NATIONAL MARROW DONOR PROGRAM®
RECRUITMENT CENTER PARTICIPATION CRITERIA

National Marrow Donor Program® (NMDP) has established Recruitment Center Participation Criteria to address qualification of centers for participation in the NMDP Network. NMDP has also established Standards, policies, procedures, guidelines, protocols, and Participation Agreements and Riders that may impose additional requirements for centers.

Recruitment centers that perform donor management activities in addition to registry member recruitment activities must comply with Donor Center Participation Criteria and the Participation Agreement Rider for Donor Management Activities.

In this document, "registry member" and "donor" both refer to volunteers who are listed on the Be The Match® Registry. *Registry member* applies to volunteers who have not donated, and *donor* applies to volunteers who have donated a hematopoietic cell product.

FACILITY CHARACTERISTICS

1. Center must have a designated site for management of recruitment activities and a secure environment for confidential record storage.
2. Center must have readily available access to the Internet.
3. Center must have adequate resources to support its recruitment activities.

PERSONNEL

4. Center must provide daily and emergency coverage by trained staff contact(s) who are proficient in English, and sufficient in number to meet the needs of the center's activities.
5. Center must have access to a donor center medical director for assistance with preliminary registry member evaluation.
6. Center personnel (staff and volunteers) must comply with NMDP training requirements, including but not limited to confidentiality training.
7. Center must document staff and volunteer training, continuing education, and continued competency for relevant skills.

SUPPORT SERVICES

8. Center must use facilities that are licensed, certified, or accredited in accordance with applicable U.S. federal and state laws and regulations. Additional requirements include:
    a. Center must use laboratory(ies) accredited by the American Society for Histocompatibility and Immunogenetics (ASHI), the European Federation for Immunogenetics (EFI), and/or the College of American Pathologists (CAP) for HLA typing required by NMDP.

9. Center must have prompt technical support available for information technology systems.

POLICIES AND PROCEDURES

10. Center must recruit registry members in accordance with strategies (how to recruit) and priorities (whom to recruit) of the NMDP.
11. Center must only recruit registry members for inclusion in the Be The Match Registry.
12. Center must use NMDP-provided or NMDP-approved education materials and consent forms.
13. Center must be responsive to requests for recruitment from all sources (for example, individuals, families, corporations, community groups, etc.).
14. Center must maintain a system of strict confidentiality that meets or exceeds NMDP requirements for the protection of privacy of registry members, donors, patients, and recipients**.**
15. Center must maintain relevant records to ensure the identification and traceability/trackability of each registry member and all related samples.
16. Center must have processes and procedures in place to promptly identify, process, report, and prevent, if applicable, the following per NMDP requirements:
    a. Adverse reactions
    b. Deviations
    c. Complaints
    d. Nonconforming products, materials, or services

ADMINISTRATION

17. Center must comply with NMDP participation requirements, which include NMDP Standards, policies, procedures, guidelines, protocols, and terms of the Participation Agreements and Riders.
18. Center must comply with applicable World Marrow Donor Program (WMDA) Standards.
19. Center must meet recruitment goals established by the NMDP, as defined by the NMDP Performance Management System.
20. Center must meet fundraising goals established by the NMDP.
21. Center must provide documentation that it continues to meet NMDP Participation Requirements on an annual basis.
22. Center must have and follow written agreements or procedures with each NMDP donor center that has agreed to accept the recruited HLA-typed registry members, unless the recruitment center and the donor center are the same institution.

23. Center must have IRS designation as a 501(c)(3) tax-exempt non-profit organization.
24. Center must maintain adequate liability insurance coverage, as required in the Participation Agreement.
25. Center must promptly report to the NMDP any significant changes in personnel (e.g., leadership and recruiters), facilities, or support services.

APPLICANT CENTERS

Review and acceptance of new recruitment center applications by the NMDP will be based on whether the center meets the minimum criteria as stated above, whether the center can demonstrate a need for its participation, and if the establishment of the center meets the business needs of the NMDP. At the time of initial application, applicant center must meet the following additional criteria:

26. Center must have demonstrated experience in registry member recruitment activities, including education, confidentiality, and preliminary donor evaluation.
27. Center must have participated as an active NMDP volunteer recruitment chapter, in good standing, for the past two years.
28. Center must intend to be involved in registry member recruitment over a significant period of time.
29. Center must demonstrate that their targeted geographic location and registry member demographics warrant the establishment of a new recruitment center.
30. Center must distinguish their proposed registry member recruitment strategies from those presently available through existing recruitment centers and must demonstrate the need for these new strategies.
31. Center established to recruit registry members for a specific patient will be eligible for consideration as an NMDP recruitment center after the needs of the patient have been resolved. No staff or governance member of the center may be a patient, or have a direct relationship to a patient, who is actively involved in a search for a donor or cord blood unit.

NMDP may, in its discretion, approve deviations from these Criteria on a case-by-case basis upon demonstration by the Center of extenuating circumstances.