

# Family To Family Holiday Program

## Frequently Asked Questions for **FAMILIES**

-2020-

### ***Who can I contact for more information?***

If you have any questions or would like more information, please contact our Holiday Program Coordinator, Trish. She can be reached via email at [familytofamiyywca@gmail.com](mailto:familytofamiyywca@gmail.com) or via phone at 978-572-6189.

### ***If I am in need of gifts for my family this holiday season how do I sign up for this program?***

Please fill out a [wishlist](#) online, or if you do not have access to a computer or internet, please fill out a paper wish list form. Paper wish list forms can be mailed to you or picked up at some social service locations. If you'd like a paper wish list mailed to you, please contact our Holiday Program Coordinator, Trish. She can be reached via email at [familytofamiyywca@gmail.com](mailto:familytofamiyywca@gmail.com) or via phone at 978-572-6189.

**All wish lists must be submitted or received no later than November 1, 2020. Due to added logistics due to COVID, we cannot accept late wish lists this year.**

### ***Who is eligible to participate?***

This year **all children (under 18/in high school) and parents/guardians** currently living in Newburyport, Salisbury, Amesbury, Newbury, West Newbury, and Rowley may submit wish lists.

### ***What is the timeline?***

- Please submit your family's Wish List **NO LATER THAN.....November 1st**
- Families will be scheduled to pick up their gifts...**December 11th through 16th**
- The absolute last day to pick up gifts.....**December 23rd**

### ***Can we ask for certain items we need?***

YES, when you sign up you will be asked for the needs and wish items for each child or parent/guardian in your family.

### ***How do we receive our gifts?***

You will need to pick up your gifts at Newburyport Youth Services (40 Milk St., Newburyport) during a scheduled time between December 11th and 16th. Your pick-up appointment will be sent to you in December. If you are not able to come to pick up your gifts, please contact Trish for an alternative arrangement. Trish can be reached at 978-572-6189 or [familytofamiyywca@gmail.com](mailto:familytofamiyywca@gmail.com)

### ***Can we send a thank you note to our matched elf?***

Yes, you can send your note to [familytofamiyywca@gmail.com](mailto:familytofamiyywca@gmail.com), leave in the outside drop box at Newburyport Youth Services, or mail to Newburyport Youth Services (40 Milk Street, Newburyport, MA 01950) and we will get the note to your matched elf. Please be sure to include your family number on the envelope.

***What extra precautions is NYS/YWCA taking this year due to COVID-19?***- Safety is our top priority. Families will be asked to sign-up for a pick-up time so that we can limit the amount of people coming at the same time. All family members will be required to wear a mask and maintain 6 feet social distancing at all times. Pick-up will be outside, at the door. All volunteers and staff will be masked and screened prior to helping.