



# Milk Drop Depot Informational Guide



Thank you for your interest in becoming a **MMBTN\* Milk Drop Depot** Site! Mothers from all over



Tennessee are volunteering to donate their extra expressed breastmilk that they've worked so hard to produce. We applaud their efforts and willingness to - **Help Tennessee Babies Survive and Thrive!**

That is where you come in! The Milk Bank couldn't make it without **your** help to collect, log, and send the milk on to the Milk Bank. Milk Drop Depots offer an amazing service to Mothers by providing a place where approved Donor Mothers

can bring their milk to be shipped on to the Milk Bank for processing.

Depots historically have helped the Human Milk Banking Association of North America (HMBANA) Milk Banks, such as ours, to receive Donor Milk from locations distant to the Milk Bank. We are excited to have you as a part of our team because you understand the importance and value of human milk. Having a Depot at your facility will also send a message to your Community that you value and support Breastfeeding and may help increase Breastfeeding rates in your area.

Thank you for helping us reach our vision of providing safe, Pasteurized Donor Human Milk (PDHM) to help save the lives of Tennessee's tiniest and most vulnerable citizens. With an abundance of Milk, we hope to one day serve ALL of the Tennessee Mothers and Babies who need this precious resource!

If you have not yet applied, please do so online at [Depot Application](#)

For more information, or if you have any questions, please contact us at [info@milkbank.org](mailto:info@milkbank.org).

Thank you for becoming one of our dedicated Milk Drop Depot Sites!

Best regards!

Susan B. Campbell, MD, IBCLC

[susan.campbell@milkbanktn.org](mailto:susan.campbell@milkbanktn.org)

Executive Director Mothers' Milk Bank of Tennessee

C: 615-243-7243

(\*MMBTN-Mothers' Milk Bank of Tennessee)

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## Requirements for becoming a Mothers' Milk Bank of Tennessee Milk Drop Depot

### Freezer

1. Freezer (see specifications, page 9)
2. Freezer must be dedicated to Donor Milk only
3. Freezer location:
  - a. **Must be a non-public, secure location**
  - b. Preferably with an uninterruptible power source
  - c. Most medical offices or hospital spaces can work as long as they are not in open hallways

### Staff

1. **Depot Director** - designated contact person with the Milk Drop Depot - may have other Professional Staff to log Milk in.
  - a. Communicates *Online* with the Milk Bank in real-time
    - i. Donor Mother -
      1. Name
      2. Donor number
      3. Ounces dropped off
      4. Oldest date of milk collection
    - b. Communicates weekly with the Milk Bank (preferably Online)
      - i. Freezer Capacity (more than ½ full?)
      - ii. Total Ounces of Milk Collected
      - iii. Total Ounces of Milk Shipped
    - c. Volunteers
      - i. Packing milk
      - ii. Shipping milk
    - d. Training opportunities for Staff to learn about -
      - i. Milk Banking
      - ii. Becoming a Milk Donor
      - iii. Becoming a Financial Donor
      - iv. Intake Procedures
      - v. Shipping Procedures

***Mothers' Milk Bank of Tennessee will provide the training!***  
**Responsibilities and Requirements of a  
Milk Drop Depot**

**Responsibilities as an MMBTN Milk Drop Depot**

1. Provide a secure location for 20 cubic foot **freezer with lock**, preferably in a site with an uninterruptible power source (freezer may be donated by the hospital, other local company, or provided by MMBTN, if budgeted). **At no time should milk be stored on the freezer door.**
2. Provide a primary contact (Depot Director) who will communicate with MMBTN at least weekly regarding freezer capacity, milk pickup or shipping scheduling, and marketing materials request. **Look for a weekly email on Mondays from the State Depot Director (SDD).** [SDD, or a representative will send an email reminder Sunday night.]
3. Send milk to MMBTN once you reach 50% freezer capacity to avoid running out of space. Sometimes Donor Mothers will arrive with thousands of ounces to drop off - always try to have freezer space available.
4. As much as possible, avoid paper logs - log Mother donations in real-time by going to your Depot's Google document to update. This helps MMBTN keep track of where Donor Milk is available for the Milk Bank. **Both the person releasing the milk and the person picking up the milk should sign and date the log.**
5. If you're shipping your milk to MMBTN, we'll send you shipping instructions, containers and labels. MMBTN has a contract with NexAir for Dry Ice. Contact Milk Bank first time before ordering.
6. Maintain an upper limit of freezer temperature at -17° C or -4° F. Notify MMBTN if the temperature rises above -5° C or 23° F after the door has been left closed for 2 hours.

