampires 2.0:** This group is for D4V family (internal) members & Verified Volunteers and they can post their suggestions & rRequests there. The verified requests will be forwarded to D4V Vampires Group by the vampires.
- **Donor Database Verification:** New verified Volunteers will be added and unverified donor's numbers from the various sources will be forwarded to the volunteers to verify and make our database more productive on weekly basis.

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- **I'm A Blood Donor:** This group will Contain Senior blood Support coordinators of D4V, ~~and current Present~~ leads & Executive members to discuss about future blood Support activities and blood donation awareness campaign planning.
 - **Blood Donor Campaign:** Long term Project – This group will Contain Verified/ Unverified field Volunteers who attend our campaigns. Let unverified field volunteers be made verified at the end of each campaign. Seek verification team support if needed!
 - **D4V Vampires Info:** All vampires will be present and blood Support related ~~information information's~~ will be posted. So this group can be referred/visited whenever any Vampire To is in need to learn a blood support process like what is SDP donation or to know Blood Bank
 - ~~numbers, every time Vampires depends on some other. To avoid that all the information's will be posted in this group.~~ Conversations are strictly restricted. Only information will be saved there.
- Blood support team will be more focused more on creating awareness rather than supporting/ arranging donors.**

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3. Rules & Regulations

3.1 D4V Blood Support

- Unnecessary conversations in any of the Blood support Portfolio groups is strictly restricted.
- There should not be any Broadcast before and after 30 mins of an Emergency Blood Request Broadcast by D4V Whatsapp Broadcast team.
- Vampires decision is the final in taking the blood request, External influence or forcing ~~is~~ strictly prohibited.
- Every Wednesday evening motivational message will be broadcasted to motivate and bring more active vampires. (If any single role (person) is responsible please specify)

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- Once in Every six months blood support leads will be elected, any active member from vampires can nominate for it. (Add a point this info will be shared once every month / 2 weeks in vampires group & if needed in D4V family too. Because without the fact being known people will not be active)
- Verification of a request by female volunteers is strictly prohibited Highly restricted to verify the request by female volunteers unless otherwise an if it is emergency occurs.
- Monthly reports should be submitted on or before 3rd of every month.
- Blood support volunteers must have some break.
- No online works after 10.30 pm unless it is emergency.
- Rules can be modified/ included by the approval of Executive committee members & Leads of blood support once in 6 months with the majority approval of family members.



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- Team meet will be held once in a month conference call (During emergency immediately) and Physical meet will be held quarterly once.

3.2 D4V Vampires

- Only Active members will be considered to be added in vampires Group. Others will be advised to get added in "D4V Vampires 2.0".
- Every Blood requests should be posted only in D4V Vampires 2.0.
- Only verified Blood requests should be forwarded to Vampires for easy tracking of daily and monthly updates.
- Maximum requests per day may be 0 to N (depends on available of Vampires).
- After 10 pm & before 8 am no new request will be taken by Vampires, unless or otherwise it's highly emergency.
- DB must be updated once the donor has donated.
- Every request should be verified by Vampires before processing it.

- Any Vampire should not verify and format more than 5 posts per day if we get more it can be forwarded to others in the team.
- Should send "Thanks Note" to the donors.
- Daily updates tracking person will be changed once in a month/ two.

3.3 Donors Verification Team

- Inactive members from Donors Verification team will be removed if found inactive for in the absence of 1 month (without prior intimation).
- Verification numbers will be assigned to the active members once in a week and Database will be updated within 7 days (i.e., within the allocation of next set).
- One of the portfolio leads will hold the responsibility of assigning numbers to verify.

Steps:

- Open the below form in laptop or pc
<http://bit.ly/D4VDonorsDB>
- Call the numbers given.
- Introduce your name and you are calling from D4V, a volunteering organization.
- Tell them you called to verify his details.
- If they asked reason, tell them we are emergency supporters. We will call them in case of any emergency need in their area. Also tell them we will help if they also need any Blood support for their friends and family.

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- If they asked more details about D4V, ask them to check our website www.d4v.in and our fb page [fb/page fb/direction4Volunteersd4v](https://www.facebook.com/direction4Volunteersd4v).
- If they said they are not interested ignore the number.

- In Blood Donor form comments, mention like Verified by <Your Name>

For Ex.,

- If it is verified by Bala.
- Mention like "Verified by Bala"
- ***Girl members please take extra care. Don't encourage the chats if you receive from donors.***

- Include how numbers are collected

3.4 Blood Donor Campaign

- I am a blood donor campaign will be conducted once in two months.
- I am a blood donor Volunteer registration link will be broadcasted weekly once.
- No objection from anyone is the major criteria. The same will be intimated to Executive committee and their approval/ suggestion is considered before announcing the event on behalf of D4V.
- Budget may be submitted in case monetary support is needed prior to event and All bills will be submitted as proof or for reimbursement (in case no budget amount is collected prior to event or in case if more is spent) to the finance team.
- The volunteers of blood donor Campaign will be verified and added by verification team.

3.5 D4V Vampires Info

- Hospital BB numbers
- Platelet and normal donation details
- Treatment and units limit
- Template format
- How to verify - Audio note

4. Do's & Dont's in Blood support portfolio groups !!

- Please verify information by yourself as much as possible before posting.
- Please mention all your requests clearly and specifically.
- Kindly update the group once your request / offer are closed.
- Please avoid posting pics / videos and if in case it's of high importance.
- Share all ideas on Blood donation
- All general discussions except for financial discussion would happen in these groups in-general.

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- Volunteers group for Blood support. (Point is not self explanatory. Please make it clear)

4.1 Following are strictly prohibited

- Spamming with forward messages
- Don't make fun of/ hurt anyone
- Anything suspicious/ issues please report to the admins

4.2 Financial Forum

- Core Body Members leading to majority approval will be final.
- Minimum amount of Rs.500 will be granted on approval of the request by executive members from D4V's 'Together we can' initiative. This cannot be added unless a mail approval from Executive committee is received in blood support ID. Please talk to president/secretary & sort this out
- Event/ Campaign budget details/ bills should be submitted to finance team as per general organization regulations.

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NOTE : Any terms/ conditions to this document may subject to change and the same will updated/ circulated on quarterly basis. Major decision would be supported by separate resolution document duly approved by Core body members. All rights reserved to D4V Blood Support Team.

For Blood Requests & Co-ordination

Call @ 74488 88064

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Have D4V ID as personal ID here or use blood support ID

Add responsibility holders (role) wherever its confirmed to do an essential activity like DB update(whether SPOC is responsible or to be sent to another person), reports,campaigns,campaign approval proceedings,etc