



CHRISTOPHER

KIDNEY RECIPIENT

A YEAR LIKE NO OTHER

There is no doubt that 2020 was a year filled with change, disruption and heartache. Through it all, the LiveOnNY team and our partners worked tirelessly to deliver the gift of life under some of the most trying circumstances in the history of organ and tissue donation. I'd like to take a moment to acknowledge how incredible it is that through everything, organ, eye and tissue donation in New York continued and lives were saved.

In March of 2020, Governor Cuomo's stay-at-home order drastically changed our organization's day-to-day operations, but we never stopped working to save lives. Instead, we made adjustments. Our call center, which is truly the hub of our operations in the greater New York City area, moved from our office in Manhattan to virtual offices across the tri-state area. The LiveOnNY Hospital Services team communicated with over 100 hospitals to share information pertaining to the pandemic. Our aftercare programs transitioned from in-person meetings to phone calls and Zoom meetings, while our Community and Government Affairs team conducted completely virtual outreach and education.

Remarkably, our Clinical and Family Services teams bravely continued to go into hospitals across the region to facilitate organ and tissue donation as the pandemic continued. In a year when we've lost so many New Yorkers to COVID-19, hundreds of lives were saved through organ and tissue donation because of their deep commitment to our mission.

The entire LiveOnNY team went above and beyond this year in small and large ways, often stepping outside of their job descriptions to make organ and tissue donation happen. Both the pandemic and the spring protests brought challenges to how we transport materials across our extensive service area during a time when courier services had all but stopped and countless roads were closed. I am proud to say that when this happened, several employees volunteered to act as couriers. They dropped off packages of personal protective equipment and other vital resources to hospitals and transplant centers in need. This all took a tremendous amount of effort and quick thinking, but we got it done.

This has been a difficult year for all and I'd like to extend my deepest gratitude to the LiveOnNY team and all of our partners, volunteers, local elected officials and the members of the Greater New York Hospital Association for their hard work and ongoing support. Though much of the world stopped in 2020, organ and tissue donation in New York did not. I hope we never face a year like this again, but I take comfort in knowing that we are all stronger for it.

Sincerely,

Helen Irving

Helen Irving
President & CEO

A background photograph showing two paramedics in dark uniforms and blue face masks pushing a patient on a yellow stretcher. The patient is wearing a blue face mask and a grey jacket. The scene is outdoors on a city street with other people blurred in the background.

