

# Donor Network West

## Mission Statement

Donor Network West saves and heals lives through organ and tissue donation. We honor and respect the donors and families we serve with compassionate care, and inspire our communities to donate life.

## Vision

Donor Network West will be the premier community resource for organ donation. We will provide excellent and compassionate support and service to the public and the health care professionals who serve them in the hope that each person will choose to be a donor.

## Core Values

We strive to attain our vision by incorporating our core values.

- **Teamwork**
  - o Build trust
  - o Empower your teammates for success
  - o Contribute knowledge and skills generously
  - o Recognize achievements
  
- **Integrity**
  - o Speak your truth
  - o Follow through with your commitments
  - o Include all voices and value differences
  
- **Passion**
  - o Be the voice for donation
  - o Express compassion – show sensitivity
  - o Commit, be “all in”

# Who We Are

Donor Network West is a federally designated organ procurement organization (OPO) based in San Ramon. We serve more than 40 counties in Northern and Central California, and Northern Nevada. Donor Network West is the official link between potential donors and individuals awaiting organ and tissue transplantation. Our organization works with staff in more than 175 hospitals to offer the option of donation to families whose loved ones have died.

Donor Network West, a non-profit, is one of the largest OPO's in the United States. We began operations in 1988. Accredited by the Association of Organ Procurement Organizations (AOPO) and the American Association of Tissue Banks (AATB), Donor Network West coordinates organ and tissue recovery and distribution. We also provide education to healthcare professionals and the public about organ and tissue donation and transplantation.

Donor Network West is a member of the United Network for Organ Sharing (UNOS). This private, non-profit, organization operates the Organ Procurement and Transplant Network established in 1984 when Congress passed the National Organ Transplant Act (NOTA). NOTA and the 1968 Uniform Anatomical Gift Act ensure that organ recovery is efficient and that donated organs are distributed equitably. UNOS, the lifeblood of the donation and transplantation process, works with the country's 60 OPO's and matches donor organs with transplant candidates. Our organization allocates organs and tissue according to UNOS guidelines.

Donor Network West has regional offices in Fresno, Reno, Stockton, San Jose, and San Ramon. Three OPOs serve the remaining parts of California: one in greater Los Angeles (OneLegacy), one in Sacramento (Sierra Donor Services) and one in San Diego (Lifesharing). The Board of Directors for Donor Network West includes transplant recipients, donor family members, physicians and administrators from the five transplant centers we service, community members and representatives from donor hospitals.

Our clients at Donor Network West include: donor families, donor hospitals, transplant centers and recipients, tissue banks, and the community. Our organization has staff to service every facet of our client base. As a volunteer, your primary efforts will be in educating the public.

# What You Can Expect from Us

Donor Network West volunteers have the right:

- To be assigned appropriate assignments according to skill, interest, availability and training.
- To be trusted with confidential information that helps to carry out assignments.
- To be given appropriate formal and informal expressions of appreciation and recognition.
- To receive orientation, training, and supervision for the jobs they accept and know when they are being asked to do a particular task.
- To expect that their time will not be wasted by lack of planning, coordination and cooperation within the agency.
- To be reimbursed for out-of-pocket costs, if desired.
- To discuss any problem with the Donor Network West staff, receive prompt and fair adjustment of any complaints that may arise.
- To expect that a record will be kept documenting volunteer experiences, events and training.
- To expect that their individual rights will be respected, and that all volunteers will be treated with courtesy and consideration.
- To have all these things done in the spirit of friendliness and cooperation so that Donor Network will continue to be known as a “great place to volunteer!”

# What We Expect from You

- To understand and abide by our vision and core values.
- To be able to count on you when you volunteer for events.
- To represent the Donor Network West in a positive and professional manner.
- To communicate openly with us and provide feedback after events so we can improve.
- To provide us with your most current contact information so we can reach you.
- To let us know how we can help assure you have a positive volunteering experience.
- To respect the privacy of others if you are privy to confidential information with regard to the persons with whom you are working.
- To talk to community development liaison or their designee if a problem or question arises during events or assignments.
- To report any circumstances or behaviors you perceive to be of a sexual, harassing or threatening nature occurring between you and another volunteer or staff representative to your community development liaison or volunteer manager.
- To treat the public, fellow volunteers and Donor Network staff with respect, courtesy and consideration.
- To never report to events under influence of drugs or alcohol.
- To not engage in work for payment while functioning as a volunteer for Donor Network West.