

Commonly Asked Questions

WHAT SIZE OF FAMILY SHOULD I SPONSOR?

It depends on your budget or an estimate of how much you can raise. We recommend budgeting $200 plus tax for each family member, plus $150 grocery gift card for the family's holiday meal.

For example: if you wish to sponsor a family of two people i.e. Mom and child. Budget for $200 for mom, $200 for child, $150 for a grocery gift card. Total estimated budget $550

When in doubt, err on the side of caution and choose a smaller family. It's better to provide a smaller family with a great package then stretching your budget too thin on a larger family.



Thank you for making the holidays brighter for local families!

WILL I GET A TAX RECEIPT?

No. We are NOT able to provide a tax receipt for presents purchased for families. We are only able to provide a tax receipt for monetary donations.

WHAT AM I OBLIGATED TO PURCHASE?

You are not obligated to purchase everything on the wish list but a minimum package should include:

- A winter coat/snow suit, hat & mitts for each family member
- Two household items for the primary caregiver
- Two "Santa" toys for each child
- A $150 grocery gift card. The larger the family, please consider a larger grocery gift card

WHERE SHOULD I SHOP?

We recommend that you shop at stores the family might shop at (i.e. Old Navy, Walmart etc.) so that they can make an exchange if necessary

SHOULD I GET A GIFT RECEIPT?

YES! Always get a gift receipt, in case an exchange is necessary.

DO I REMOVE THE PRICE TAGS?

No, please keep them on the items. It will make it easier for the care giver, in case an exchange is necessary.

CAN I DONATE USED OR GENTLY USED ITEMS?

NO. Holiday Helpers only accepts brand new items. Used items will not be provided to the family, even if they are in good shape.



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PACKAGING AND DROP-OFF



SHOULD I WRAP MY ITEMS?

NO! All gifts must be dropped off unwrapped.

I AM FINISHED MY SHOPPING. WHAT HAPPENS NOW?

Great news! You are now responsible for dropping your purchases off at a designated centre by the posted deadline.

WHERE DO I DROP OFF MY PACKAGES?

The drop-off locations will be emailed to you.



HOW DO I PREPARE MY PACKAGES FOR DROP-OFF?

- You will be provided with a Mandatory Tracking Form that MUST be completed before the drop-off. This form tracks all the items for each family member.
- All the gifts must be in sealed GARBAGE BAGS or BOXES with the family # on each bag/box.
- Number each bag/box (i.e. 1 of 3, 2 of 3, 3 of 3).
- All gift receipts, gift cards, etc. must be placed in a sealed envelope in the #1 bag/box.

CAN SOMEONE PICK UP MY PACKAGE

Holiday Helpers is a small charity and we are unable to pick-up presents from every donor. Please drop off your items to one of our convenient drop-off locations by the deadline provided.

CAN I DELIVER MY PACKAGE TO THE FAMILY?

NO. For the privacy and safety of the family and you as the donor, you are not allowed to deliver the package to the family you sponsored. If you would like to deliver to a family, please register as a volunteer driver. Details are posted on the Volunteer page.