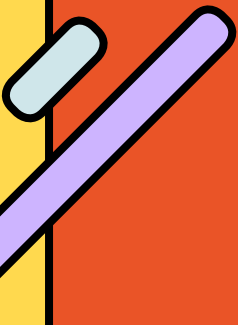
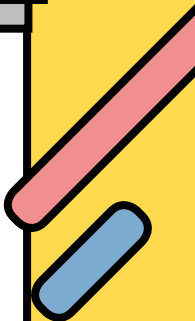




# THE BONE MARROW DONOR PROGRAMME VOLUNTEER HANDBOOK



**BMDP**  
Bone Marrow Donor  
Programme



# CONTENT PAGE

<b>CEO Welcome Message</b>	<b>4</b>
<b>About The Bone Marrow Donor Programme (BMDP)</b>	<b>6</b>
<ul style="list-style-type: none"> <li>• Vision</li> <li>• Mission</li> <li>• Our Core Values</li> </ul>	
<b>Organisation Structure</b>	<b>8</b>
<b>BMDP Teams</b>	<b>9</b>
<b>From Registration to Donation</b>	<b>14</b>
<b>How BMDP Supports Patients</b>	<b>16</b>
<b>BMDP Volunteer Roles</b>	<b>17</b>
<b>Rights of a BMDP Volunteer</b>	<b>18</b>
<b>Handling Volunteer Grievances</b>	<b>18</b>
<b>Essential Information</b>	<b>19</b>
<ul style="list-style-type: none"> <li>• A Volunteer's Code of Conduct</li> <li>• Core Values</li> <li>• Confidentiality</li> <li>• Conflict of Interest</li> <li>• What to Wear</li> <li>• Personal Data Protection</li> <li>• Media Usage &amp; Communication</li> <li>• Whistleblowing</li> <li>• Reimbursement of Expenses</li> </ul>	
<b>Volunteer Activities with BMDP</b>	<b>23</b>





Dear Volunteers,

Welcome to the BMDP family. By joining us, you are now an integral part of a team trying to fulfil the promise, "A Donor for Every Patient".

Blood diseases do not discriminate. Being diagnosed with a blood disease can be disruptive to life but it does not need to be a death sentence. By joining hands together with the various stakeholders in this ecosystem, you can help save the lives of patients with blood diseases.

For a start, much support is needed to recruit more marrow donors for our local registry. As you may be aware, more than half of our local patients still rely on foreign donors for their transplants. We also need more hands on deck to increase the reach of our public education initiatives.

You, as part of our extended family, will help increase our outreach to the community. We need to tap on your social circles, influence and skills-expertise. We need your time and effort to recruit marrow donors and raise awareness of our cause. We also need your help to create new initiatives and programmes, plan and organise activities, work alongside our full-time staff to provide donor care, and to provide backroom administrative support.

This volunteer journey promises to be an enriching and meaningful one and we thank you for choosing to be a part of our life-changing mission.

**Charles Loh**  
 Chief Executive Officer, BMDP

## ABOUT

Since 1993, the Bone Marrow Donor Programme manages Singapore's only register of marrow donors, providing hope for patients with leukaemia and blood-related diseases. What we do at BMDP could make a difference between life and death. We hope to provide "A donor for every patient".

We reach out to all sectors within our community to share the message and empower people with the choice to save a life.

# ABOUT THE BONE MARROW DONOR PROGRAMME



## OUR CORE VALUES

### COMMITMENT

Believing in and being dedicated to BMDP's vision and mission

### INTEGRITY

Acting honestly, morally and ethically

### RESPECT

Holding our donors, patients and colleagues in high regard

### EXCELLENCE

Delivering work of the highest quality consistently

### TEAMWORK

Working as one BMDP team

## VISION

To provide hope for patients with leukaemia and blood-related diseases.

## MISSION

To build a register of Singapore bone marrow donors.

To network and be the conduit of a global marrow database.

To build a world class search process for transplants.

To be an advocacy champion for donors (including their immediate families) from pre-donation to post-donation.

To educate the public and promote further understanding of blood-related diseases.



