



Donor Frequently Asked Questions

How do I sign up to sponsor a family?

There are three ways you can sign up to sponsor a family for *Adopt A Family*. When you sign up, you are asked your preferred family size and drop off location. We want to be as accommodating as possible!

- Sign up online at: www.voadv.org/adoptafamily
- Sign up via e-mail at: aaf@voadv.org
- Sign up by phone at: (856) 854-4660

Can I adopt more than one family?

Yes, you can sign up for as many families as you want! If you plan on adopting more than five (5) families, or are interested in having your business participate in the *Adopt A Family* program, please reach out to Alexis Degan at adegan@voadv.org or (856) 854-4660 who can help you through the process.

How much am I expected to spend on a family?

You do not need to get everything on the family's wish list. The information provided is intended to be a helpful guide for you to follow. We generally suggest two to three gifts per person, but you are welcome to purchase more.

NOTE: You are not required to purchase gifts for the parents. Keep in mind, for many families, these will be the only holiday gifts they receive. We also ask that you purchase a gift card to the family's preferred grocery store – we recommended spending around \$10-15 dollars per person in the family.

Should I wrap the gifts I purchased?

Gifts can be wrapped or unwrapped. We just ask that each gift is clearly labeled with the family ID# provided to you when you sign up. Please also mark each gift with the recipients' first name, so that the families' know who the specific gift is intended for.

Where can I drop off my gifts?

There are three drop off locations available for your convenience. Please note the hours listed at each location, and call when you arrive for safe contactless drop off.

- Atlantic City Office: *26 S. Pennsylvania Ave, Atlantic City*
 - Monday through Friday, 11 a.m. – 4 p.m.
 - Phone: (609) 541-2806
- Camden: *1812 Federal Street, Camden*
 - Monday through Friday, 11 a.m. – 3 p.m.
 - Phone: (856) 671-6101
- Collingswood: *235 White Horse Pike, Collingswood*
 - Monday through Friday, 9 a.m. – 5 p.m.
 - Phone: (856) 854-4660

When can I drop off my gifts?

Gifts can be dropped off any time after you have signed up and shopped for your family. We ask that you drop off no later than December 14th to ensure there is adequate time for families to retrieve them. Please make note of the drop off hours listed next to each location.

I can't make drop off during the above hours. Are there any evenings or weekend drop off times available?

Yes – we are happy to make alternate accommodations. Starting on November 23rd drop-off hours at the Collingswood office will be extended to 7 pm and weekend hours available on November 28th, December 5th and December 12th from 9 a.m. to 1 p.m.

Please call (856) 854-4660 for more information.

Something came up and I can no longer sponsor a family for the holidays. What should I do?

We understand better than most that things can happen unexpectedly, at any moment and that circumstances change! If you are unable to sponsor a family or no longer wish to participate in the *Adopt A Family* program, please reach out to us as soon as possible so that we can make sure that every family is adopted this holiday season!

I would like to participate, but I would like to avoid contact with anyone due to the ongoing COVID-19 pandemic. What are you doing to ensure health and safety this year?

VOADV continues to take necessary precautions to keep all clients, staff, volunteers, and donors as safe as possible from COVID-19 exposure. Drop off will be as contactless as possible due to COVID-19. All VOADV team members are required to wear PPE. Specific instructions will be shared as we approach the drop off season regarding additional measures, rules and safety precautions.

You may also choose to make a direct financial donation online to help VOADV purchase gifts and meals for families in need. Donations can be made online at: voadv.org/adoptfamily

Can I share my experience on social media?

Yes, please do! Share your experience shopping, wrapping, and dropping off the gifts – this will help us spread the word so we can better serve as many families as possible this holiday season!

You can follow us on:

[Facebook](#) @volunteersofamericadv

[Twitter](#) @VOADV

[Instagram](#) @voa_delawarevalley