7. Check freezer temperature daily and log onto Depot Google Sheet.  
**Report prolonged performance issues to MMBTN.**
8. 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).
9. Schedule routine Defrosting and Cleaning q. 6 months (or more, if needed):
  - a. Ship all milk so freezer is empty
  - b. Turn off freezer
  - c. Clean, once defrosted
  - d. Turn freezer back on
  - e. Wait minimum of 48 hours before accepting next donor milk

Make sure the freezer is not too full. Notify the Milk Bank when the freezer is **50% full**.

**(Photo below illustrates a freezer that is TOO FULL. Milk cannot be assumed to be kept adequately frozen in such a situation).**



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## Community Outreach

### Help us gain new milk donors in your area

Our depots are also responsible for raising awareness of non-profit milk banking and the need for lifesaving milk through outreach in their area. This works to demonstrate the importance of breastfeeding overall in the community. Over the years we have noted an increase in milk donors from the area around a depot, especially when the depot commits to ongoing outreach efforts.

1. Display and distribute MMBTN posters, brochures, and other milk bank branded materials like pens, tote bags, magnets, and more. Be vendors at local health and baby fairs- we can provide posters and banners.
2. Educate and provide resources for local OB and Pediatric offices.
3. Work with your PR and Social Media departments in house to publish press releases and media articles about your milk collection site (Facebook, Instagram, Twitter etc. are great ways to raise awareness too!).
4. Celebrate your new depot opening with a party, ribbon cutting ceremony, press release, etc. MMBTN staff are happy to attend and participate in any celebratory event you plan.
5. Educate local lactating women on how to become milk donors for MMBTN.
6. Ask donors for pictures of their milk stash to share on social media, have them tag #mothersmilkbanktn on their own pages. Take pictures of your full freezer before shipping and share it.
7. Forward interested donors to the milk bank for the screening process and any other questions.
8. Direct current milk donors to [milkbanktn.org](http://milkbanktn.org) for a full list of depots in the case of moving or traveling.
9. Advise the State Depot Director (\*see Appendix with Milk Bank Contacts) of any changes in contact information or depot hours surrounding holidays or events planned.



## Logistics

### Procedure for accepting donated milk

1. Direct any mother who is interested in donating milk, but who has not yet been screened, to go to the link: [Donate Milk](#) to begin the screening process.
2. Any mother or her representative who has a MMBTN ID number may drop off her milk. The 7-digit ID number (Mothers' Abbreviated **State21**(plus)**5 digits**, i.e.:**TN21xxxxx**) indicates that she has been screened and approved by the Mothers' Milk Bank of TN office.
3. Mother to complete the Milk Drop Off Log- name, date, and donor number needed each time. The first time she will need to provide her full name and phone number.
4. Each mother's donation should be kept in a large enough bag or box that is secured so that no milk containers fall out of the bag.
5. Each of the individual containers should be labeled with the pumping date, and her bag or box of milk containers should contain a piece of paper with her last name and donor ID number.
6. Refer any donors with questions to the MMBTN: **615-933-8877**.

## Human Milk Banking Association of North America Guidelines

Section IX of the *Guidelines for the Establishment and Operation of a Milk Bank*: Donor Human Milk Depots references the rules governing Milk Drop Depots:

