

## Assessing Potential Registry Member's Commitment

### Why is assessing commitment essential?



Each event's goal is to **register well-informed and committed registry members**. It's not enough to add people to the registry if they don't step up when a patient needs them. We rely on volunteers to **help ensure potential registry members are ready to help a waiting patient**.

### What are the four vital commitment questions to ask?

Discussing these four questions ensure joining the registry is a good fit for someone at this time in their life.



#### 1 How willing would you be to donate to someone you don't know?

*Why do we ask this?*

This question gets at the heart of commitment. Sometimes someone will join to see if they're a match for a particular person. Others may join to donate for children only. Registry members who aren't committed to donating for anyone in need bring false hope to searching patients.

At events for a specific patient, you may see more "Not Willing" or "Not At All Willing" responses to this question.



#### 2 How likely are you to agree to give a blood sample for further testing if you were a potential match for a patient?

*Why do we ask this?*

Providing blood samples is a required step to help determine the best match for a specific patient. If someone is identified a match, they'll need to give several blood draws. These samples are for testing and are not given to the patient as a blood donation.

It's best to be upfront and honest about the process if a potential registry member is afraid of needles or hesitant about the time commitment involved. We don't want them to be surprised when they're called as a match.



#### 3 If you were told you were a match for someone, how likely is it that you would actually follow through and donate?

*Why do we ask this?*

This question helps assess how the applicant feels about donation in general. Some people may really want to help another person, but an actual donation may be too much for them. Asking them to think about making that big step helps a potential registry member assess if they are a) ready to join; b) need more time to think about it; or c) decide that this isn't how they feel comfortable helping.



#### 4 How willing would you be to make that time commitment to donate?

*Why do we ask this?*

Asking this question will likely trigger questions from potential registry members. Be honest about the time involved. The typical time commitment for the donation process is 20-30 hours spread out over a four-to-six-week period. This does not include travel time, which includes air travel and staying overnight in a hotel. Nearly 40% of donors will travel during the donation process. If matched, Be The Match will work with them to identify a timeline that meets their needs and the patient's needs.

## How do I assess commitment?

Each person coming to an event may have unique concerns regarding donation. If an applicant responds “Not Sure,” “Not Willing/Likely,” or “Not At All Willing/Likely,” start a conversation. Ask questions to understand their concerns. Let’s look at ways you can respond to each of the responses:

 <b>Very Willing/Likely</b>	<p>If someone responds Very Willing/Likely or Willing/Likely on all four responses, then congratulations! You’ve helped the person feel comfortable enough to commit.</p>
 <b>Willing/Likely</b>	<p>Thank the person for their commitment and either assist them with their online registration or encourage them to register when they’re able.</p>
 <b>Not Sure</b>	<p>If someone answers Not Sure, seek to understand their concerns. For some, donating may seem far off and they can’t imagine what their circumstances might be like. For others, they might not understand the process enough to commit at this time.</p> <p><i>What you can do</i>          Probe them by saying things like, “Tell me more why you’re unsure.” Encourage them by asking further questions. Let them know Be The Match will do their best to work with their schedules, but be honest about the required commitment.</p> <p><i>What you can’t do</i>          Never persuade or coerce someone to join the registry. If someone’s unsure, encourage them take time to think about it and join the registry later.</p>
 <b>Not Willing/Likely</b>	<p>If someone responds “Not Willing/Likely” or “Not At All Willing/Likely,” after you seek to understand and address their concerns for any of the four questions, thank them for their time and consideration.</p> <p>Let them know they can register online later if they change their mind.</p>
 <b>Not At All Willing/Likely</b>	<p>Remember, never persuade or coerce someone to join the registry. If someone is “Not Willing/Likely” or “Not At All Willing/Likely,” probing won’t change their mind. The best thing for searching patients is a registry with <i>committed</i> donors.</p>