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***

2. **When is the gift drop-off?**
- This year's Adopt-A-Family Celebration & Gift Drop-Off* will be held at our Vista Campus on Saturday, December 12 from 9am - 5pm. Come solo or bring the whole family to drop off your gifts and enjoy family photos, cookie decorating, holiday crafts, a visit from Santa, and more!
- *Additional lunchtime and evening drop-off times available Thursday, December 10 and Friday, December 11. Contact give@nclifeline.org for details.

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