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?**
- Gifts can be dropped off on Thursday, December 10, Friday, December 11 and Saturday, December 12, 2026, with morning and afternoon shifts. The final day to drop off gifts is Saturday, December 12, 2026.
- Please keep an eye on your email for the available 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 from November 9 to November 20
- 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 20, 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

FREQUENTLY ASKED QUESTIONS (CONTINUED)

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 at lifelinecs.org/Adopt.
- 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