

REMEMBER THAT YOU ARE ESCORTING A V.I.P.

Treat the donor like royalty! Never leave your donor(s) alone. Escort them to the next station, regardless of how long that might take.

Don't "hand them off" to anyone; "leave them in the care of" the next escort.

Whatever they want to do is fine. If they would like to sit, you sit with them. If they would like a snack, get one with them. If they want to go to their car, go to their car with them. Whatever they want is fine with you – do it with them.

If your donor asks a question, do not answer if you don't know. Tell them you will find out. Then after you have left them in the care of another, find a KTB staff member or Area Lead to get the answers. You can also check at the Command Center. Then respond back to your donor.

There are four types of Donor Escorts. 1) Those who walk the donor from one station to another, 2) Those who are stagnant and remain in one place or area, 3) Those who are assigned to remain with the same donor throughout their journey, and 4) Those who monitor the exam rooms and enact the "post-it note system".

If you are assigned to stations 5, 6, or 7, carefully watch the donor and be alert of signs of stress or after-effects. They had literally given a part of themselves.

Your Area Lead: Kathi Ridley-Merriweather (KTB Staff) 317-319-6337

If no answer, Jill Henry (KTB Staff) 317-459-3106

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