6.5 MILLION

ORGAN DONORS ENROLLED IN NYS

LIFESAVING ORGAN AND TISSUE DONATION

724

ORGANS
TRANSPLANTED

656

TISSUE
DONORS

288

ORGAN
DONORS

IMPACT OF COVID-19

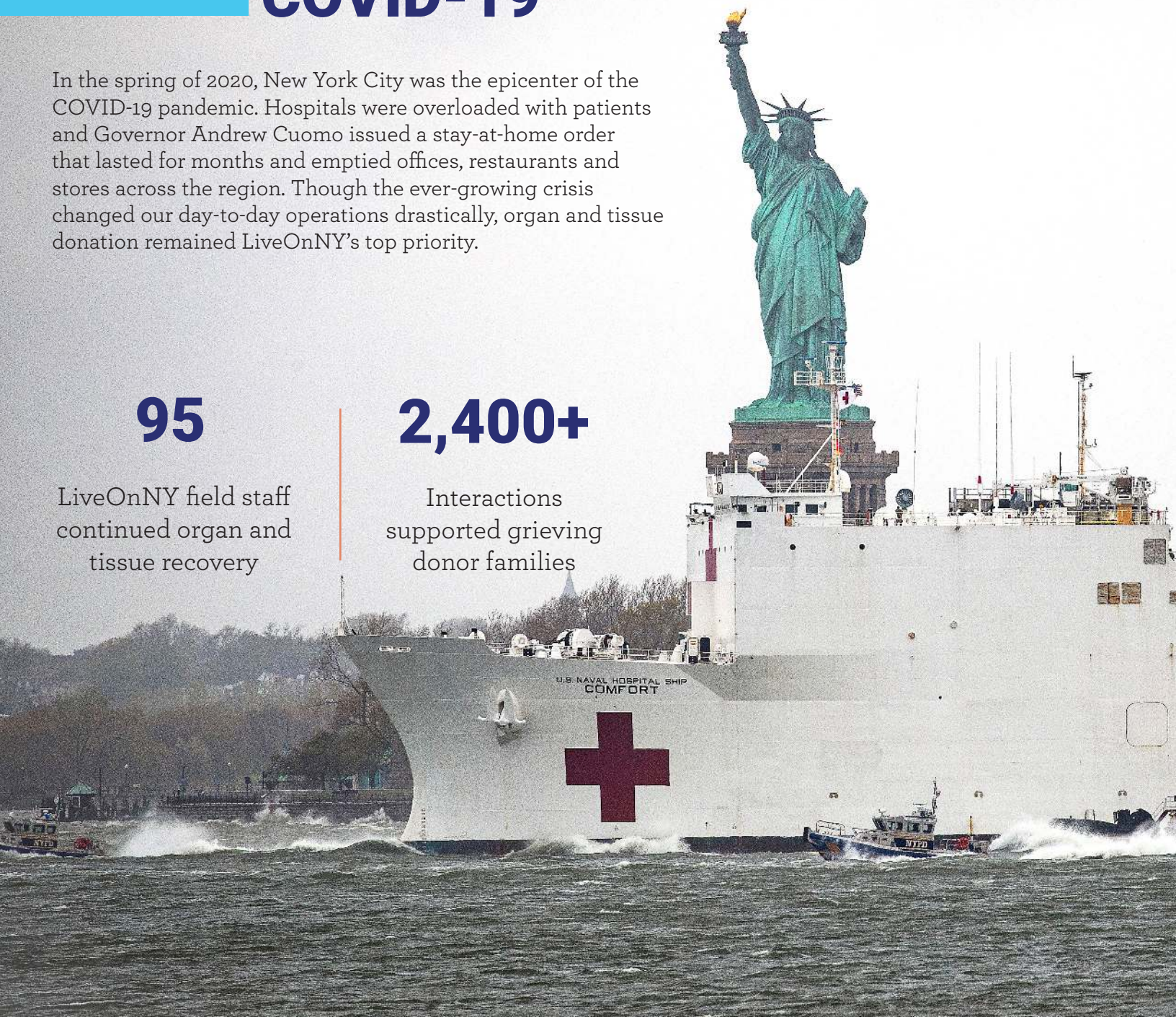
In the spring of 2020, New York City was the epicenter of the COVID-19 pandemic. Hospitals were overloaded with patients and Governor Andrew Cuomo issued a stay-at-home order that lasted for months and emptied offices, restaurants and stores across the region. Though the ever-growing crisis changed our day-to-day operations drastically, organ and tissue donation remained LiveOnNY's top priority.

95

LiveOnNY field staff continued organ and tissue recovery

2,400+

Interactions supported grieving donor families





RESILIENCE IN THE FACE OF CHALLENGE

Aftercare for Donor Families Went Fully Online

The LiveOnNY Aftercare Services team worked quickly to transition one-on-one counseling and group sessions online. Despite this change, the team had over 2,400 interactions with donor families over the course of the year. They sent out electronic sympathy cards to families and offered extra support via regular Zoom meetings and through the private LiveOnNY donor family Facebook page. Additionally, the team began hosting meetings between donor families and recipients on Zoom for those that were eager to meet.

LiveOnNY Leads COVID-19 Learnings

LiveOnNY may have been the first organ procurement organization (OPO) in the U.S. to face major challenges due to COVID-19, but it is certainly not the only one. Chief Medical Officer Amy Friedman, MD, shared what she and her team learned with other OPOs via journal articles. One significant finding was that people who recover from COVID-19 and go on to be organ donors do not transmit the disease to the organ recipient. Though the study was small, it will help OPOs across the country assess donors during this critical time.

Hospital Services Pivots to Maintain Donation Continuity

The LiveOnNY Hospital Services team was in constant contact with hospitals and transplant centers about how to facilitate organ and tissue donation under ever-changing circumstances. The team provided more than 18,547 hours of education to healthcare professionals across the greater New York area, many via Zoom and WebEx.

Virtual Advocacy and Education

Once it became apparent that in-person events would not be safe during the pandemic, the LiveOnNY Community and Government Affairs team began transitioning to virtual advocacy and educational outreach. The pivot to online presented an opportunity for LiveOnNY to partner with elected officials, community partners and others in new and exciting ways. Not only did Donate Life Month and Organ Donor Enrollment Day take place online, but the organization also began hosting Zoom sessions featuring elected officials and medical professionals who shared their experiences with organ donation.

