



WRITING TO RECIPIENTS

At New England Donor Services, we encourage communication between donor families and transplant recipients. For some families, sharing about their loved one, and possibly creating a new connection, may offer some comfort and support through the grieving process.

How do I send communication?

- **VIA MAIL.**

Place your card or letter in an unsealed envelope. On a separate sheet of paper, please write your full name and mailing address, and with your loved one's name and date of donation. This information is used by Aftercare Specialists for identification purposes only.

Mail both your letter or card along with information sheet in one envelope to:

Aftercare Services
New England Donor Services
60 First Avenue
Waltham, MA 02451

- **VIA OUR WEBSITE.**

caringconnectionseds.org/connect.

Click on *Send a Care Card* and follow instructions for submission.

A note about writing to Tissue Recipients.

Some tissue partner organizations do not have a correspondence program in place at this time. However, if your loved one was a tissue donor, please contact us to see if there is an opportunity for communication.

You are welcome to write in your native language and New England Donor Services will provide translation for your loved one's recipient(s), if necessary.

Where do I start?

Write what you feel comfortable sharing about your loved one and other family members. This may include occupation, hobbies, or perhaps special interests your loved one enjoyed. You may want to write about how the donation decision has impacted you, your family and your community. Carefully consider religious comments as the views of the recipients are unknown. You may wish to keep identities anonymous and confidential. However, if you choose to include your personal contact information, it will be forwarded along to the recipient.

Will I hear back from the transplant recipients?

You may or may not receive a response to your letter. Some recipients like to wait until they are further along in their recovery before writing. Others may feel overwhelmed with emotion at the gift they have been given and have difficulty expressing their gratitude through written communication. It is possible that several months or even years could pass before they feel comfortable writing; however, we have found that most recipients find comfort in hearing from their donor's family first. When a donor family writes first, this indicates to them you are open to receiving correspondence at that point in time.

Can I have direct contact with my loved one's recipients?

New England Donor Services supports connections between donor families and recipients. It may be possible for you to have direct contact with your loved one's recipients if they also show interest in this type of connection. Please call an Aftercare Specialist for more information regarding taking this next step.

Who do I contact if I still have questions?

PH | 781.373.7945 EMAIL | AC@NEDS.ORG