Escort and Canteen Volunteer Tips

1. **Escorting:**
   - Wait outside donor room entrance
   - Do not block area passages
   - Wait to hear “Escort Please”
   - Introduce yourself to the donor
   - Thank Donor for donating
   - Walk alongside donor to Canteen area
   - Observe for reaction symptoms

2. **Donor Reaction during Escorting:**
   - Assist donor to floor
   - Calmly and loudly call “Assistance”
   - Never leave donor alone

3. **Canteen:**
   - Have donor sit in chair close to table
   - Both feet flat on the floor
   - Donation arm Sleeve rolled above bandage
   - Recommend staying seated for 15 minutes
   - Offer refreshments to donor (Beverage/Snacks)
   - Remain standing to observe all donors at all times
   - Look for signs of reaction and post donation bleed

4. **Reaction Symptoms:**
   - Sweating
   - Paleness
   - Yawning
   - Nausea
   - Light headedness
   - Feeling Warm

5. **Donor Reaction in Canteen:**
   - Support Donor to prevent falling
   - Call “Assistance” loudly but calmly
   - Remove Donor glasses
   - Encourage to cough
   - Talk to donor to reduce anxiety
   - Never leave donor alone

6. **Post Donation Bleed:**
   - Loose bandage – notify staff
   - Observe bleeding – hand donor napkins
   - Ask donor to press napkins against bandage
   - and apply pressure
   - Ask donor to raise arm above head
   - Call “Assistance” loudly but calmly

7. **Contact with Body Fluids:**
   - Do not clean up any body fluids – Staff will handle
   - Notify staff immediately if have contact with body fluids