### Equipment Standards

1. Each freezer must have at least one temperature sensing device. Freezer temperature is checked daily, and recorded and remedied if out of range. Milk is moved from a freezer that is not maintaining the expected temperature until that freezer is fixed. Freezers are sometimes in locations where there is no weekend access - in those cases, thermometer readings are done late in day on Friday, and early in day on Monday. Ideally, all freezers and refrigerators used for milk storage are on a backup generator, and freezer temperatures are monitored by means of recording thermometers, or freezers are equipped with temperature-sensitive alarms that sound both locally and remotely.
2. Milk is stored in dedicated freezers that maintain milk in a frozen state. Heat processed milk and unprocessed milk are stored in separate freezers. Freezer temperature is held at no higher than  $-17^{\circ}\text{C}$  (or  $-4^{\circ}\text{F}$ ). Brief fluctuations in temperature secondary to opening doors or self-defrosting cycles are acceptable. Temperatures colder than  $-17^{\circ}\text{C}$  are acceptable.
3. Freezer manuals are available to milk bank staff at all times, upon request.
4. Freezers intended for storing raw human milk are used only for that purpose.
5. Freezers are locked or in a secured area.
6. Locations where tissue licenses are required may have additional standards and requirements (N.A. to TN).

### Records

1. Records are maintained in a secure location by the human milk bank depot. These include:
  - Log of all milk donations including:
    - a. Donor's full name or identification number as designated by the affiliated HMBANA milk bank.
    - b. Date of depot deposit.
    - c. Name of staff/volunteer accepting and logging in deposit.

Log of milk transferred from depot to affiliated HMBANA milk bank, including:

- a. Date of donor milk transfer.
  - b. Name of staff/volunteer logging out milk from the depot.
  - c. Other information as deemed appropriate by the affiliated milk bank.
2. Freezer temperature logs are maintained for all freezers at the milk depot, and may be purged annually.
  3. The affiliated HMBANA milk bank is responsible for providing operational and safety guidance to the depot in accordance with HMBANA guidelines. Depots are held to these guidelines, and depots report compliance (or not) via annual written or verbal reports to their affiliated milk bank. Governing milk banks independently choose to continue or discontinue their depot relationships.

### **Freezer Requirements**

1. Any standard freezer sold for kitchen use is sufficient, as long as it meets the following requirements:

Freezer Capacity (Cubic Feet): 20.2 or more

DefrostType: Frost-free

SecurityLock: Yes

ENERGYSTAR Qualified: Yes

Adjustable Temperature Control: Yes

Frigidaire has several models that meet these qualifications and are often available at a reasonable price.



## Mothers' Milk Bank of Tennessee Depot Cheat Sheet

[Print this and hang it on or near the freezer.]

- Donors' milk must be marked with their name and ID # 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. Checking for the presence of identification is the most important thing to do when the donors come in.
- The second most important thing to do is to have the donor complete the Milk Drop-off Log information. If any of her milk loses its labels, this log allows us to track the milk to the appropriate donor.
- When the freezer is about 50% full, please contact the milk bank. Tracey will email you each Monday to see what your amount taken in is.
- When you have collected enough milk for a pick up, please contact the Milk Bank to arrange to have our courier pick up the milk (or shipped depending upon your location).
- Make a copy of the Milk Drop-off log to send with the courier when milk is picked up.

- 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.
- When you need more shipping containers or brochures, please contact the Milk Bank.
- If any contact information changes for you, please notify Tracey McMahon, the State Depot Director.

## Appendix - Milk Bank Contacts

State Depot Director: Tracey McMahon: 810-841-8644  
[tracey.mcmahon@milkbanktn.org](mailto:tracey.mcmahon@milkbanktn.org)

### Regional Depot Team Leaders:

**West:** [Helen.Scott@milkbanktn.org](mailto:Helen.Scott@milkbanktn.org)

**Middle:** [Lacresha.Busteed@milkbanktn.org](mailto:Lacresha.Busteed@milkbanktn.org)

**Southeast:** [Noreen.Webb@milkbanktn.org](mailto:Noreen.Webb@milkbanktn.org)

**East:** [Pat.Steimer@milbanktn.org](mailto:Pat.Steimer@milbanktn.org)

**Northeast:** [April.Morrison@milkbanktn.org](mailto:April.Morrison@milkbanktn.org)

### Others:

Executive Director: Susan Campbell: [susan.campbell@milkbanktn.org](mailto:susan.campbell@milkbanktn.org)

Treasurer: Bruce Campbell: [bruce.campbell@milkbanktn.org](mailto:bruce.campbell@milkbanktn.org) - can also be reached by telephoning the Milk Bank: 615-933-8877

Director of Operations: Emily Drucker: [emily.drucker@milkbanktn.org](mailto:emily.drucker@milkbanktn.org)