

LEBW TRANSPORTER GUIDELINES

Lions Eye Bank of Wisconsin (LEBW) has a 24-hour Donor Support Center in-house. Both incoming and outgoing tissue will be arranged by the LEBW Donor Support Center at: **877.233.2354 ext. 1.**

1. Be realistic with your dispatcher about your schedule for pick up allowing for weather, traffic, and personal schedule, but try to go as quickly as possible.
2. Always take the box inside the designated relay point. It is not necessary to wait until the next driver arrives.
3. Thank the people at the relay point for what they do for LEBW and Lions.
4. If multiple boxes are at the relay point, check to **be sure you pick up the correct box or boxes by reading the label** for the end point delivery. Brown boxes are incoming tissue being sent to the LEBW, white boxes are outgoing tissue to a surgery center. Be sure to check the address so it is delivered to the correct location.
5. Place box in the rear seat away from direct heat and in an upright position.
6. Call the LEBW Donor Support Center if there is a problem with your delivery (running late, accident, etc.).
7. **Call the Donor Support Center as soon as you have dropped your tissue off** at the relay point to notify them your route has been completed.
8. If picking up or delivering tissue to the LEBW office after-hours, please use the call button to alert staff. Also, do not arrive too early for a pick up if after normal work hours, as on-call staff may not be at the LEBW office much before the appointed time.
9. Be patient if you are a Transporter in the middle part of a route. While we try to estimate travel times and pick up times as well as we can, there can be delays in Transporter arrival times beyond LEBW's and the Transporters control.

THANK YOU FOR BEING A TRANSPORTER AND FOR YOUR DEDICATED SERVICE TO LIONS EYE BANK OF WISCONSIN!