

As a recipient it is your personal choice to write or not write to the donor family. In order to make this decision, it may be helpful for you to know that donor families consistently express their appreciation for the correspondences received from recipients and their families.

Lifebanc.org



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Corresponding with Donor Families



Crissy,
Mom of Heart Recipient

Lifebanc





Matt,
Kidney Recipient

Suggestions for Your Letter:

- Express your sympathy.
- Express gratitude for their loved one's gift.
- Talk about yourself and your personal story including:
 1. General information about you, your occupation or interests and your family
 2. Your transplant experience and how the transplant has improved your health or impacted your life
 3. Experiences you have had since your transplant

When preparing to write donor families, be aware of the following:

- Please do not reveal any identifying information. Correspondences are anonymous and confidential.
- Please do not include last names, street addresses, cities, e-mail addresses, phone numbers, hospital or physician names, or photos.
- Communicate in a sensitive manner.
- The religious beliefs of your donor family are unknown so this should be considered if you are including religious comments.
- There is no time frame for corresponding.
- If you are not comfortable writing a letter or note, a card is also an option.

Roschelle,
Donor Mom



Sending Your Card or Letter

- If your correspondence has an accompanying envelope, please leave it unsealed so the correspondence can be reviewed for confidentiality. Please include a separate sheet of paper with your name, organ transplanted, and date of transplant.
- Send your correspondence to the transplant coordinator at the hospital who will then forward it to Lifebanc, northeast Ohio's organ procurement organization. The donor family is notified that a correspondence has been received. If they choose to respond, the above process is reversed. Please know that if you do not hear from the family, it does not mean the correspondence is unappreciated.
- Donor families and recipients are asked to be respectful of each others' privacy. Please know that seeking out and contacting individuals using the internet or other means may not be a welcome form of contact.

On occasion, recipients and donor families ask to exchange identifying information. Such a request can be made in your letter to the donor family. When this is mutual, these requests can often be honored, although it is not always possible. If we can provide any additional information or you would like to know if the family accepted your correspondence, please contact the Bereavement Coordinator at Lifebanc.