# ORGANISATION STRUCTURE

Chief Executive Officer

Chief Operating Officer

Donor Recruitment & Public Education

Donor Management

Search & Transplant Services

Corporate Services

Donor Recruitment

Public Education & Fundraising

Finance

Human Resources

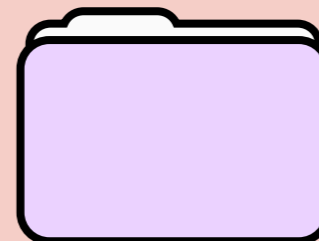
Information Technology

Procurement

Quality & Governance



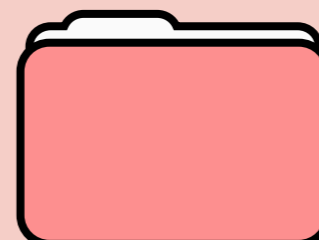
BMDP TEAMS



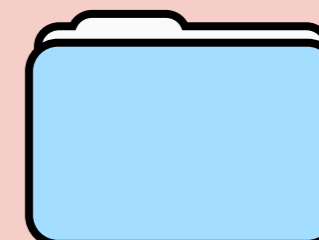
Donor Recruitment & Public Education (DRPE)



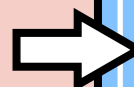
Search and Transplant Services (STS)



Donor Management (DM)



Corporate Services (CS)





### Donor Recruitment & Public Education (DRPE)

Driven by the need to get more people to sign up as a potential marrow donor, our Donor Recruitment and Public Education team builds and manages a world class marrow donor register. Our team oversees awareness, recruitment, swab processing, donor engagement, public relations, stakeholder communication and fundraising activities. The team is driven by the charity's mission of finding a donor for every patient and as a result, constantly strives to innovate and find new ways to reach out to the public.

One of the core roles of the team is marrow donor recruitment. Our team works through partnerships with educational institutions, corporate and public sector companies, religious and affiliated groups and shopping malls or through social media to promote further understanding on blood-related diseases, dispel myths, address concerns surrounding bone marrow donation and recruit marrow donors. The recruitment process is completed only when our swab processing function confirmed that the registration forms received from the donors are completed and meet BMDP's eligibility guidelines. These swabs will then be coded and sent to a laboratory to be analysed and tested for Human Leukocyte Antigens (HLA) tissue markers and blood group which will be uploaded to the register and used in the matching process.



### Search and Transplant Services (STS)

Our Search & Transplant Services team facilitates the patient's transplant journey from initial search to delivering the life-saving stem cell product. On a day-to-day basis, STS receives incoming search requests from our local transplant centre and Malaysia hospitals to identify potentially matching donors from our register and global database for the patients and recommending 6 best matches to the patient's transplant physician. As a member of the World Marrow Donor Association (WMDA) global network, STS also receives international search request from registries around the world to identify potentially matching local donor for patients overseas, from as far as US, Australia and Europe.

The transplant physician makes the final choice of donor and request for donor's verification typing (VT) to confirm and ensure that the selected donor is in fact the best match for the patient. The next step is procurement where the VT'ed donor undergo a series of physical examination to ensure that they are eligible to donate before collection of stem cells for patient's transplant. Once the stem cell has been collected, STS works around the clock to monitor the transport of the product closely until it is delivered to the transplant centre safely.



### Donor Management (DM)

Once a donor has been identified as a potential match for a patient, our donor management team will support the donor throughout the donation journey from pre-donation, donation to post-donation follow-up.

Our donor management team will contact the donor for an information session to share about the donation process and time commitment. We will address all questions and concerns the donor and family members may have. If the donor agrees to proceed and is activated by the transplant centre as a match, the donor management team will guide the donor through the medical assessment, which will be conducted by a qualified doctor, to ensure that they are fit and healthy to donate. During the donation, donor management team will also accompany the donor to provide a pleasant donation process. After the donation, we will also give the donor a friendly call and remind the donor of the medical follow-up.

Donor management team is committed to support all donors and their families in every step of the journey to save lives.



### Corporate Services (CS)

The Corporate Services is our backroom engine. The team is responsible for the administration and back office operations of BMDP such as finance, people management, IT services. It has the critical task of ensuring that as a charity, BMDP adheres to the required quality, compliance and governance standards.

Specialising in their different areas – Finance, HR, IT, Quality & Governance and Procurement, Corporate Services is dedicated to implement the best practices to enhance BMDP from within. BMDP holds compliance and accountability in high regard, hence our daily work is governed by the World Marrow Donor Association’s (WMDA) quality standards, as well as the regulations under the National Council of Social Services (NCSS) and the Commissioner of Charities (COC).

# FROM REGISTRATION TO DONATION

## 1. Register as a Potential Marrow Donor

Anyone between 18 and 49 year old can register as a potential marrow donor either through the [BMDP website](#) or at any of the outreach events organised by the DRPE Team.

To register, fill in the application form with the particulars and contact details, as well as doing a cheek swab. The cheek swabs will be sent to a lab to determine the Human Leukocyte Antigens (HLA) tissue markers and blood group. This information will be added to the BMDP register. The process of adding a donor's information takes between 3 and 5 months.

