

Clinical Process Instruction Manual

Preparation of Correspondence for the Aftercare Program Process Instruction

Policy:

Trillium Gift of Life Network (TGLN) is committed to providing support and resources to organ donor families who wish to participate in the Donor Family Support Program. This aftercare program is built to assist donor families in dealing with grief and bereavement. Family Services Staff (FSS) is responsible for sending aftercare program letters to donor families.

Process:

1. FSS logs into the donor management system on a weekly basis to generate three, six, and twelve month aftercare program letters.
2. In the Family Services section of the donor management system, FSS sorts the milestones data to generate a list of donors whose Next-of-Kin(s) (NOK) are due to receive the three month aftercare program letter next week.
3. For each letter generated, FSS reviews the donor information in the donor management system to verify that family consent was obtained and organs were donated. If no organs were donated, FSS does not send the aftercare letters to the families.
4. Once the donor information is confirmed, FSS reviews the NOK's information in the donor management system:
 - contact preference;
 - alerts; and
 - NOK's address.

Note: NOK's address can also be found on the consent form in the Attachments section of the donor record on the donor management system. In cases, where there are more than one NOK, FSS reviews each NOK's information and mails the aftercare program letters to all NOKs unless otherwise specified.

5. FSS reviews the NOK's contact preference and checks if NOK has indicated a "do not contact" and/or "no mail" preference. If NOK does not wish to be contacted, FSS does not send the aftercare program letter.
6. Once donor's and NOK(s) information is reviewed, FSS generates the three, six, and/or twelve month aftercare program letter(s).

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7. FSS reviews each letter for accuracy and grammar errors, and adjusts it as necessary.
8. FSS prints the aftercare program letter(s) and saves the electronic copy(ies) in the common drive.
9. Once the letter(s) is printed and saved on the common drive, FSS changes the individual donor milestones status from “pending” to “completed”. After the status is changed, the donor is removed from the list and only “pending” donors are available for review.
10. Once all three month aftercare program letters are completed and the milestones status changed, FSS generates the six and twelve month aftercare program letters that are due next week following the same process as the three month aftercare program letters. Note: The sequence of processing the aftercare program letters can be re-ordered as necessary.
11. Once the three to twelve month letters are prepared, printed and saved on the common drive, FSS ensures that brochures are included with appropriate letters. Those are as follows:
 - three month mark – letter (see Exhibit 1) and “Grief Library” brochure
 - six month mark – letter (see Exhibit 2) and “Writing to Transplant Recipients” brochure
 - twelve month mark – letter (see Exhibit 3)

The aftercare program brochures are designed, edited and/or ordered by the Communications department, in conjunction with the Family Services Department.

12. FSS mails the aftercare program letters to donor families.
13. If a donor family contacts the FSS wishing not to participate in the aftercare program, or to provide a change of address and/or telephone number, FSS updates the “contact preference” and/or “alerts” or address fields in the donor NOK information in the donor management system.

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Records:

Record Name	Form No. (if applicable)	Record Holder	Record Location	Retention Time (as a minimum)
Three Month Aftercare Program Letter – Template	-	Family Services Department	Family Services Department	16 years
Six Month Aftercare Program Letter - Template	-	Family Services Department	Family Services Department	16 years
Twelve Month Aftercare Program Letter - Template	-	Family Services Department	Family Services Department	16 years

References:

- No references



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Aftercare
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Exhibit 1: Three Month Aftercare Program Letter – Template

«GenerationDate»

«NOKSalutation» «NOKFirstName» «NOKLastName»
«NOKAddress1»
«NOKAddress2»
«NOKCity» «NOKStateProvinceTerritory» «NOKPostalCode»

Dear «NOK Salutation» «NOK Last Name»,

On behalf of Trillium Gift of Life Network, I would like to let you know that we are thinking of you as you mourn the death of your loved one, «Donor First Name». Each of us grieve in our own way and in our own time. While your experiences may be similar to those of other people, they are also uniquely different.

While the pain of your loss is still new, you may encounter others who have different expectations of you to 'move on' or 'get back to normal'. Finding your 'new normal' takes time. It may be helpful to know that those grieving can experience a wide range of physical effects, such as forgetfulness, inability to concentrate, difficulty making decisions, appetite and sleep disturbances, confusion and lack of energy, among others. Although these reactions can be frustrating and frightening, they can be a normal part of the grieving process. During painful times, the support of other people who care about you can be helpful. Please know that we care about you and your family, and would like to offer you our support.

