



Donor Designation Station Guidelines for Ohio

A. Setting up the Donor Designation Station:

1. Set up the table and all display materials provided.
2. Prepare at least two to three clipboards with brochures open so that you can start filling them out. All volunteers should be holding a clip board throughout the event.
3. Set out a small sampling of brochures and giveaway items (green bracelets, Lifesavers, etc.). Place other materials out of public sight and restock as necessary.
4. Wear a green bracelet or other donation pins or clothing to show your support for donation.
5. Introduce yourself to other vendors/sponsors around you. Here's a great chance to engage in conversation and perhaps get more registrations. It also helps when participants see so many others in green bracelets supporting the cause!

B. Working at a Donor Designation Station:

1. Ask each individual: **"Are you a registered organ donor?"**

- a. If they say **"Yes:"**

Say: **"We are rewarding registered donors today. If you show me the heart on your license or state ID card, I have a Donate Life bracelet for you."**

- i. If they say they don't have their license or state ID card but they think they are registered, you may give them a Lifesaver and thank them.

NOTE: We have had many people say that they were registered, but when they show us their license or State ID card we find that they are not. If they say they don't have their license/state ID card and they aren't sure if they are registered, encourage them to sign up that day to ensure they are registered.

- b. If they say **"No:"**

The next statement is, **"Well, let's get you signed up. What's your first name?"**

Then, you may ask them if they have their license/state ID card and fill out the form using it. While filling it out, tell them that you are going to copy their driver license/state ID card number so that when the BMV receives the form, they will be able to validate their registration. Then, the next time they go to the BMV, the picture of the heart will be placed on the lower right hand corner of their license/state ID card. If they don't want to remain in the Registry, they will need to notify the clerk prior to the end of their transaction that they do not want to remain in the Registry.

If they don't have their license/state ID card, tell them that we will need to know their driver/state ID license number or social security number so that the BMV can validate the registration. If they resist giving the information, explain that the information is kept secure and sent to the BMV. If they still resist, you may proceed with filling the form out without the number and then give them the form to mail into to the BMV.

If they complete the form, double-check to make sure all fields are complete and then place their registration in the mailbox provided by Lifeline of Ohio or other secure location:

- Filled out all personal information legibly
- Included driver license/state ID card number **or** social security number
- Checked "yes" to join Registry
- Determined whether to donate all or specific organs/tissues/eyes
- Signed and dated

Give them the other part of the brochure. It's a great reminder for them to discuss donation with their family. Remind them that many of the frequently asked questions are addressed in the brochure, which may be helpful when they have a donation discussion with their family.

Thank them for registering and being a hero! Give them a premium gift (cinch sack or other item) and a green bracelet.

c. If they have objections:

Say: **"There is a considerable amount of misinformation out there about donation. What is keeping you from registering?"**

Answer their objections with confidence, asking for help from other staff or volunteers when needed. Refer to the brochure to answer frequently asked questions. Use your personal story, or another story of donation to help dispel the myths and misconceptions of donation.

If you've answered their questions, say: **"If you're ready to make that decision today, we can get you started."** Take them through the entire process.

If they are not ready to register, offer a brochure with information and the enrollment form and let them know they can register with the form or online.

C. Closing the Booth:

1. The booth should be open until the end of the event, unless conditions exist that make it difficult. If there are weather issues or if you see others breaking down early, communicate with the person in charge of the event to determine if you can leave. **Secure registration forms.**
2. Return the kit and/or registration forms to your contact or Lifeline of Ohio.

D. Additional Information:

1. Work together! While you are completing the form for them, (copying from their license/state ID card), you could engage them in conversation with another volunteer, especially if they have a connection to donation that they could share.
2. If you have enough volunteers to handle the booth, one or two volunteers may go out into the event with a clipboard and forms.
3. Be sure to monitor the giveaways. If people know you're watching, they are less likely to take more than one of each.
4. Our number one goal is to encourage Ohioans to make a decision about organ, eye and tissue donation, to register it in the Ohio Donor Registry and to share that decision with their family.
5. Follow the process outlined in the previous pages. It works! We have had great success using this process.
6. It is important to respect a person's point of view regarding donation, therefore, we encourage you to give them the facts and let them make their own decision.
7. Sometimes people won't want to talk about organ and tissue donation (because that would mean talking about when they die), but they will often take information home to read at a later time.
8. If someone needs further clarification on an item, you can write down their name, address and question so that someone from the appropriate department can respond. You can also refer them to Lifeline of Ohio (our phone number is on the back of the brochure).