

The Right Words in Under 10 Minutes

Home + classroom safe (ages 5–16)



A simple, story-supported framework that helps parents, carers, and teachers explain organ and tissue health journeys — calmly, gently, and without medical jargon or pressure.



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Parent/Carer Communication Resource (Ages 5–16)

“Most families don’t need more information — they need the right words when a child asks a big question. Donate Buddies makes those conversations feel calm, safe, and possible.”

Ages 5–16

Emotionally safe
language

Under 10 Minutes

To use the framework

4-Step Framework

Safety → Simple words →
Calm answer → Close

Home + Classroom Safe

For parents, carers &
teachers

A calm way to talk about big health journeys (Ages 5–16)

For: Parents, carers, teachers, hospital support teams & community organisations

Solves: “I don’t have the right words to explain this to a child.”

✓ Ages 5–16 ✓ Under 2 minutes to start ✓ 4-step framework. ✓ Home + classroom safe

What this is / what this is not

✓ What this IS

- Simple, calm language for real conversations
- Age-appropriate words a child can understand
- A tool to open the door — not close it

✗ What this is NOT

- Medical advice or clinical information
- A script about surgical procedures
- Pressure to decide, act, sign up, register, or “choose donation”
- Scare-based or graphic explanations
- A replacement for your care team

The “Right Words” Framework (4 steps • under 2 minutes)

Step 1 — Open with a Safety Sentence

Choose what feels natural:

- “You’re safe, and it’s okay to ask big questions about bone marrow.”
- “We can talk about this gently — and we can stop anytime you want.”
- “I might not have every answer, but I’ll explain it calmly and simply.”

Step 2 — Name the body part (one sentence only)

Keep it body-positive and calm:

- “Bone marrow is the soft ‘factory’ inside bones that makes blood cells.”
- “Sometimes donated marrow can help someone’s blood get strong again.”
- “We can talk about marrow donation gently — without scary details.”

Step 3 — Explain what’s happening (without fear)

Pick one:

- “Sometimes doctors use donated marrow to help a body make healthy blood cells.”
- “Trained teams handle marrow donation and transplant with respect and care.”
- “Captain Buddy and Bella the Bone Marrow explain this in calm, kid words.”

Step 4 — Keep it calm (Short vs Story)

- Short version: “That’s the main thing about bone marrow donation. You can ask more anytime.”
- Story version: “Captain Buddy can explain marrow donation gently — short or story?”
- Buddy version: “Bella the Bone Marrow explains marrow donation in kid words.”

Quick Guide – DO / DON'T

✓ DO

- Start with safety – reassure before you explain
- Use body-positive, simple language
- Let the child lead with questions
- Pause and breathe – your calm is contagious

✗ DON'T

- Use medical jargon or clinical terms
- Make it about urgency, time pressure, or numbers
- Let adult worry lead the conversation
- Promise outcomes you can't guarantee

Ready-to-use scripts (Common hard questions)

“What does bone marrow donation mean?”

Ages 5–9:	“It means sharing bone marrow to help someone’s body make strong blood again.”
Ages 10–12:	“Bone marrow donation means donated marrow can help rebuild healthy blood cells.”
Ages 13–16:	“Bone marrow donation means donated marrow may help restore blood and immune cells. It’s handled with care.”

“What does bone marrow do?”

Ages 5–9:	“Bone marrow is the soft ‘factory’ inside bones that makes blood cells.”
Ages 10–12:	“Bone marrow makes blood cells that carry oxygen and help fight germs.”
Ages 13–16:	“Bone marrow produces red and white blood cells and platelets for the body.”

“What is a bone marrow transplant?”

Ages 5–9:	“It’s when doctors give someone healthy marrow so their body can make strong blood again.”
Ages 10–12:	“A marrow transplant replaces marrow that isn’t working well with healthy donor marrow.”
Ages 13–16:	“A marrow transplant uses donor stem cells to rebuild healthy blood and immune cells.”

“Where does donated bone marrow come from?”

Ages 5–9:	“It comes from a kind donor who chooses to help someone else.”
Ages 10–12:	“It comes from a living donor who gives marrow (or blood stem cells) to help.”
Ages 13–16:	“It comes from a matched living donor who donates marrow or stem cells, with care.”

“Does bone marrow donation hurt the donor?”

Ages 5–9:	“Doctors keep the donor safe. Grown-ups handle the details.”
Ages 10–12:	“Donors are cared for by trained teams, and safety is the biggest priority.”
Ages 13–16:	“Donors are medically screened and supported by trained teams. We can keep details simple.”

“Will I need a bone marrow transplant?”

Ages 5–9:	“Maybe, maybe not. Doctors are checking what your body needs, step by step.”
Ages 10–12:	“We don’t know yet. Sometimes treatment is enough, and sometimes transplant is discussed.”
Ages 13–16:	“It’s not decided yet. Your team will review options and explain clear next steps.”

The One-Minute Close (end well)

Choose one:

- “I’m really proud of you for asking about bone marrow. We can talk again anytime you need.”
- “Right now, you’re cared for and not alone. Let’s do something normal together – what next?”
- “If you want, Bella the Bone Marrow and Captain Buddy can help us find the right words – no rush at all.”

For support teams – how organisations can use this

This mini-pack is designed to sit comfortably inside resources already offered by hospital support teams, school counsellors, and community health organisations. It requires no specialist training – simply print or share digitally as a gentle starting point for families, siblings, and classrooms navigating organ and tissue donation conversations (including bone marrow donation and transplant). The language is written to complement, not replace, professional guidance. Disclaimer: Educational resource only – not medical advice. Always follow the guidance of your treating care team.