## 2. Searching for a Match

If a patient requires a bone marrow transplant, the hospitals will send a search request to the STS Team. The team will search through the local and global database to identify the best match for the donor.

## 3. You're a Match

When a person is identified as a potential match, he/she will be contacted by the DM Team and they will bring the donor and his/her close ones through an information session where they will have a better understanding of the donation process. If the donor agrees to the donation, he/she will go for a Verification Typing to make sure he/she is the best match for the patient as well as a full body check-up to ensure that he/she is fit and healthy for the donation.

## 4. Choose to Save a Life

When a person is identified as a match, he/she has a choice between two donation methods:

### *Peripheral Blood Stem Cell Collection*

This is an outpatient procedure where the donor is given daily injections over 5 days to stimulate the production of stem cells. On the last day, the stem cells are collected via the blood stream. The donor's arms will be hooked up on the machine, which will extract the blood stem cells and return the remaining blood to the donor through the other arm.

OR

### *Bone Marrow Collection*

The bone marrow is collected from the pelvic bone while the donor is under general anaesthesia for around 40 minutes. He/she will be discharged the following day.

In both methods, the body will naturally replace the stem cells / bone marrow within 4 to 6 weeks.







## HOW BMDP SUPPORTS PATIENTS



### Provide Financial Support to Patients 🧠💡🌟

To help patients who are in need of financial support, we have introduced various subsidy schemes for Singaporeans/PR/Spouses of Singaporeans seeking treatments in Singapore. For a full list of subsidy schemes, please visit the [BMDP Website](#).



### Strive to Provide a Donor for Every Patient 🙌👏🍷

We help patients find their life-saving marrow donors. Through partnering with various channels such as schools, government agencies and community groups, we build up Singapore's only marrow registry with the goal of finding a donor for every patient.



Write a message...



## BMDP VOLUNTEER ROLES 🙋🌟🏆

### SKILL-BASED VOLUNTEERING

If you would like to contribute with your skills and talents, we would love to hear from you!  
Eg. Lawyers, Graphic Designers, Videographers/Photographers etc.

### SERVICE-BASED VOLUNTEERING

>>> **Donor Management Volunteer**  
You will guide marrow donors through their donation process and support the DM Team in providing a positive experience to the donors.

>>> **Office Support Group**  
You will be assisting with data entry, processing cheek swabs, conducting follow-up calls with potential marrow donors, etc.

### EVENT-BASED VOLUNTEERING

>>> **Events**  
Volunteers are precious. We need volunteers to support our annual events. Some of the roles include crowd control, ushering, pre-event preparations, etc.

>>> **Ambassador**  
As an Ambassador, you will support the DRPE Team by being a voice for the cause to raise awareness and recruit marrow donors.

>>> **Youth Advocacy**  
Plan and execute a BMDP campaign to raise funds or to recruit potential marrow donors.

>>> **Corporate Partnerships**  
Introduce us to your workplace and hold an awareness session about blood-related diseases with your colleagues.

>>> **Mystery Shopper**  
Approach our partner fundraisers at shopping malls and train stations and leave your feedback with us.

## RIGHTS OF A BMDP VOLUNTEER

### As a BMDP Volunteer, You will...

- Have the freedom of choice for the roles you would like to take up.
- Be informed of the job descriptions to volunteers, stating tasks, responsibilities and role in the organization.
- Be informed of what your schedule is and to whom you report.
- Be offered the opportunity to take on bigger roles as you become more experienced and are exposed to various BMDP functions.
- Be regarded as part of the BMDP family.
- Be given adequate guidance and support.
- Be offered regular two-way feedback to volunteers on their work.
- Be ensured a safe environment to work in.
- Be updated on the organisation's policies which may affect you.



## HANDLING VOLUNTEER GRIEVANCES

You may contact the Volunteer Management Team at 6916 0370 or email: [volunteer@bmdp.org](mailto:volunteer@bmdp.org) should you need to raise any grievances faced during your volunteering with the Bone Marrow Donor Programme. You may also refer to the Volunteer Grievances policy to understand how your grievance will be handled.



## ESSENTIAL INFORMATION

- A Volunteer's Code of Conduct
- Core Values
- Confidentiality
- Conflict of Interest
- What to Wear
- Personal Data Protection
- Media Usage & Communication
- Whistleblowing
- Reimbursement of Expenses

### A VOLUNTEER'S CODE OF CONDUCT

#### Do

- + Practise BMDP's core values.
- + Carry out your duties responsibly, safely and in a competent manner.
- + Be present for your duties, otherwise to inform your reporting volunteer coordinator as early as possible.
- + Update our volunteer coordinator should there be a change of personal data and/or commitment level.
- + Report any incident immediately to the volunteer coordinator if you encounter/witness physical, verbal attack or hiccup during your course of volunteering.

