



Dear Holiday Food Provider,

We have enclosed the names you requested of those who have applied to receive a holiday food basket. In order to assist you in making this a truly positive experience, we suggest the following:

1. **Please contact the family IMMEDIATELY.** Let them know that you plan on bringing over a holiday food supply and ask what day and time works for them. Ask their food preferences to ensure there are no food allergies. Calling right away eliminates their anxiety of not knowing if they will be receiving a holiday dinner. A reminder call shortly before the delivery time is also recommended. Use \*67 to allow your number to be blocked from caller ID or use the church phone to make your calls.
2. If there is a language barrier and there is no one at home to translate please see the translation help on the **reverse side**.
2. If you are unable to reach your family by phone please contact the **Pantry Director** that is matching you with the family (this contact information was sent in your confirmation email or postcard). **Do not leave the food at the door.** If you cannot make contact for delivery, bring the food basket to the Food Pantry. Note: pantry schedules may be modified for holiday closings, so contact them prior to the holiday week.
3. To minimize phone calls to the sign-up site, we request that you deliver your baskets or have the family pick up 3-5 days prior to the holiday.
4. Advise the family how to reach you if their phone number or address changes. If you cannot give your name and number to the client, advise them to call their sign-up site with any changes. Please understand and try to accommodate changes.
5. The Holiday Giving Network is primarily a holiday food program. Some providers choose to include extra groceries or gifts for the family. This is an option, not an expectation. Most families will receive toys through other programs.
6. Please remember that all families who are receiving a food basket have been pre-screened for eligibility. A family in need of a food basket may have a life similar to yours but simply need this extra help during a financially stressful time of year. Be prepared for varying responses and please use sensitivity in your interactions. Oftentimes an expression of gratitude that you may expect is not possible for a person who has experienced loss financially, emotionally, and mentally. View this as an opportunity to learn and give **unconditional respect** while withholding asserting a judgmental attitude.

**Thank you** for being a part of our Holiday Giving Network. It's a privilege to be in partnership with you as we meet the needs of our neighbors in this community.

Hello \_\_\_\_\_ family,

Your name was given to us for a holiday basket. We plan to deliver your basket on \_\_December/November\_\_ at \_\_ (time) \_\_.

If no one will be at home at this time, it is very important for you to call us at : \_\_ (your contact number) \_\_.

You may receive a family that speaks little or no English. You will find that information in the comment section of the sign up form. Usually the school age children in the home are able to speak English but you may not be able to reach the family by phone. Below is a Spanish script that may help you in informing the family when you will be delivering their basket. You may mail the script to them, filling in the blanks, or use this as a call script.

Hola Familia. \_\_\_\_\_ (last name),

Su nombre esta en nuestra lista para recibir una canasta de Dia de Gracias/ Navidad. Estamos planeando entregar su canasta el dia \_\_\_\_\_ (date) de Noviembre (or) Diciembre a las \_\_\_\_\_ (time) de la noche (in the evening) or, de la mañana (in the morning)

Si no va a haber nadie en la casa a esa hora, es muy importante que usted nos llame al telefono \_\_\_\_\_ (your contact number).

Muchas gracias y nos vemos pronto.