

# Frequently Asked Questions

2011

**Q. How are families selected to participate in the Holiday Program?**

All families are clients of NFCC and have met with a case worker to confirm their basis of need and residency within the zip codes we serve. For those with children of school age, they must provide current enrollment papers for EACH child. If the child is over the age of 18, he or she is NOT eligible to participate in the program. For children under school age, immunization, Medicare, or WIC documentation are required for each.

**Q. When will I receive my family's information?**

We will do our best to get your family's information to you before November 1st. Senior Sponsors should receive their information by November 7<sup>th</sup>.

**Q. The sizes don't seem appropriate for the child's age, what should I do?**

Sizes do vary among children and we encourage you to use the sizes that the parent listed on your *Client Report*. The option for a gift card is always available whenever in doubt.

**Q. The children's ages in the Client Report are different from the ages listed in the Family Letter, which one is right?**

Always use the *Client Report* as your guide; the parent's application was reviewed with the parent for accuracy and ages confirmed.

**Q. The names in my letter don't match and/or there are more people mentioned in the client letter than are listed on my report.**

Changes can and often do occur in the lives of the families we serve. Often, family members leave the country or don't meet the requirements set forth by NFCC for eligibility in the program. When in doubt, go by the information, names and ages listed on your *Client Report*.

**Q. My teen group wants to volunteer. Do we have to stay with them?**

Yes. Any group of teens sent from an organization or club **MUST** be accompanied by an adult chaperone for every group of four at all times. A teen group of eight would require two adults.

**Q. How old do volunteers need to be?**

No children under the age of 13 are allowed at the holiday distribution site at any time. Teens from 13-15 must be accompanied by an adult at all times. Individual volunteers must be at least 16 to serve without an adult, groups of teens age 16-18 must have an adult chaperone for every group of four.

**Q. Can I deliver my gifts to the NFCC Offices?**

Only Senior Program Sponsors can deliver their gifts to the NFCC offices on their scheduled delivery dates. Unfortunately, Family Program Sponsors **CANNOT** deliver to the NFCC offices because our staff is busy serving the needs of our clients. There are scheduled dates for delivery to the Distribution Site when volunteers will be available to accept gifts.

**Q. I can't make the drop off time for delivering my gifts. What should I do?**

The Distribution Site is a temporary facility used only for the holiday program. There is not a fulltime staff located at the site. It is critically important that you make one of the drop-off times. Families arrive at designated times to pick up their gifts. NFCC offices are busy serving the needs of our clients and are not able to receive gifts.

**Q. How much money should I spend on the family?**

How much you spend on a family is ultimately your decision, the parents are thankful to receive anything to reduce the financial strain of the holiday. Please see our "Suggested Guidelines for Giving" for more information.

**Q. Do I have to sign-up on the website to volunteer or can I just show up at the Distribution Site?**

Managing hundreds of volunteers can be a challenge and in an effort to have the process run smoothly and to ensure that we have activities for our volunteers to do, we ask that all volunteers sign up beforehand.

**Q. How should I bag/box up the gifts for my family? Should I wrap them?**

Please remember that our clients don't always have transportation. And if they do, it's usually being shared with another family and space is limited. The more compact and transportable you can make your packages, the better. Lawn bags and boxes work very well. Please DO NOT wrap the children's gifts. The parents like to do that for their children and need to see what the children are receiving. Always remember to LABEL each package with the FAMILY NUMBER and your DONOR NUMBER.

**Q. The child asked for a video game, how can I find out what gaming system the child has so I can buy him a video game?**

If it is not specifically listed on the *Client Report*, then you should provide a gift card or choose another gift to give the child/teen. We cannot contact the family to find out which gaming system the child owns.

**Q. What do teens like to receive?**

Movie tickets, fast food restaurant certificates, gift cards to any "teen" type store (Best Buy, Walmart, American Eagle, Claires, etc.) will be appreciated. Teens like to shop for themselves.

**Q. Should I get training wheels on the bike?**

If the bike is for a toddler or a child under the age of 5, it's a good idea.

**Q. Should I provide a helmet for the bike/scooter/skateboard?**

Always include a helmet when giving a gift on wheels. Knee and elbow pads are recommended for skateboards, as well.

**Q. Instead of purchasing a new bicycle for my sponsored family's child, can I give them my child's used bike?**

Please consider donating your used bicycle to the Santa Shop if it is in *like new* condition. Bicycles in *used* condition should be donated to our Thrift Store. Christmas gifts for your Sponsored family should be new. Feel free to substitute something else if a bicycle is not in your budget.

**Q. Why do some families go to the Santa Shop and others are Sponsored?**

NFCC clients who do not qualify for the Sponsored portion of our program, or families with one child under the age of two or new clients enrolled after “sponsored” registration, will be added to the Santa Shop where they can select new donated gifts for their children.

**Q. What if I decide that I can't provide the gifts after I have received the family information?**

Please let our office know, as soon as possible, so we can assign another Sponsor. If there are no Sponsors available, we will place the family in our Santa Shop.

**Q. They asked for DVD's. Should I get a DVD player as well?**

That is not necessary. The family would have asked for a DVD player if that's what they needed.

**Q. Can I talk to the family or deliver the gifts to the family?**

To protect your identity and the dignity of our clients, we cannot allow Sponsors to have direct contact with the family. However, this option is available in our Senior Program.

**Q. Can we get specific information about the mother or father to buy him/her something personal?**

The parent's gift is optional and should be something the whole family can enjoy and not something personal. If the information is not provided on the client report, we cannot contact the family for this information.