For your information, we have enclosed a sheet of publications that deal with grief and bereavement. You may also access our on-line Grief Library at www.giftoflife.on.ca under Donor Family Support. If you would like to find bereavement support in your local area, I invite you to contact me for assistance in your search.

You and your family continue to be in our thoughts. If I can provide you with further assistance, please do not hesitate to contact our Family Services office at 416-619-2353 or toll free at 1-800-263-2833, Ext 2353. You can also email me at mward@giftoflife.on.ca.

Sincerely yours,

Michael Ward
Family Services Advisor

Encl.



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Exhibit 2: Six Month Aftercare Program Letter - Template

«GenerationDate»

«NOK Salutation» «NOK First Name» «NOK Last Name»
«NOK Address 1»
«NOK Address 2»
«NOK City» «NOK State Province Territory» «NOK Postal Code»

Dear «NOK Salutation» «NOK Last Name»,

It has been about six months since your «DonorToNOKRelationship», «Donor First Name»'s death and we hope that you and your family have been finding sources of strength and comfort through this time. The death of a loved one causes a deep emotional wound and, like any physical wound, must have time to heal.

The grief process is physically and emotionally draining, and it takes energy and courage to grieve fully. Sometimes when you least expect it, grief may overwhelm you. These reactions are a normal part of the grieving process. There are many ups and downs along this path, and please know you are in our thoughts through this time.

Many donor families have expressed that being able to communicate with those who have received your loved one's gift of life can help in the grieving process and bring a small sense of comfort. If at any time you wish to initiate anonymous correspondence with the recipients of «Donor First Name»'s gifts, please refer to the enclosed pamphlet, "Writing to Transplant Recipients." The decision to contact your loved one's recipients is a very personal choice and you are not obligated to participate.

As well, if you are interested in hearing about the wellbeing of «Donor First Name»'s recipients, you may contact me directly at 416-619-2353 or toll free at 1-800-263-2833 ext 2353. If I can provide you with further assistance, please do not hesitate to contact our Family Services office at the numbers listed above. You can also email me at mward@giftoflife.on.ca.

Sincerely yours,

Michael Ward
Family Services Advisor

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Exhibit 3: Twelve Month Aftercare Program Letter - Template

«GenerationDate»

«NOKSalutation» «NOKFirstName» «NOKLastName»
«NOKAddress1»
«NOKAddress2»
«NOKCity» «NOKStateProvinceTerritory» «NOKPostalCode»

Dear «NOK Salutation» «NOK Last Name»,

Please find enclosed a card from Trillium Gift of Life Network. We want you to know that you and your family continue to be in our thoughts.

We hope the resources and support offered to you over the past year have been of some help. The Trillium Gift of Life Network's Donor Family Aftercare Program was created for you. We strive to improve through feedback from the families we interact with before, during, and after donation. The information you provide is valuable and helps us to provide the most effective care and support to all our families. We would appreciate it if you would take a few minutes to complete the enclosed survey, and return it to us in the enclosed postage paid envelope. This information is kept confidential. We truly value your suggestions and comments, and thank you for your willingness to share your thoughts with us.

Trillium Gift of Life Network has many meaningful ways for you to continue your involvement and show your support for organ and tissue donation. One way to be involved is to consider becoming a volunteer. You can help raise awareness about the need for organ and tissue donation in your community, and it will also give you an opportunity to share your loved one's story. This may also provide the opportunity to meet other donor families like yours, as well as recipients and supporters touched by donation. If you wish to receive information about our volunteer program, please contact our Volunteer Services Coordinator, _____, by telephone at _____ or 1-800-263-2833, Ext. _____, or by email at _____.

We would like to thank you for your continued support of organ and tissue donation. Because of the generosity, courage, and kindness of families like yours, the lives of thousands of adults and children are saved or greatly improved. Please let us know if you have any questions or concerns. You may contact our Family Services office at (416) 619-2353 or toll free at 1-800-263-2833, Ext. 2353. You can also send an email to mward@giftoflife.on.ca.

Sincerely yours,

Michael Ward
Family Services Advisor

Encs.