FACES OF DONATION

JACK

liver recipient

FDNY Emergency Medical Technician Jack Cloonan has always been a fighter. As a baby he was diagnosed with a rare liver disease that necessitated three liver transplants before the age of two. He recovered from these surgeries and went on to lead a relatively healthy childhood. That all changed when he was diagnosed with acute lymphoblastic leukemia shortly after graduating from high school.

“Life is 5% what happens to you and 95% how you react to it,” Jack says of his health challenges.

He underwent 25 months of weekly chemotherapy to rid his body of the disease. This time in the hospital, combined with his early health struggles inspired him to devote his life to helping others as an EMT and organ donation advocate. He currently works for the FDNY at the Queens Tactical Response Group (QTRG).

Because of his past illnesses, Jack is at a heightened risk of contracting COVID-19, but that did not stop him from performing his lifesaving duties throughout the pandemic. He and his colleagues take extra precaution to ensure masks are worn and all of their equipment is sanitized.

“My first liver came from a lifeguard who passed away and that had a deep impact on me,” he says. “I’m honored to help others in the greatest fire department in the world.”

*“I’m just one of many
organ recipients in
the healthcare field.
That goes to show
just one organ donor
can go on to save
countless lives.”*

-Jack



EQUITY & INCLUSION

The deplorable events surrounding the murder of George Floyd by the Minneapolis police in May brought racial justice to the forefront of Americans' minds. In New York there were protests for days across all five boroughs, some of which resulted in civil unrest. This made transporting organs across the city challenging and it also took a mental toll on the LiveOnNY staff, many of whom have faced racial discrimination in their own lives.

In an effort to help the LiveOnNY team process these events and look forward, the organization began hosting Zoom seminars on race and diversity. The objective was to create an office culture that embraces people of different races and religions, and to help staff gain a deeper understanding of different cultures that will allow the team to better serve the needs of the LiveOnNY DSA. The seminars included staff and guest speakers with expertise in diversity and inclusion.

We soon realized that internal meetings were not enough and LiveOnNY began hosting larger seminars with external partners about diversity as well as disparities in health care and organ donation. Through the late summer and early fall, the organization held three separate seminars:

- Skin Color is Linked to Transplant Outcomes
- Black Lives Matter in Organ Donation
- People of Color Need Transplants

Each seminar featured a variety of experts including doctors, nurses and organ donation and transplantation experts who came together for frank conversations about the role race plays in organ donation. Important discussions were had about how to improve health outcomes for patients of color and how to reach different communities with the organ donation message.



LIFESAVING INNOVATION



New System Speeds Up Patient Referrals

In 2020, LiveOnNY partnered with MediSys Health Network to implement the automated organ donation iReferral system at Jamaica Hospital Medical Center. It is the first such system to be used in New York and the third nationwide. The new system allows patient data to be transferred in real time from the hospital's electronic medical records to the LiveOnNY clinical team. Time is of the essence when it comes to organ and tissue donation and this new system speeds up how quickly the OPO can dispatch a representative to the hospital to discuss donation. In addition to Jamaica Hospital Medical Center, New York-Presbyterian Hospital will implement iReferral in early 2021, becoming the first academic medical center in the New York metro area to use it.



Faith-Based Communities Embrace Organ Donation

In 2020, LiveOnNY continued to build relationships with houses of worship throughout the greater New York City area in an effort to increase awareness of organ, eye and tissue donation. The organization paid special attention to building relationships with the Jewish community, which led to an increase in Jewish organ donors. Educating the Jewish population of New York – the second-largest in the world outside of Israel – has been a special focus for Rabbi Ari Perl, Vice President of Multicultural Engagement. In 2020, the number of Jewish donors increased by 37% due in large part to Rabbi Perl's work with local synagogues, hospital pastoral care and families.



FACES OF DONATION

CORTEZ & ANITA

liver recipient

liver donor

"She's my hero."

