

RED ALERTS!



Keeping our Red Cross volunteer workforce engaged and informed



ON THE HORIZON

- **January** — National Blood Donor Month. Make an appointment to donate blood at RedCrossBlood.org
- **Jan. 16** — Martin Luther King Day of Service
- **Jan. 21** — National Hug Day
- **February**, [Black History Month](#)
- **February**, [Cancer Prevention Month](#)



39

Disaster responses in December. Clients helped: **119**



MILESTONES

- JENNIFER SONNICHSEN, 15 years
- DON NESBITT, 15 years
- JOHN PEREGOY, 10 years
- LOREN GRAHAM, 10 years
- GEETAM BHARDWAJ, 5 years
- JANAE SUXO-SANCHEZ, 5 years
- DONNA EUBANK, 5 years
- LAURA TAYLOR, 5 years
- KRISTEN INBODY, 5 years



Volunteer Carole Munn, 89, has helped organize blood drives in Caldwell, Idaho, for more than 50 years. She organized her final Red Cross blood drive on Dec. 23.

300 DRIVES, 30,000 UNITS

After five decades, legendary volunteer organizes her final Red Cross blood drive

The year was 1967, and Carole Munn, who had spent her whole life in big cities, had found herself in Caldwell, Idaho, after her husband was transferred there for work. A stay-at-home mom, Carole was looking for a way to get involved in the community.

“Just on a whim someone said, ‘Why don’t you look into Red Cross?’,” Carole remembers. “So I did.”

And she never looked back.

For the last 55 years, Carole became synonymous with Red Cross blood drives in Caldwell. Starting out as a front desk helper at local blood drives, Carole eventually took the reins as Caldwell’s blood drive organizer, recruiting other volunteers and donors, finding locations for drives and partnering with

civic organizations, among her many, many other duties.

Now age 89, Carole has some 300 Red Cross blood drives under her belt – drives that have collected a jaw-dropping 30,000 units of lifesaving blood. All of this work was done as a volunteer.

“I’ve enjoyed every bit of it,” she said. “I met such wonderful people and made close friends through the Red Cross. It was just part of my life.”

Much has changed since Carole first came onboard in the ’60s. She remembers the days before donation appointments – and websites and apps – when busloads of Simplot Company employees would come through the door.

SEE VOLUNTEER, PAGE 2

The Red Cross uses the Net Promoter Score as an indicator of volunteer satisfaction. This score comes from the following question on the Annual Volunteer Survey: "How likely are you to recommend the Red Cross to a friend or colleague as an organization to volunteer?" Please consider giving us a 10 rating or provide us with feedback so we can improve and earn a 10 in the future.

Please share your feedback with us

Happy New Year! The start of a new quarter brings the opportunity for many of you to provide feedback on your experience through the annual Volunteer Satisfaction Survey. Those with Red Cross anniversaries in this new quarter will receive an invitation via email to complete the survey, which is sent on or around the second Thursday of the first month of each quarter and remains available until you complete it or until the end of the fiscal year (June 30), whichever comes first. Look for the subject line “We need your feedback!” If it’s your anniversary

SEE FEEDBACK, PAGE 3

In The Know keeps volunteers in the loop about opportunities and updates. Explore the position of the month and learn how to stay safe despite what winter throws our way.

POSITION OF THE MONTH: Are you looking for a leadership role? Are you organized and computer savvy? Are you able to provide clear directions? If so, you may be interested in joining the Service to the Armed Forces department as an onboarding lead, a newly created volunteer position.

The lead welcomes new volunteers, conducts department interviews and connects volunteers to training. They

Mission card inventory under way

The quarterly inventory of client assistance and mission cards is under way. The reporting window runs through Jan. 16.

Reporting cards in hand as early as possible in that timeframe is the best practice. By now you should have

received an email with the link to the easy online form (<https://forms.office.com/r/PKRwzfqdbv>) and helpful FAQs.

If you have problems reporting, contact Angela James at angela.james2@redcross.org.

To successfully report, you will need the following information on the envelopes containing the cards: batch number, envelope number and the last four digits of the proxy number.

Thank you for making this process smooth and successful for our region.



After-action review

Staff and volunteers from across the region and the Pacific Division gathered in Boise in December to review our response to the historic flooding that hit several Montana communities in June. Heavy rains combined with quickly melting mountain snow pushed the Yellowstone, Stillwater and Clarks Fork rivers to record levels, triggering devastating flooding in communities in Carbon, Stillwater and Park counties. Close to 150 homes were destroyed or severely damaged

Those deployed to the operation met with senior leadership to discuss what went well and opportunities for improvement. The response lasted four months and was a Level 4 operation, the largest our region has seen in the past decade.

Thanks again to everyone who raised their hands to help out during this wide-scale response.



Help share our story on social media

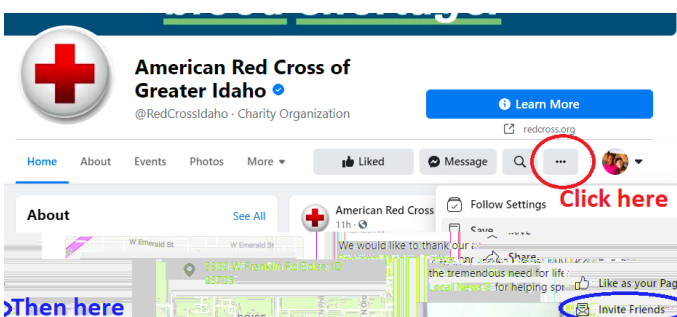
Hooray! We have more than 6,900 followers on Facebook, which is fabulous. Now we would like to turn 6,900 followers into 7,000, and we need your help.

If you haven't already, please hit the **Like button** at the top of our Idaho and Montana Facebook pages. Find the Montana page at facebook.com/MontanaRedCross and the Idaho page at facebook.com/RedCrossIdaho.

And even better, **invite your friends and family** to follow our pages as well. It's pretty simple.

Step 1) Click the **three dots** at the top of our Montana or Idaho Red Cross Facebook page.

Step 2) Click the **Invite Friends** link.



Step 3) Check the boxes next to the names of the friends you would like to invite.

Step 4) And finally, click the blue **Send Invites** button.

It's that easy and will help us spread the word about the amazing work we're

doing with more people.

If you have questions or need help, please send an email to matthew.ochsner@redcross.org and we'll be happy to walk you through it.

Thank you for helping us tell the Red Cross story.

Feedback: Survey takes about 10 minutes

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quarter and you're having trouble finding the survey, please check your junk folder or reach out to us.

The 10-question survey takes about 15 minutes to complete. It's important that all volunteers participate because it

helps us to better understand what we are doing well, and to identify where we need to invest more time and energy to improve the volunteer experience.

Volunteers can also access the survey via a pop-up notification they receive upon logging into their Volunteer Connection accounts.

Volunteers like you make up more than 90 percent of the Red Cross workforce, and we are committed to ensuring that you have a positive experience and feel supported. If you have questions or are having trouble locating the survey, please reach out to Valerie at valerie.goodwin@redcross.org.