

General Concern Protocol

If you wish to inform the Canadian Animal Blood Bank of a concern, we recommend the following protocol to help us best support you and your team:

- 1.If this is an urgent matter that requires **immediate assistance**, please contact our Central Office team at (204) 632-2586.
- 2.For non-urgent matters, or following an urgent matter discussion with our Central Office team, please complete and submit the General Concern form provided below to admin@canadiananimalbloodbank.ca.
 - a.Use the following Subject Line for your email: “URGENT: General Concern”.
 - b.Ensure the completed General Concern form is attached.
- 3.After your form has been received and reviewed, a member of our team will follow up to discuss the next steps.

General Concern Form

Please complete and submit the General Concern form provided below to admin@canadiananimalbloodbank.ca.

Use the following Subject Line for your email: "URGENT: General Concern".

Please put a checkmark indicating the type of concern(s):

- Team member concern
- Safety concern
- Other

Please describe the specific concern(s). Please include details such as: date, time, location, and staff involved:

How would you like to see the matter resolved?

For Internal Use Only

Date received: _____

Staff involved in review: _____

Description of review and analysis of issue: _____

Outcome: _____

Next Steps:

- Resolved
- Insufficient information
- Unable to contact the individual that submitted concern (detail how and when the individual was contacted) _____
- Complaint submitted to the regulatory body by individual submission form
- Other: _____

Signature of staff (who completed the review)

Signed by ED and/or Board President

Copy sent to the Business Manager to include information in the report. Reports to be reviewed quarterly by Quality Control & Education Advisory Committees.