



Holiday Giving Program 2024 — Adopt a Family — Frequently Asked Questions

Q. *Do I have to buy all of the gifts on the list?*

A. Do not feel obligated to buy everything on the family's wish list. The wish lists are intended to provide you with a variety of needs you can consider helping to fulfill.

Q. *May I donate gently used items?*

A. No, ALL donations MUST be new.

Q. *Should I wrap the gifts?*

A. Most programs prefer the gifts to be wrapped and individually labeled, with the family wish list attached. That said, we will accept donations wrapped or unwrapped.

Q. *Should I label the gifts?*

A. We request that each gift is labeled with the individual family member's name as noted on their wish list. Please also bring the family's wish list with you and/or a list of the items you are providing to ensure gifts are appropriate for each family's needs. If your donation includes gift card(s), please ensure the gift card amount is written on the card itself.

Q. *Can I provide personalized or monogrammed gifts?*

A. To protect the privacy of all SCH clients, the names listed on your wish lists are randomly generated pseudonyms, not the client's actual first and last name. Because of this process, we ask that gifts are not personalized or monogrammed.

Q. *Where do I deliver the gifts?*

A. You will deliver all of your donations to the SCH Program Site where the family you were assigned is receiving services. The programs and their location addresses are as follows:

- Crisis Nursery North: 4533 Pasadena Avenue, Sacramento
- Crisis Nursery South: 6699 South Land Park Drive, Sacramento
- FRC Meadowview: 2251 Florin Road Suite 158, Sacramento
- FRC North Sac: 1565 River Park Dr, Sacramento
- FRC Valley Hi: 7000 Franklin Suite 820, Sacramento
- Donations for the Counseling Center, eVIBE, Tutoring, and Wraparound should be delivered to the SCH Main Campus, 2750 Sutterville Road, Sacramento.

Please note: We request that all items are delivered in person. If you are ordering items to be shipped, please have them shipped to yourself and then drop them off to the designated program.

Q. When should I deliver my gifts?

A. If you need to request a drop-off time outside of the regularly scheduled timeframe, please reach out to the staff member listed on your family's wish list. Otherwise, please plan to deliver during the timeframe:

- **Monday, December 9 – Friday, December 13 9:30am – 4:00pm**
- **Monday, December 16 9:30am – 4:00pm**

Q. Who may I contact if I have questions?

A. *If you have specific questions about your family's wish list, please reach out to the SCH staff person listed at the top of the Wish List.*

Q. Will I receive a donation receipt?

A. Please visit <https://www.kidshome.org/holiday-giving-program/receipt-request/> to submit your donation details. You'll receive an acknowledgement letter that can be used for tax purposes.

If you have additional questions, please contact Micaela Cirimeli at micaela.cirimeli@kidshome.org

Thank you for helping to make our children and families holiday dreams a reality!