#### Do Not

- + Act in any way that may create liability or bring the organisation into disrepute.
- + Promote or sell products and services or conduct personal business while volunteering.
- + Disclose any confidential information to unauthorised persons.
- + Falsify or change any documents or records.
- + Seek or accept rewards, benefits or gifts without authorisation.
- + Share religious beliefs without being asked or invited to do so by donors, caregivers, staff, and other volunteers.
- + Be under the influence of alcohol and non-prescription drugs while volunteering.
- + Wear BMDP t-shirts to activities not organised by BMDP.
- + Act as a spokesperson for the organisation unless prior permission or authority has been given.

## CORE VALUES

At BMDP, we uphold and exemplify the 5 CORE values in our daily work and interactions. As a BMDP Volunteer, we hope that you will demonstrate these values in your work with us.

## WHISTLEBLOWING

We are committed to comply with all relevant statutory and regulatory requirements with respect to accounting, financial reporting, audits, internal controls, human resources and workplace engagements and any other related matters in our operations.

The Whistleblowing Policy is intended to provide a framework to promote responsible and secure whistleblowing without fear of adverse consequences. You may refer to the detailed policy [here](#).

## PERSONAL DATA PROTECTION

We are committed to ensuring that the personal data collected is managed in accordance to the Personal Data Protection Act. The Personal Data Protection Policy is available [here](#) to inform you how we collect, use, disclose and/or process the personal data you have provided to us.

On giving reasonable notice to the organisation, you may at any time withdraw any consent given on the use of personal data for any purpose.

## WHAT TO WEAR

Volunteers can be dressed in smart casual attire which is appropriate for the occasion.



## MEDIA USAGE AND COMMUNICATION

In this digital age, we understand everyone has a social media footprint. We seek your cooperation to ensure that your personal social media is your personal responsibility and should never implicate BMDP in any way.

If you are approached by the media for any reason, unless authorised by BMDP, please direct them to a BMDP representative.

## CONFLICT OF INTEREST

You should act in the best interest of the Bone Marrow Donor Programme. You shall not engage in contracts or agreements on behalf of BMDP and shall not use their positions or knowledge to advance personal interest at the BMDP's expense and/or derive direct or indirect personal profit/gain.

As a volunteer with BMDP, you will be responsible to update the Volunteer Management Team should you have any conflict of interests that arise.

## CONFIDENTIALITY

In the course of volunteering, you may have access to, and be entrusted with confidential information, including personal and medical information about donors and/or patients.

It is important you understand this information must always be kept in the strictest confidence and abide by the Confidentiality Agreement (QG-F-03).

## INSURANCE COVERAGE FOR VOLUNTEERS

Volunteers will be covered under Group Personal Accident Insurance or Public Liability Insurance when carrying out volunteer activities at BMDP's premises or events.

For more information, do contact the Volunteer Management team.

## REIMBURSEMENT OF EXPENSES

Volunteers will be entitled to reimbursement of allowable and pre-approved expenses incurred while fulfilling assigned duties.

Reimbursement claims are to be submitted within 14 days of incurring an expense or return from travel, with original receipts to be submitted to the Volunteer Management Team. Reimbursable Expenses may include:

- a. Material cost incurred for event set up
- b. Transportation expenditure incurred for official appointments starting before 8am and ending after 8pm or when carrying bulky items for events or roadshows
  - i. Mode of transport can be via taxis or private-hired vehicles
  - ii. If travelling by private car, volunteers can claim reimbursement for:
    - Mileage at a rate of \$0.70 per kilometer (distance from home to the venue vice versa)
    - ERP charges
    - Parking fees at the appointment/event venue

For avoidance of doubt, volunteers may seek advice from the Volunteer Management Team to confirm if the expense can be claimed prior to incurring the cost.



## VOLUNTEER ACTIVITIES WITH BMDP



A white window graphic with a grey header bar containing window control icons (X, -, square, and three horizontal lines). The main content area is white and contains the following text:

**CONTACT US**

**Address:**  
8 Sinaran Drive,  
#03-02 Novena  
Specialist Center,  
Singapore 307470

**Tel:** (65) 6916 0370

**Fax:** (65) 6916 0371

**Email:** [volunteer@bmdp.org](mailto:volunteer@bmdp.org)

