

## Michael Pritchard and his service dog Oscar holding down the fort in Hospitality at a recent blood drive.

Oscar alerts Michael when someone is speaking to him from behind. Since Oscar is such a good boy and donors continuously ask to pet him. Michael's response is "sure you can if you donate". It is amazing to see how many potential donors will go through the process so they can give and get loves from Oscar.



Michael and Oscar also do Hospital Deliveries as well as Component Pick-Up's. In addition, they staff tables at Preparedness and Outreach events. They always bring a smile to everyone's face.



## Donor Tablets...Continued

- Ask if the donor would like to use the Donor Tablet to read the pre-donation material or complete RapidPass. If s/he wishes to do so, make sure the tablet screen is on and hand the tablet to the donor.
- Note: pressing the Windows symbol will 'wake up the tablet' for the donor's use.
- Collection staff will reset the tablets and return them to the reception area
- If there is a problem with the tablet, let the Charge person or Supervisor know
- If all the tablets are not needed for RapidPass®, please place one tablet on the refreshment table and encourage donors to schedule their next donations by pressing the "Make Your Appointment" link

Once the donor has decided to use the Donor Tablet, give the following brief instructions:

- Watch the Welcome video by clicking on Welcome tile
- Click on "Start My RapidPass®" to begin
- Give the donor the zip code of the drive's location
- Request that s/he complete the RapidPass to the best of his/her ability and take tablet with him/her to the health history area when called

You all are part of one of the strongest teams in the country and I am confident that we can support this change and promote the value-adding aspects of it to support our generous donors!

