

DONATE LIFE AMBASSADOR PROGRAM

California Transplant Donor Network

MISSION

Mission: The California Transplant Donor Network saves and improves lives through organ and tissue donation for transplantation.

As an organization, we exist for the mission, and as volunteers, you enhance the mission by shaping attitudes.

COMMITMENT

Every Donate Life Ambassador (DLA) is expected to commit to a minimum of four events or activities per calendar year to maintain an "Active Volunteer" status. An event or activity is defined as working at a venue to promote donation to the community for the Transplant Network, time helping in a Transplant Network office, or assisting in another capacity as requested by the Transplant Network staff. Those who participate more than 12 times per calendar year are regarded as "Key DLAs." For those who are willing to take on a much larger role in volunteering by becoming "Lead Volunteers" in their communities, make the commitment to seek out speaking opportunities and other events, work very independently to organize and run events as well as work with the staff at the Transplant Network much more closely in a leadership role.

Please contact the Volunteer Coordinator for any of the following circumstances:

- (1) If you are unable to make the minimum commitment of four events or activities per calendar year and wish to resign from the Donate Life Ambassador program.
- (2) If you are able to commit to the minimum requirement again and wish to rejoin the Donate Life Ambassador program.
- (3) If you are unable to make the minimum commitment because of extenuating circumstances (i.e. health issues), a one year grace period may be granted.

Orientation is provided for each "new" DLA and is a requirement prior to becoming a DLA with the Transplant Network. DLAs must "renew" their information every two years by participating in one of the following:

- (1) Attending a "What You Need to Know" (WYNK) session again
- (2) Attending a volunteer meeting as arranged per region
- (3) Attending a special training (i.e. speakers training or school program training)
- (4) Participating in volunteer conference calls as arranged by the Volunteer Coordinator

Internet access is a necessity (not required, but HIGHLY recommended). Most of our communication to volunteers is through the Internet and Web site access. If you do not have access at home, possibilities include the library or neighbors who will print out what is sent and get it to you. It is also highly recommended that all volunteers go through the online course that is available through our Web site at www.ctdn.org. We have a Volunteer Event Line (800.245.4808 x6715) available for those who don't have Internet access, but

it only lists the events that are currently on our Web site so it is very limited in terms of information.

LEAD VOLUNTEERS

The Lead Volunteers have responsibility to handle events independently in their communities and are the most highly regarded volunteers by the Transplant Network. They will "book" events, get the information to the Volunteer Coordinator to be posted on our website, and arrange for other volunteers to help out. They are more highly trained and act in leadership roles for other volunteers.

KEY DONATE LIFE AMBASSADORS

These volunteers are very active and recognized as "Key Donate Life Ambassadors." They are given special recognition and invited to special events. Our goal is to get most volunteers into this status. These volunteers can also handle an event by themselves occasionally, but are not able to move into the "Lead Volunteer" status yet.

COMMUNICATION

It is the responsibility of each volunteer to check out the Web site for upcoming events and to sign up to help through the appropriate Community Affairs Coordinator or Lead Volunteer. We do not have regular standing events, so it is best to check the Web site weekly for the most current opportunities to help out. Volunteers can call the DLA Event Line (800.245.4808 x6715) to hear a current list of events. To sign up for events, volunteers should call or email the appropriate coordinator of the event.

Most of the communication from the Transplant Network will be via the Internet. Each Wednesday, the Volunteer Coordinator sends out a weekly update with the most current information and some requests for help (if you do not have Internet access, you will miss these important updates).

We appreciate feedback from the volunteers. Suggestions and helpful hints are always welcome. They can be directed to any Community Affairs Coordinator or the Volunteer Coordinator. Let us know how we can help you feel valued and have fun while promoting such an important cause.

APPRECIATION

To help document the total number of volunteer hours that are donated to CTDN each year, DLA's are asked to keep up with their documentation of time and events. We appreciate all that DLA's do for the cause and want to make sure you are recognized for your efforts.

Sometime during the year, an appreciation luncheon is held for the "Lead Volunteers." In the summer months, the Transplant Network will host a picnic for Active, Key and Lead DLA's and their families. We want to make sure you all know how much we appreciate what you do for our organization and for those who wait for their second chance at life.