



Social media

Transplant Québec recommends exercising caution on social media and respecting the confidentiality and privacy of individuals involved in this process.

How long will it take?

Transplant Québec recognizes how important your correspondence is and makes every effort to ensure that everything proceeds in a timely manner. However, it is impossible to provide an exact timeframe for processing correspondence.

Will I receive a response?

We suggest writing to express yourself and not in the hopes of receiving a response. Everyone approaches correspondence differently. The experience of a donor's loved ones is often very different from that of an organ recipient.



TRANSPLANT QUÉBEC

HEAD OFFICE

4100, rue Molson, bureau 200
Montréal (Québec) H1Y 3N1

QUÉBEC'S OFFICE

1305, rue du Blizzard, bureau 100
Québec (Québec) G2K 0A1

Email: correspondance@transplantquebec.ca

Organ donation hotline: 1 877 463-6366

www.transplantquebec.ca

Correspondence Program Between Organ Recipients and Donor's Loved Ones



Before reading this brochure, please note that it is normal to experience mixed emotions when writing or reading correspondence related to organ donation. If you feel the need, Transplant Québec can assist you throughout this process.

Where do I begin?

Deciding to write to a donor's loved ones or an organ recipient is a personal decision that may be easy for some and difficult – or even impossible – for others. **It is a privilege, not an obligation.** You can write it alone or as a family. You can share your writing experience with others or keep it to yourself.

This type of correspondence can:

- make your experience feel more real,
- make you feel less alone,
- help you process your experience.

You may also:

- find it harder than you thought it would be,
- struggle to find the right words,
- experience strong emotions,
- receive a response that isn't what you expected,
- not receive a response.

Do not be surprised or disappointed by the length or contents of the message; gratitude comes in many forms.

Listen to your needs, be gentle with yourself, and let your own lived experience guide you.

*Your story is unique
and is yours alone.*

What does Transplant Québec do?

- Forwards correspondence in a non-judgmental way and without modifying its contents.
- Preserves the anonymity of donors and recipients.
- Informs you if a letter is sent to you.



Why preserve anonymity?

Transplant Québec works to ensure that forwarded correspondence preserves the anonymity of donors and recipients in accordance with its [current anonymity policy](#). You may wish to say or learn more to put a name and face to the person, or even arrange a meeting.

To ensure the respect of the anonymity policy, clinical personal read all the correspondence. They will contact you if you need to modify your correspondence

How should I proceed?

1. What you can write about

- Yourself,
- your loved one who has passed away,
- your lived experience,
- your personality, strengths, weaknesses, hobbies, interests, etc.,
- the impact organ donation has had on your life.

2. What you cannot write about

You cannot include details that could identify you:

- first and last name,
- age, date of birth,
- address, phone number, email address, social media handles,
- region, workplace.

If you are an organ recipient, you can discuss the illness that led to the transplant without mentioning the hospital where you were a patient.

3. Use a generic signature and avoid using your first or last name.

4. Do not ask to meet with the recipient of your letter.

5. Write your contact information on a separate piece of paper with each letter so we can locate the right file.

Donor's loved one:

- first and last name,
- address and phone number,
- name of your loved one who has passed away,
- date of death.

Organ recipient:

- first and last name,
- address and phone Number,
- transplant date,
- transplanted organ(s),
- transplant centre.

6. Place your documents in an envelope addressed to Transplant Québec.