



HOLIDAY HELP

FAQS

Support a patient family through gifts!

- **My team has always directly helped a patient family in need and has never used the Holiday Help program. Why should we consider helping in that way this year?**
 - It fosters equity among our patient families.
 - It allows us to best steward our resources.
 - It promotes and helps maintain professional boundaries.
 - We are asking nicely ;)
- **Can my team help support a family of a patient we know?**
 - Probably! When completing question 9 on the Holiday Help Sponsor Registration, select "Yes—I've already identified my family/families". This informs the Holiday Help Herd that the social worker in your area of coverage has confirmed the family's eligibility, streamlining the matching process.
- **My work area does not have an assigned social worker, but we want to support a patient family that we know. Can we do that?**
 - Possibly! When completing question 9 on the Holiday Help Sponsor Registration, select "Other" to inform the Holiday Help Herd that you do not have a social worker assigned to your area of coverage. We will communicate with your Department Contact Person to gather information and verify eligibility.

MAKE KENT SMITH PROUD: DO **NOT** INCLUDE **PHI** IN THE SPONSOR REGISTRATION FORM.

- 👤 **In years past, we had to drive a long way to deliver gifts! How can we avoid that this year?**
- 👤 As social work assesses eligibility for Holiday Help, they also confirm the patient family's ability to meet staff sponsors at Cook Children's Medical Center* to pick-up gifts.
 - * Patient families who cannot meet at Cook Children's Medical Center* to pick-up gifts are assessed by social work to determine eligibility for Gift Cards.
 - 👤 This practice promotes the dignity of our patient families, aids in the safety of our staff, and encourages clear boundaries.
- 👤 **I want my kids to feel the happiness that comes from helping others. Can I enroll my family as sponsors?**
- 👤 Unfortunately not. Sponsorship opportunities are only open to groups of employees, *not* individuals or their family members. Your family can still help by buying basic blue Wal-Mart gift cards for Holiday Help, purchasing a ticket for the Facilities Week Raffle, or by choosing items from the Child Life Wish List, though!
- 👤 **Is Holiday Help only available for patient families who celebrate Christmas?**
- 👤 No, Holiday Help is open to any patient family who qualifies, regardless of their religious or cultural observances.
- 👤 **If paired with a patient family who is non-English speaking, how can we communicate?**
- 👤 CyraCom Translations Services (AKA "Blue Phone") is readily available throughout many Cook Children's locations. Check with your site administrator to determine the CyraCom number to call from your particular location (i.e., CCMC-FW x52244; CCMC-Prosper x42244; etc.) or if your location uses a different interpretation service such as Signs2go.
- 👤 **Nobody on my team wants to help sponsor a patient's family with me. Can I do it on my own?**
- 👤 Sadly, no. Sponsorship opportunities are open only to groups of employees, *not* individual staff members or their family members. If interested, the Holiday Help Herd can help connect you with other staff groups that are sponsoring. You can still help by buying basic blue Wal-Mart gift cards for Holiday Help, purchasing a ticket for the Facilities Week Raffle, or by choosing items from the Child Life Wish List, though!
- 👤 **My team signed-up to sponsor a patient family, but we've changed our minds. Can you remove us from the list?**
- 👤 It depends. If your removal request occurs before **November 9**, we can remove your team. *After November 10*, we can only remove requests if there is another staff group willing and able to provide for the patient family who was matched with your team.

- 👤 Last year, the family we helped requested *really* pricey gifts like big TVs and a four-wheeler. How can we ensure the gifts we give are suitable?
- 👤 To set clear expectations with patient families, social workers complete the wish list with the families by first making a list of needs before adding FUN items.
- ★ Examples of needs: backpack; electric toothbrush; etc.
 - ★ Examples of FUN items: games for existing systems, but not systems themselves; iTunes gift cards, but not iPhones; etc.
- 👤 When will my team find out which patient family we're working with, and how will we get that information?
- 👤 The Holiday Help Herd will send an email to the main contact for your team with the wish list from your assigned patient family starting on **November 11**. All teams will be informed by **November 21**.
- 👤 My team was paired with a patient family. How much should we budget for each family member?
- 👤 To align with our gift card guidelines, plan to spend approximately \$100 per person in each family.
- 👤 How should I reply if the patient's family asks for extra gifts or help with everyday needs when they come to pick up their gifts?
- 👤 Simply tell the patient family that you are unable to provide extra gifts or assist with other needs, encouraging them to connect with the social worker who helped complete their Holiday Help wish list to see if additional resources are available.
- 👤 Should my team tell the Holiday Help Herd when our patient family picks up their gifts?
- 👤 Yes—please and thank you.



Provide Wal-Mart gift cards (or money to buy them)!

Which patient families benefit from gift cards? Families who...

- Need a little extra help during the season of Holiday Help.
- Cannot meet a sponsor at Cook Children's Medical Center* to pick-up gifts.
- Live outside our service area.
- Are not sponsored through Holiday Help.

