

FREQUENTLY ASKED QUESTIONS

1. Where do I drop off my gifts?

- All Adopt-A-Family gifts must be dropped at our Main Campus in Vista at **200 Michigan Avenue, Vista, CA 92084**
- Please make sure you review your assigned drop-off date and time before arriving

2. When is the gift drop-off?

- There will be designated drop-off dates and shifts available, including morning and afternoon shifts before the final drop-off date on **Saturday, December 12th, 2026 (Final day to drop off gifts)**
- Please keep an eye on your email for the available dates, times, and instructions.

3. What if I need a special drop-off accommodation?

- If you are unable to attend one of the scheduled drop-off times, please contact the **Impact Team at give@nclifeline.org**

4. When will I receive my family assignment?

- Family matching will take place during the first two weeks of November
- Once you are matched, you will receive an email from our give email with your family wishlist and information

5. What if I don't receive my family assignment?

- Please first check your spam or junk folder and make sure your email settings are not blocking messages from external senders
- If you have not received any communication by **November 13, 2026, please contact the Impact Team at give@nclifeline.org**.

6. Can I request information about the family I am sponsoring?

- **No**, to protect the privacy and confidentiality of Lifeline clients, we cannot share additional information about families beyond what is provided on the approved wishlist.

7. Can I contact the family or their case manager?

- No. If you are interested in continuing supporting Lifeline after the Adopt-A-Family program, please contact the Impact Team at give@nclifeline.org.

8. What if I am not sure about sizing and I am in between sizes?

- If you are in between sizes, please choose the larger size
- We also recommend keeping the receipt with the gifts so the family can exchange the item if needed.

9. What if a family does not have clothing items listed on their wishlist?

- If clothing is not listed, it means the family did not request clothing items.
- There is no need to purchase additional clothing or contact Lifeline to double-check.



Questions? Email the Impact Team at give@nclifeline.org



10. What to do if I don't have the information about their pets?

- Please keep in mind that the Impact team does not have direct contact with clients. If specific pet information is not listed on the wishlist, we recommend providing a gift card instead.

11. Can I donate used clothing?

- Adopt-A-Family is intended for **New gifts** for the matched family
- If you would like to donate gently used clothing, please make it a **regular donation to Lifeline rather than an Adopt-A-Family gift.**
- Used clothing should be in a good condition, with no stains, damage or excessive wear.

12. Can I donate food?

- Food donations are not accepted as part of Adopt-A-Family Program.

13. Do I need to complete the IRS Letter?

- All donors must complete the IRS donation letter provided by Lifeline **before dropping off their gifts or on the day of drop-off.**

14. What if I want to support a family but registration is closed?

- If registration is closed, you can still support Lifeline's Adopt-A-Family program through a monetary donation using the donation link on our website.
- Financial donations will allow us to purchase additional gift cards and provide support to families when there are additional needs.

15. Can I donate additional items that are not on the wish list?

- We encourage donors to focus on the items specifically requested on the family's wish list
- If you would like to provide an additional treat or gift, we encourage you to consider a gift card to a popular retailer, such as Walmart, Target, or Costco.

16. What if an item on the wish list is no longer available?

- If a requested item is unavailable, please choose a similar or comparable item whenever possible
- If you are unsure, a gift card may be a good alternative, especially when the family has provided a preferred store.

17. Can I spend more or less than the suggested amount?

- Donors are encouraged to spend approximately \$100 per person, but this is a guideline rather than a requirement

18. Can I continue supporting Lifeline after Adopt-A-Family?

- Yes! We encourage donors to stay connected with Lifeline. We hold different events and opportunities throughout the year to continue supporting our clients and families.
- If you are interested in learning more about volunteer opportunities or other ways to get involved, please contact our Volunteer Specialist at volunteer@nclifeline.org.

19. Who should I contact if I have questions?

- For questions about Adopt-A-Family accommodations, donations or the donor process please contact: Impact Team at give@nclifeline.org.