

SPONSOR GUIDELINES

Who do Sponsors help?

Sponsors help local children 0-18 years of age. Parents attend an application open house where Sub for Santa staff and volunteers verify ID for the parent, children documentation and other income documents. Sub for Santa staff then evaluates each application according to their financial situation, how many years their family has received assistance, and other circumstances. At the application open houses parents are also shown other community resources that can help them year-round.

What kind of information does Sub for Santa provide about the family & children?

We will provide you with parent contact information, children gift ideas and clothing sizes.

How will I be notified of the family I am matched with?

You will be notified via email and text when you are matched with a family. This notification will give you the Family Information Sheet and instructions on next steps as a Sponsor.

When will family names be available?

Beginning in mid-November. Families apply for help from November through mid-December. Please request names closest to the date you actually need them by. For example, please don't request names for Nov. 15th if you don't plan on shopping for the family until later in December. We will do our best to get you your family names by the date you request, but this is not a guarantee.

I received the name of a family I am assigned to Sponsor. What should I do next?

1. Call the parents the week you receive your information so they know they have a sponsor.
2. Verify the gift suggestions, clothing sizes & delivery address you received on the Family Information Sheet. You can say something like, "Hi, this is [your first name], and I am assigned to be your Sub for Santa Sponsor. Do you have a few minutes to discuss the list I received and figure out a day and time to deliver the gifts to your home?"
3. Update your online Sponsor Account with your scheduled delivery date.

Who delivers the gifts?

You do! We do our best to match you with a family that lives close to you. We will do our best to assign you a family within 10 miles of your home (if you live in Utah County), but when those families are not available, you may be assigned one a little further away.

Who calls the family I'm going to Sponsor to make delivery arrangements?

You do! Please call the family as soon as you are matched with them. Let them know that you are their sponsor and work out a deliver date and time that works best for both of you. The Family Information Sheet will have the family phone number and address.

When should gifts be delivered by?

Try to have the gifts delivered by December 20th. Please contact the family immediately after

receiving the family information to set up a time for delivery. Deliver gifts at a time that works for you and the family you are sponsoring.

How can I remain anonymous?

PHONE: To ensure anonymity, dial *67 before calling the number and your number will be blocked from the caller ID.

EMAIL & TEXT: You are welcome to contact applicants via email and text, however, keep in mind this will not allow the same kind of anonymity as a blocked phone call. Also, phone calls may be the fastest way to reach a parent as they may not use email frequently. Parents are often easiest to reach after 8:00 p.m. because of work schedules.

What does a Sponsor provide?

Sponsors are asked to provide the following per child:

- 1-2 new toys/other gifts
- 2-3 items of new clothing
- 3-5 new books

How much money should I spend?

The purpose of Sub for Santa is to meet the basic needs of the children in each family. Providing an elaborate Christmas makes it difficult for parents to recreate a similar holiday the following year. Sponsors are asked to spend an average of \$150-175 per child on all the gifts. If you would like to provide more, we suggest you call us to sign up for another family to help so they can receive a Christmas also.

Should I buy gifts for the parents?

We are concerned about helping children first. We do not ask you to help the parents, but you may do so if you wish. Please do not give cash.

Should I wrap the gifts?

We ask that you do not wrap the gifts. This allows the parents to know what their child will be getting for Christmas and feel safe about the gifts they are getting from a stranger. This also allows the parents to wrap the gifts themselves and share in the Christmas experience and play a greater role in providing for their children's Christmas. If you would like, you are welcome to include wrapping paper and bows for the parents to use (this is optional). It is a good idea to put the gifts in a black bag or closed box so the children cannot see the gifts as you deliver.

How can I be sure the family I sponsor really needs my help?

To apply for assistance, a parent attends an application open house where Sub for Santa staff and volunteers verify ID for the parent, children documentation and other income documents. At the open house they are also shown other community resources that can help them year-round. Sub for Santa staff then evaluates each application and according to their financial situation, how many years they have received assistance, and other circumstances they are accepted or denied Sub for Santa assistance. As a Sponsor, you will have the most contact

with the family. If you are concerned about anything, please contact us immediately at 801-356-6300.

What if the family I Sponsor doesn't speak English?

Many of the families who apply don't speak English, but are still in great need of your help. We do our best to match Spanish-speaking Sponsors with Spanish-speaking families, however, there are not enough Spanish-speaking Sponsors to help all the families who apply. Because of this, you may receive a family who does not speak English. Be resourceful! Do you have a family member, neighbor, or co-worker who speaks Spanish and can help translate for you? In one phone call all of the necessary answers and arrangements can be made. If you are experiencing difficulty, please call our office at 801-356-6300.

Can I meet the children I'm sponsoring? Can I go inside the home and visit the family?

It depends on the parents, but most likely no. This can create confusing questions from children about Santa Claus and put parents in an awkward position. Please be considerate of the privacy and safety of the family. Even though you are generously providing for them, you are still a stranger and they are under no obligation to invite you inside their home.