

To know my son  
lives on through his  
gift to you gives me  
more comfort than  
you can imagine

**-Donor Mom**

## Corresponding with Recipients



4775 Richmond Rd.  
Cleveland, OH 44128-5919

888.558.5433 | 216.752.5433  
Lifebanc.org

## We are here to help you

Writing to the recipients of your loved one's gifts can be a healing step in the donation process. The decision to communicate is a very personal one.

We encourage you to write if and when it feels right for you.

If you are interested in reaching out to your loved one's recipient(s), Lifebanc's Bereavement Services will facilitate the delivery of correspondence between donor families and transplant recipients.

### Connect with Lifebanc:



**Listen:** "Let's Talk About Life" Podcast

**Sign Up:** Hear the Latest News

**Follow Us:** Find Lifebanc on Social Media

**Learn More:** Visit Lifebanc.org



## Correspondence Guidelines

**To safeguard the identities of donors and recipients, please consider the following:**

**Identifying Details:** Refrain from using last names, city names, hospital names, school names, or contact information. *Any such information will be removed before forwarding to the recipient.*

**Inclusion of Photos:** Photos can be included in messages as long as they do not reveal any identifying information mentioned above.



**Time Limit for Correspondence:** There is no time limit for corresponding, and donor families can write recipients any time following their loved one's donation.



**Writing Multiple Recipients:** If your loved one has multiple recipients, you can write individual letters to each one or a single letter that can be duplicated and shared with each recipient.


**Religious Backgrounds:** While donor families and recipients may have strong religious backgrounds, consider that the recipient's beliefs are unknown.


## Privacy & Confidentiality


**All correspondence facilitated by Lifebanc is strictly confidential.**

Donor families and recipients are expected to respect each other's privacy. Trying to locate and contact individuals through the internet or other methods may not be appreciated by the other party.

## Writing Tips

 **Introduce yourself:** Share general information, family background, occupation, and hobbies.

 **Describe your loved one:** Share their personality, hobbies, interests, and any special memories or stories.

 **Discuss loved one's decision to be a donor/impact of donation on family:** You can choose to mention or omit the cause of death based on comfort level.

 **Engage with the recipient:** Ask questions and show your support for their recovery.

## Sending Correspondence

**Via Traditional Mail:** When ending your card or letter, sign your first name only; letters may need editing prior to forwarding. If we have questions about the content of your letter, we will contact you.

- Place your card or letter in an unsealed envelope.
- On a separate piece of paper, include your full name, your loved one's name, and their date of death.

**Mail to:** Lifebanc  
ATTN: Bereavement Services  
4775 Richmond Rd  
Cleveland, OH 44128-5919

**Via Website:** Visit [www.lifebanc.org/correspondence/](http://www.lifebanc.org/correspondence/) or **scan the QR code** to the right.

**Upon receiving letter, the recipient will be informed of a correspondence from the donor's family. If accepted, it will be forwarded to them.**

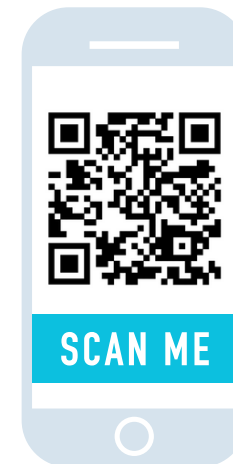
## After Your Letter Is Sent

**Receiving Responses:** Recipients may choose not to respond to letters from their donor's family for various reasons. Remember: silence from a recipient does not indicate a lack of appreciation for your loved one's gift.

**Direct Contact:** Donor Families and recipients who have communicated through Lifebanc may waive confidentiality and communicate outside of Lifebanc. If you wish to be in direct contact with any of your loved one's recipients, you are welcome to mention this in your correspondence. If they agree, we can start the process to exchange contact information.

**For more information about the release of information process, please contact Lifebanc's Bereavement Services Coordinator.**

**Receiving Updates:** If you wish to receive updates on your loved one's recipients before reaching out to them, contact Lifebanc's Bereavement Services Coordinator and Counselor to request information.



**Submit Your Letter Online & Access Other Donor Family Resources**

- **Grief Support**
- **Groups & Programs**
- **Writing to Recipients**
- **Lifebanc Podcast**