-Cortez

*"I love my dad. I
hope the donation
gives him many
more years with us."*

-Anita

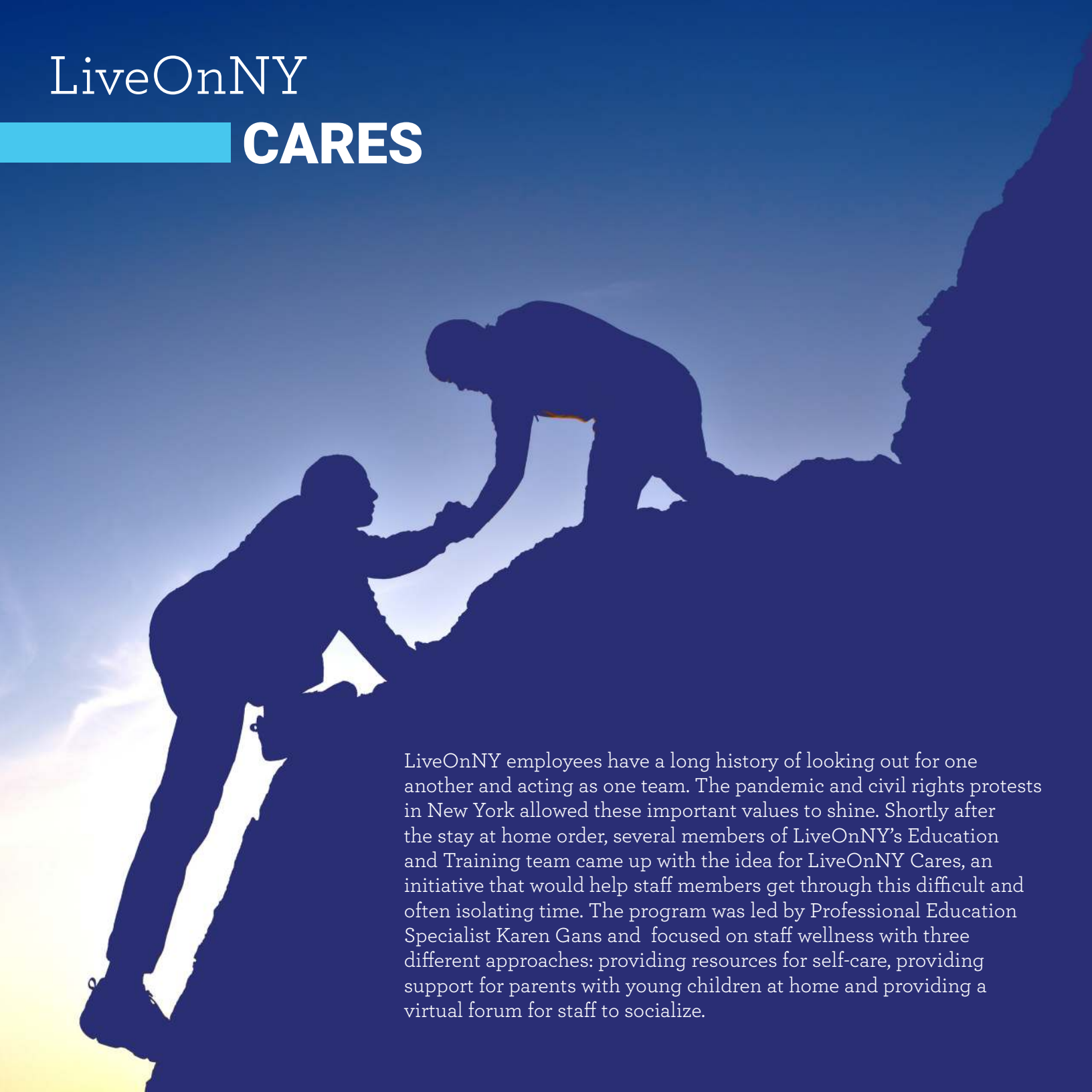
NYPD detective Anita was shocked when her doctor told her she had a rare genetic condition that was causing her to go blind. She was just 28 years old and working as a police officer in the Bronx. Thankfully, she was able to get a cornea transplant from a selfless donor in July 2011 that restored her sight. But her donation story did not stop there.

Later that year, Anita learned that her father, Cortez, was in desperate need of a liver transplant. Anita, knowing how powerful organ donation is, offered to donate a portion of her liver to save his life. Cortez was worried about asking his daughter to go through major surgery for him, but Anita reassured him that she wanted to help him. After some convincing, the pair got tested by a doctor and found out they were a match. Anita gave her father the gift of life in February 2012 when she donated 68% of her right liver lobe to him.

