

DECIDING TO WRITE

The decision to write to your loved one's transplant recipient is a very personal one. What may be right for one person may not be right for someone else. Many of those who write find that sharing information about themselves and their loved one is very healing and helpful in their grief journey.

The Donor Family Services team will help in sending your letters. All correspondence is anonymous, and identities are kept confidential to protect the personal privacy of both families. Contact information would only be shared if both sides agree that they would like to communicate directly. The exchange of direct contact information generally occurs only after some anonymous communication.

There are some differences in writing to organ and tissue recipients, detailed in the following sections.

WRITING TO TISSUE RECIPIENTS

If your loved one was a tissue donor, it may take up to five years before the tissue is ultimately transplanted. Because of this timeline, the recipient would need to initiate contact and your family may then respond accordingly. In other words, it is not possible for your family to send correspondence to a tissue recipient until they reach out to you. Please be assured, your loved one's generosity will always be remembered by those whose lives are restored.

If you receive correspondence from a tissue recipient who has provided their address to our tissue partner, you may respond to their letter. Please follow the same guidelines detailed under the section "Writing to Organ Recipients."



Questions?

If the right words seem hard to find, or you have any questions or concerns about writing, please contact us.

Donor Family Services



(801) 478-7350



familyservices@donorconnect.life



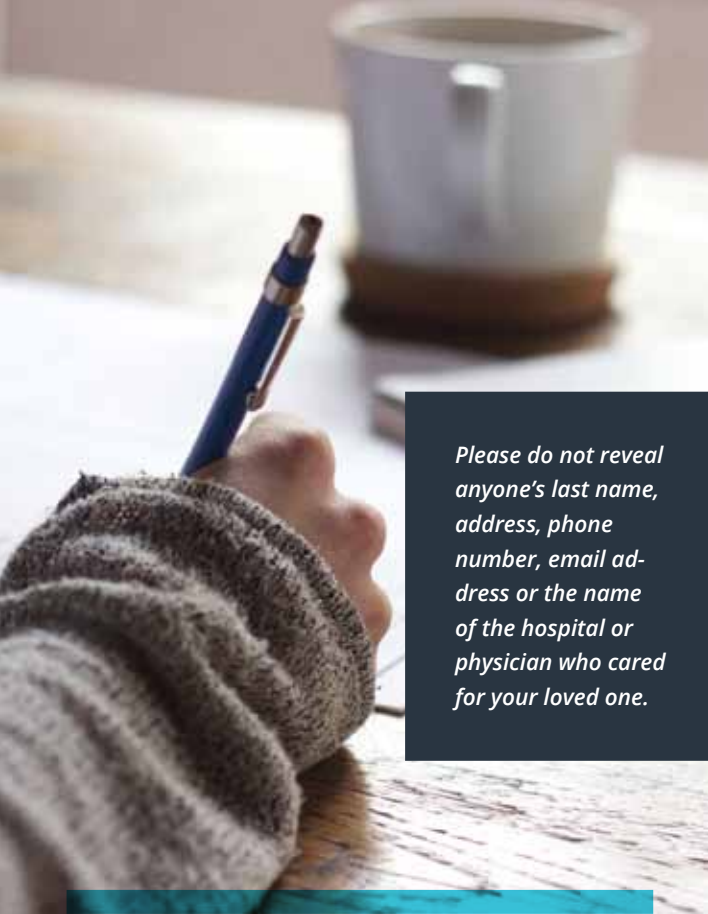
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Writing to Transplant Recipients



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Please do not reveal anyone's last name, address, phone number, email address or the name of the hospital or physician who cared for your loved one.

WHAT TO WRITE

General information about yourself and your loved one, which may include:

- Your first name.
- Your loved one's first name.
- The state (not city) the donor lived and the state (not city) where you live.
- The donor's family information (marital status, children, grandchildren).
- Your favorite story or memory about your loved one.
- Information about your loved one's life, hobbies, interests, etc.

Consider that the recipient may have different spiritual beliefs than you.

WRITING TO ORGAN RECIPIENTS

If your loved one was an organ donor, you do not need to wait until you hear from the recipient(s) before you write. You may make the initial contact and write whenever you feel ready. A letter from your family may encourage a recipient to write, knowing that your family is ready and willing to receive correspondence.

The following suggestions are a guide to help you with correspondence.

WILL I HEAR BACK FROM THE RECIPIENT(S)?

Unfortunately, there is no guarantee that you will receive a response. If you do receive return correspondence, you will be contacted.

Just as some donor families prefer privacy and choose not to write, a recipient may not write or respond for a variety of reasons. Many transplant recipients have said they are overwhelmed with emotion and have difficulty expressing their gratitude in words. They may also have a fear of adding to the donor family's grief. It may take several months or even years before they feel comfortable writing to their donor family.

MAILING YOUR CORRESPONDENCE

Please mail or email your letter(s) to DonorConnect following the instructions below, and we will send your letter to the recipient's transplant center, who will forward it to the recipient.



Place your letter in an unsealed envelope.

On a separate piece of paper, include:

1. Your loved one's name.
2. Your full name and relationship to donor.
3. The date donation occurred.



Mail your letter and identifying information to:

Attn: Recipient Correspondence
DonorConnect
230 S 500 E, Ste 490
Salt Lake City, UT 84102

While a personal note is preferred, you may email your letter to:

familyservices@donorconnect.life

