



Thank you for your interest in becoming a Mothers' Milk Bank of Tennessee Milk Drop Depot collection site! Milk Drop Depots are strategic community partners that help us collect milk from our approved donors. This guide outlines the process of becoming a Milk Drop Depot and required operation procedures at each site.

Each year, hundreds of mothers volunteer to donate their extra breast milk to Mothers' Milk Bank of Tennessee to benefit vulnerable infants in the Southeast. With the support of our Milk Drop Depots, donating human milk has become a much easier process. Milk Drop Depots offer an amazing service to our approved donors by providing a convenient place where approved donor mothers can bring their milk to be shipped on to the Milk Bank for processing.

Having a Milk Drop Depot at your facility shows your community that you value and support breastfeeding mothers. Your partnership further advances our mission to provide safe, pasteurized donor human milk to the most vulnerable babies. Together, we are improving outcomes for critical infants with every ounce collected.

STEPS TO BECOMING A MILK DROP DEPOT

Becoming a Milk Drop Depot is easier than you may think. Our team at Mothers' Milk Bank of Tennessee is here to guide you through each step of the process. If you have any questions, please do not hesitate to contact our team at 615-933-8877 or info@milkbanktn.org.



Step 1

Please complete the Milk Drop Depot application at milkbanktn.org/depot.



Step 2

Determine who will serve as the Milk Drop Depot Director at your site. The Milk Drop Depot Director is the designated contact person for donor moms and Mothers' Milk Bank of Tennessee. Additional members of your team may also log donations and assist with the Depot when you are not available.



Step 3

Establish and sign a Memorandum of Understanding (MOU) with Mothers' Milk Bank of Tennessee.



Step 4

Purchase your depot freezer.



Step 5

Plan your ribbon cutting to celebrate and highlight your Milk Drop Depot.



MILK DROP DEPOT DIRECTOR

First, we want to thank you for your willingness to serve. Milk Drop Depot Directors play an essential role in advancing our mission. With your leadership, we are expanding our reach and making the donor process easier on donor moms which will result in more ounces collected and more lives saved.

Responsibilities:

- Answers calls and returns voicemails from donors wanting to schedule a drop-off appointment.
- Provides each donor with the Depot's QR code to complete the intake donation form
- Stores copies of the electronic intake donation form for your records
- Helps donors by meeting them at their car to collect their donations or helps them load their donations in the freezer
- Submits Monthly Temperature Logs of the Depot Freezer to tracey.mcmahon@milkbanktn.org
- Completes annual survey
- Participates in monthly Milk Drop Depot Directors Call (live or watches the recording)
- Ships milk to Mothers' Milk Bank of Tennessee or coordinates pick-up with Mothers' Milk Bank of Tennessee's Operations Director, Christina Foreman
- Stores copies of transaction pick up reports for your records
- Submits photos of donors to Mothers' Milk Bank of Tennessee and directs donors to online photo release form.
- Serves as an advocate for Mothers' Milk Bank of Tennessee by increasing our awareness by distributing and displaying marketing materials



DEPOT FREEZER

Milk Drop Depots are asked to purchase the freezer or obtain the funding for the freezer. If you are unable to purchase the freezer, please contact the team at Mothers' Milk Bank of Tennessee to discuss other possible options.

Freezer Requirements

- Freezer must be dedicated to Donor Milk only.
 - Pasteurized Donor Human Milk (PDHM) can be stored in the same freezer if the PDHM is stored on the top shelf. Raw milk must be stored below the PDHM.
- Freezer location: must be a non-public, secure location with room for at least a 20 cubic foot freezer with lock.

Freezer Temperature

- Maintain an upper limit of freezer temperature at -17°C or -4°F . Notify Mothers' Milk Bank of Tennessee if the temperature rises above -5°C or 23°F after the door has been left closed for 2 hours.
- Check freezer temperature daily and complete Temperature log to submit monthly.
- The freezer temperature will temporarily rise when the door has been opened, so schedule daily freezer checks at a time when the freezer has been closed for at least 2 hours (first thing in the morning may be best).

Defrosting and Cleaning

Schedule routine Defrosting and Cleaning every 6 months (or more, if needed):

- Ship all milk or schedule a pick-up so freezer is empty prior to cleaning and defrosting
- Turn off freezer
- Clean, once defrosted
- Turn freezer back on
- Wait minimum of 48 hours before accepting next donor milk



RIBBON CUTTING

Steps to Planning Your Opening

- Coordinate an opening date with Mothers' Milk Bank of Tennessee and your facility's leadership team.
- Connect your marketing team with our Executive Director, Amy Painter at Amy.Painter@milkbanktn.org. Together, our teams will collaborate on a press release and promotions.
- Work with our team in identifying who will be your first donor at your Milk Drop Depot.
- Invite your community to celebrate with us.
- Announce your opening on social media.
- Order signage for your Milk Drop Depot.
- If you wish to serve light refreshments at your opening, plan your menu.

Sample Ribbon Cutting Agenda:

(Approx. 10 minutes)

- Welcome and Introduction of Depot Director- Hospital leadership (if available)
- Remarks by Depot Director
- Remarks by Mothers' Milk Bank of Tennessee's Leadership
- Present orchid to first donor mom (provided by Mothers' Milk Bank of Tennessee)
- Cut the ribbon and photos (purple ribbon and big scissors provided by Mothers' Milk Bank of Tennessee)
- Take photos of the first donor mom placing her donations in your freezer





INTAKE GUIDE

- Check for Proper Identification of Milk
 - Each individual storage bag or container must be labeled with the full date (including the year) that the milk was pumped, donor's last name and donor number.
 - The individual milk storage bags are to be delivered in a large Ziplok style bag by the donor. Each larger bag must include donor's last name, donor number and date of oldest milk in the large bag.
 - If the containers are not marked, there must be a card in the bag of containers with this information. If not traceable to the donor, we will have to discard the milk.
- Please only accept milk that is frozen.
- Have the donor complete the Receiving Intake Form by scanning your Depot's QR Code.
- A transaction report of each drop off will be sent automatically to the Milk Drop Depot Director, Key Identified Staff Members and the Milk Bank. In addition, the donor will also receive an automatic email confirmation of her drop off at your Depot.
- Notify us if the freezer is not holding its temperature: it should be no warmer than -17°C (or -4°F). The temperature will temporarily rise when the door has been opened, so base the assessment on the first check of the day.
- Submit the temperature log at the first of each month for the prior month.

Important Contact Information

Mothers' Milk Bank of Tennessee

Phone: 615-933-8877 | Fax: 615-285-8238 | Email: info@milkbanktn.org

Tracey McMahon

State Depot Director

Phone: 810-841-8644

Email: tracey.mcmahon@milkbanktn.org

Christina Foreman

Director of Operations

Phone: 615-933-8877

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