These days both father and daughter are healthy and doing well. Though Anita's cornea transplant requires her to take immunosuppressant drugs that put her at a high risk for infection, she continued to work throughout the pandemic to keep New Yorkers safe.

LiveOnNY

CARES

The background of the entire page is a photograph of three people climbing a dark, jagged rock formation. The scene is backlit by a bright sun, creating a strong silhouette effect. One person is at the bottom left, another is in the middle, and a third is at the top right, all reaching up or pulling each other. The sky is a gradient of blue and white.

LiveOnNY employees have a long history of looking out for one another and acting as one team. The pandemic and civil rights protests in New York allowed these important values to shine. Shortly after the stay at home order, several members of LiveOnNY's Education and Training team came up with the idea for LiveOnNY Cares, an initiative that would help staff members get through this difficult and often isolating time. The program was led by Professional Education Specialist Karen Gans and focused on staff wellness with three different approaches: providing resources for self-care, providing support for parents with young children at home and providing a virtual forum for staff to socialize.

CREATING A CULTURE OF SUPPORT

SELF-CARE



In an effort to support overwhelmed staff members, LiveOnNY Cares set up virtual yoga and meditation via Zoom. Weekly meditation sessions were led by Family Support Advocate Jennifer Bailey and yoga was taught twice a week by Maureen Meyer who works with the QA/PI team. Additionally, Vice President of Multicultural Engagement Rabbi Ari Perl began calling staff members to check in on their emotional well being during this difficult time. Rabbi Perl, who has more than 20 years of pastoral care experience, let staff know that he was available to talk if they were feeling overwhelmed during the pandemic.

SUPPORT FOR PARENTS



Many LiveOnNY employees were forced to work from home while also caring for their school aged children who were engaging in virtual learning. After hearing from several parents that this put them under a lot of pressure, LiveOnNY Cares set up a virtual recess twice a week during which the kids could socialize and learn new things. Additionally, LiveOnNY Cares hosted a virtual Bring Your Children to Work Day. This gave children a glimpse into what their parents do at work all day and included a presentation from Chief Medical Officer Dr. Amy Friedman and a virtual tour of the LiveOnNY office.

KEEPING STAFF CONNECTED



One of the biggest changes brought on by the pandemic is that the majority of the LiveOnNY staff was now working from home. The tight knit team went from seeing each other every day, to only seeing each other on a screen. All those little hallway conversations that were taken for granted became impossible. In order to keep the staff connected, LiveOnNY Cares set up a weekly social hour on Friday afternoon. Each week at 5pm, employees were invited to log onto Zoom and partake in a virtual happy hour. Dozens of people logged on each week to say hi to their coworkers and share a virtual cocktail.

FACES OF DONATION

ROZZY & STEVE

donor parents

Kingston was a curious and happy boy who touched all who knew him. He was born with Downs Syndrome, but that didn't stop him from living life to the fullest. A Bronx resident, he was the joy of his parents lives and a friend to his siblings and classmates.

Kingston tragically passed away in late 2019 at the age of seven after falling from the window of his apartment building. On the darkest day of their lives, his parents Rozzy and Steve were asked if they would donate the young boy's organs so that others may live on. Without hesitation they said yes and Kingston went on to save five lives.

"If you believe in God it's OK to think about others, even in your worst moment," Rozzy said. "Because that is the godly thing to do. There are people out there who don't get the chance to see their kids reach even a month or a year. We had at least seven. Our son would have wanted to help others, so why not help?"

In 2020, on the one-year anniversary of Kingston's passing, his family hosted a memorial celebration for the young boy in the street outside of their home. Hundreds of people showed up to share memories of the young boy and participate in a balloon release in his honor.



"I want to keep my son's legacy alive, and I want to share how important it is for everyone to think about signing up to donate their organs."

