



## MILK DROP DEPOT



Thank you for your interest in becoming a Mothers' Milk Bank Southeast 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 Southeast to benefit vulnerable infants in our region. 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 before it is collected and delivered to Mothers' Milk Bank Southeast 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 Southeast 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@mymilkbank.org](mailto:info@mymilkbank.org).

- Step 1**  
Please complete the Milk Drop Depot application at [mymilkbank.org/resources](https://mymilkbank.org/resources).
  
- 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 Southeast. 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 Southeast.
  
- Step 4**  
Obtain your depot freezer.
  
- Step 5**  
Plan your ribbon cutting to celebrate and highlight your Milk Drop Depot.



# RIBBON CUTTING

## Steps to Planning Your Opening

- Coordinate an opening date with Mothers' Milk Bank Southeast and your facility's leadership team.
- Connect your marketing team with our Executive Director, Amy Painter at Amy.Painter@mymilkbank.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 the opening of your Milk Drop Depot 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 or Clinic's leadership
- Remarks by Depot Director (the person that will be our main point of contact and will receive milk from donors)
- Remarks by Mothers' Milk Bank Southeast's Leadership
- Present orchid to first donor mom (orchid is provided by Mothers' Milk Bank Southeast)
- Cut the ribbon and photos (purple ribbon and big scissors provided by Mothers' Milk Bank Southeast)
- Take photos of the first donor mom placing her donations in your freezer

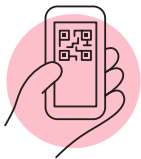


# INTAKE PROCEDURES



## Scheduling

- Approved milk donors are instructed to call your Milk Drop Depot to schedule an appointment to drop off their donations.
- If possible, please indicate in your voicemail greeting that you are a Milk Drop Depot Director and inform donors when to expect a return call.



## QR Code

- A QR code is provided by Mothers' Milk Bank Southeast. We notify donors in advance to bring their cell phones to their drop off appointment to scan the QR code.
- The Depot team member intaking the donations should instruct the donor to scan the QR code to complete a brief donation intake form.
- A copy of this form will automatically be sent to the milk donor for her records (sometimes milk donors refer to this email as a receipt).
- The Milk Drop Depot director will also receive a copy of the submission form from a Mothers' Milk Bank Southeast team member.



## Check for Proper Identification of Milk

- Each individual storage bag or bottle of breast milk must be labeled with the full date (including the year) that the milk was pumped.
- The individual milk storage bags or bottles are to be delivered in a large Ziplok style bag or grocery 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 any donations are not properly labeled and we cannot trace the bags of milk back to the donor or the date the milk was pumped, we must discard the milk.



# PICKUP PROCEDURES



## Scheduling

- Please call our Courier, Chris Chandler at 615-840-0863 to schedule a pickup or email us at [info@mymilkbank.org](mailto:info@mymilkbank.org).
- If your facility orders pasteurized donor human milk from us, we will coordinate your pickup date with your delivery date when possible.



## Transaction Report

- The courier picking up your collected milk donations will leave you with a Milk Drop Depot transaction report that documents the donors and estimated ounces per donor that was collected.
- Please store and file these reports for your records.

# COMPLIANCE DOCUMENTS

Always keep copies of the following documents for a minimum of 12 months unless otherwise noted:

- **HMBANA Accreditation Certificate** issued by the Human Milk Banking Association of North America on an annual basis. A copy of the certificate is emailed to the Milk Drop Depot director annually at the time it is issued.
- **FDA Registration** confirmation is issued by the Food and Drug Administration on a bi-annual basis. A copy of the registration is emailed to the Milk Drop Depot director annually at the time it is issued.
- **Temperature Logs** template provided by Mothers' Milk Bank Southeast and maintained by Milk Drop Depot. Submit monthly logs to [Tracey.McMahon@mymilkbank.org](mailto:Tracey.McMahon@mymilkbank.org) and file your copy.
- **Transaction Reports** provided by courier at the time milk is collected by the Milk Bank.
- **QR Code Submissions** provided by email from Mothers' Milk Bank Southeast. This report is a copy of donor intake forms that document when milk is collected.

# 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 at the time of drop off.
- 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@mymilkbank.org](mailto:tracey.mcmahon@mymilkbank.org).
- Completes annual survey.
- Participates in quarterly Milk Drop Depot Directors Call (live or watches the recording).
- Coordinates pick-up of donations with Mothers' Milk Bank Southeast.
- Stores copies of transaction pick up reports for your records.
- Submits photos of donors to Mothers' Milk Bank Southeast and directs donors to online photo release form.
- Serves as an advocate for Mothers' Milk Bank Southeast by increasing our awareness by distributing and displaying marketing materials.



# DEPOT FREEZER

## Freezer Requirements

- Freezer must be dedicated to Human 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 temperature at -18° C or 0° F.
- Brief fluctuations in temperatures secondary to opening doors or self-defrosting cycles are acceptable.
- Temperatures colder than -18° C or 0° F are acceptable.
- Temperature exceptions are reported to partnering milk bank, remedied, and may require relocation of milk in the interim.
- Check freezer temperature daily and complete Temperature log to submit monthly.

## 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