Who requests gift cards for patient families?

- Social workers assess patient families to determine gift card eligibility.
 - If you know of a patient family who could use some gift cards, let the social worker in your area of coverage know.
 - If do you not have a social worker assigned in your area of coverage, reach out to the Holiday Help Herd.

What happens to the "extra" gift cards after Holiday Help ends?

- Extra* is a strong word. ;) Any remaining gift cards after the Holiday Help season are used to help families of patients throughout the year.



Buy tickets for the Facilities Week Raffle!

Are we even *allowed* to host a raffle?

- Because the Facilities Week Raffle directly benefits patients and families, we *are allowed* to organize and take part in this event.

THANKS TO MERRIDTH SIMPSON AND KENT SMITH FOR ENSURING THE
FACILITIES WEEK RAFFLE, BENEFITING HOLIDAY HELP, COMPLIES WITH POLICIES AND REGULATIONS!

👤 **What type of items are part of the raffle?**

- 👉 Generously donated from sponsors outside of Cook Children's, the items range from tool sets to Yeti coolers to gift cards and more!

👤 **Who is selling the tickets?**

- 👉 Tickets are available for purchase at the Spiritual Care suite in Fort Worth or through any Facilities team member at both Fort Worth and Prosper medical centers. Tickets can also be purchased through Real Estate Facilities personnel at surrounding off-campus properties.

👤 **When are raffle tickets being sold?**

- 👉 Raffle tickets for the Fort Worth area are on sale from October 8—October 20. Winners are drawn on October 21.
- 👉 Raffle tickets for the Prosper area are on sale from October 8—October 23. Winners are drawn on October 24.

👤 **How much do raffle tickets cost?**

- 👉 Tickets can be purchased through the Real Estate Facilities and Spiritual Care teams, costing \$5 per ticket or a set of 5 tickets for \$20. Cash or checks payable to Cook Children's Health Foundation (CCHF) are accepted.

👤 **Can we buy tickets using Venmo or CashApp?**

- 👉 Sorry, y'all. Cash and checks made to CCHF are the only accepted forms of tender.

👤 **When are the winners drawn?**

- 👉 Winners of the Fort Worth area raffle will be drawn on October 21.
- 👉 Winners of the Prosper area raffle will be drawn on October 24.

👤 **Do I have to be present to win?**

- 👉 Nope. We only require that your name and phone number be listed clearly on the back of your purchased tickets. If you win, we will contact you to coordinate pick-up.



Help fulfill the Child Life Wish List!

- 👤 **My child has outgrown some of their toys, and those toys are on the Wish List. Since they still have plenty of play left in them, can I donate them to Child Life?**
 - 👤 Nope. Due to safety, infection, and control policies, Child Life can only accept new items.
- 👤 **Are there any items I should avoid donating?**
 - 👤 Yes, several. We cannot accept donations that are or may be perceived as inappropriate including items associated with violence, religious content, latex balloons, fleece blankets or clothing, candy or food, or homemade items.
- 👤 **There are so many options on the Wish List! What should I buy?**
 - 👤 Pick items that fit your budget. If you still need help selecting, keep in mind that we receive fewer donations of items for teenagers and babies like Legos and clothing.
- 👤 **If I wrap my donations, can I deliver the gifts directly to patients?**
 - 👤 Please do not wrap donations; gifts cannot be delivered directly to patients, wrapped or not.
- 👤 **Where should I drop off my donation?**
 - 👤 Drop donations in the bin at CCMC-Fort Worth main entrance or bring them to Child Life Donation Days on December 16 (5 PM—7PM) or December 20 (10 AM—2 PM).
- 👤 **I want to donate to Child Life, but work in the clinic in Amarillo. Since I can't drop off my donations in Fort Worth, how can I donate?**
 - 👤 You can make purchases through online retailers or provide financial donations by scanning the QR codes included on the Child Life Wish List attached to this email.
- 👤 **Can the Holiday Help Herd answer questions about the Child Life Wish List?**
 - 👤 Negative. Please direct questions about the Wish List to childlifedonations@cookchildrens.org.



* Or the location of Cook Children's Health Care System appropriate to the individual patient family (i.e., only a clinic in Abilene can sponsor a family who lives in Abilene, and the meeting location can be at the clinic in Abilene. Only a clinic in Lubbock can sponsor a family living in Lubbock, and the meeting location can be at the clinic in Lubbock, etc.).

Important Dates to Remember



- 🕒 **Sunday, November 9:** Last day to sign-up to sponsor a patient family for Holiday Help
- 🕒 **Monday, November 10:** Holiday Help Herd matches patient families with staff sponsors
- 🕒 **Tuesday, November 11—Friday, November 21:** All staff sponsors notified of their match
- 🕒 **Friday, December 12:** Last day for staff sponsors to purchase gifts
- 🕒 **Friday, December 19:** Last day for patient families to pick up their gifts!