



# Donor Frequently Asked Questions

## How do I sign up to sponsor a family?

Our *Adopt A Family presented by Trammell Crow Company* program offers direct adoption for individuals, allowing you to select the family that you will shop for this holiday season. Through the online matching tool Roonga, you can choose from a list of local families in need to support!

When you sign up, you simply scroll through families available for adoption and select the family based on the size and details you would like to adopt.

Sign up at <https://www.roonga.com/adoptvoadv22>.

E-mail [aaf@voadv.org](mailto:aaf@voadv.org) or call (856) 854-4660 with any questions.

## 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](mailto: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 multiple drop off locations available for your convenience. Please call before dropping off to check that location's hours.

- Atlantic City Office: *26 S. Pennsylvania Ave, Atlantic City*
  - Phone: (609) 541-2806
- Camden: *1812 Federal Street, Camden*
  - Phone: (856) 671-6101
- Collingswood: *235 White Horse Pike, Collingswood*
  - Phone: (856) 854-4660
- Trenton: *226 W. State Street, Trenton*
  - Phone: (609) 337-7097

### **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 mid-November drop-off hours at the Collingswood office will be extended to 7 pm and weekend hours will available on Saturdays.

Please call (856) 854-4660 for more information and specific dates/times.

### **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!

### **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