-Rozzy



FOREVER
IN OUR HEARTS

FOREVER
IN OUR HEARTS

FOREVER OU

FACES OF DONATION

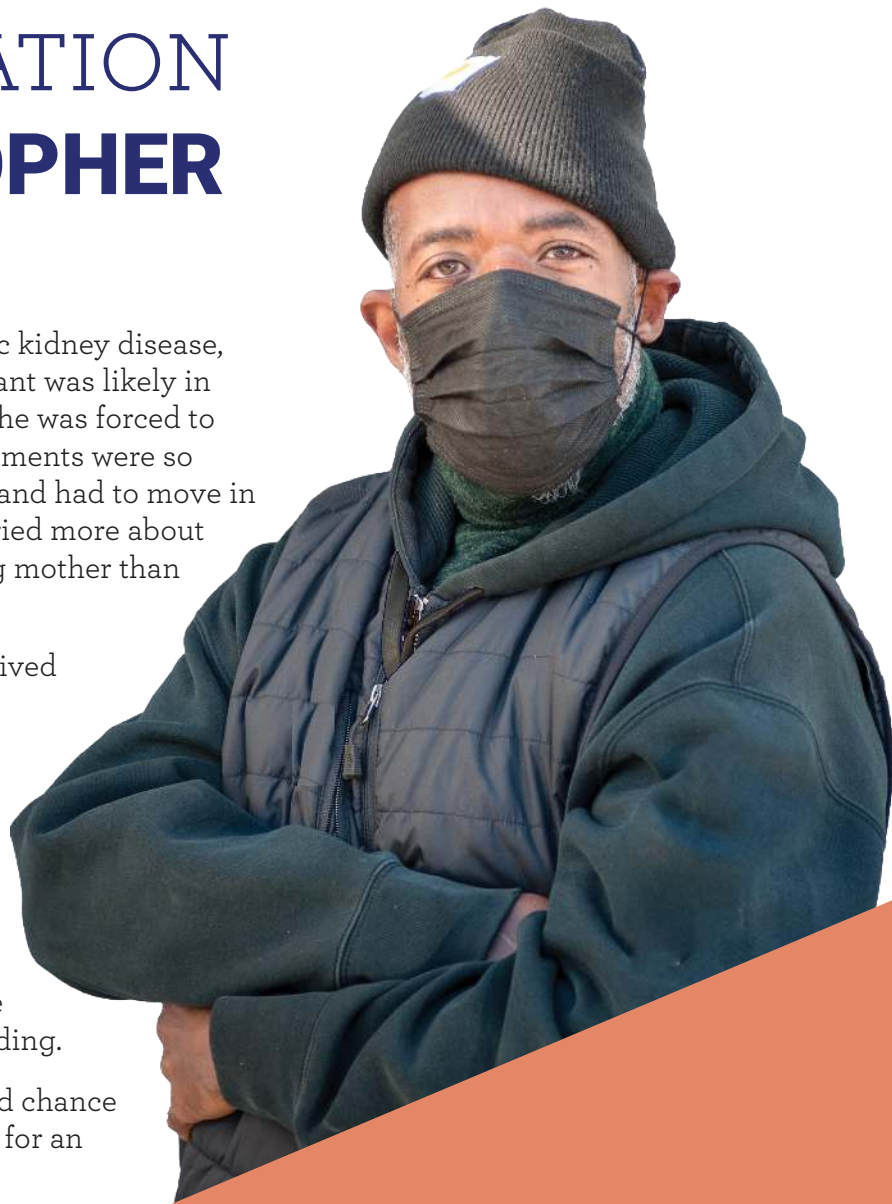
CHRISTOPHER

kidney recipient

Christopher is unstoppable. Born with polycystic kidney disease, he knew from a young age that a kidney transplant was likely in his future. By 2015, his kidneys were failing and he was forced to undergo dialysis three days a week. The appointments were so disruptive to his life that he was unable to work and had to move in with his mother. Through all of this, he was worried more about being too sick to care for his daughter and aging mother than he was for his own health.

After waiting nearly five years, Christopher received a lifesaving kidney transplant in October 2019. Since the surgery, everything has changed for Christopher. He began working at a hardware store in Brooklyn and got engaged. He was feeling good and his life was getting back on track. Then the pandemic struck, but it didn't slow Christopher down. He continued working hard to help his neighbors get the tools and supplies they needed at the store. Fortunately he was able to have a small, socially distanced wedding.

"I'm thankful every single day that I got a second chance at life," he says. "I hope everyone who is waiting for an organ transplant is as lucky as me."



LiveOnNY

LiveOnNY is the nonprofit organization that facilitates organ, eye and tissue donation for transplantation in the greater New York City area. Our teams work with local hospitals and transplant centers to deliver the gift of life to the nearly 10,000 New Yorkers currently waiting for a lifesaving transplant.

To learn more, please visit LiveOnNY.org