



Holiday Help, formally known as Holiday Benevolence.

👤 **My team has always helped a patient family in need directly and has never used the Holiday Help program. Why should we consider doing that 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! After the social worker in your area of coverage determines the patient family eligibility for Holiday Help, add this phrase to the last question on the sponsor sign-up form: "We want to sponsor the patient family identified by (insert name of social worker)."

MAKE KENT SMITH PROUD: DO **NOT** INCLUDE **PHI** IN THE SPONSOR SIGN-UP 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 change 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?**

- 👤 No. 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 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?**
- 👤 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 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 10, we can remove your team. *After November 11*, 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 12. All teams will be informed by November 22.
- 👤 **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.

👤 **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 pick-up their gifts?**

- 👤 Yes—please and thank you.

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

- | | |
|---------------------------------------|---------------------------------------|
| 👤 Consist of 3 or less people. | 👤 Cannot meet a sponsor at Cook |
| 👤 Live outside our service area. | Children's Medical Center* to pick-up |
| 👤 Need a little extra help during the | gifts. |
| season of Holiday Help. | 👤 Not sponsored through Holiday Help. |

👤 **Who requests gift cards for patient families?**

- 👤 Social workers assesses 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.

👤 **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.

* 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 10—Last day to sign-up to sponsor a patient family for Holiday Help
- 🧑 Monday, November 11—Holiday Help Herd matches patient families with staff sponsors
- 🧑 Tuesday, November 12—Friday, November 22—All staff sponsors notified of their match
- 🧑 Friday, December 13—Last day for staff sponsors to purchase gifts
- 🧑 Friday, December 20—Last day for patient families to pick up their gifts!