



DOING THE
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Christmas FAQ's

ONLINE APPOINTMENTS & REGISTRATION

Question: *I'm getting a zip code error when I try to schedule an appointment for registration.*

Answer: If you receive that error message, it is not that your zip code is invalid. This error shows when all appointments allocated for the day have been filled. full for today. Please try again tomorrow after 9:00am. Appointments are only released Monday – Friday, so if you are receiving an error on Friday please try the following Monday morning.

Question: *I'm having issues entering information in the online application.*

Answer: Please keep your scheduled appointment time. When you come in person, we will go over your information and input the data for your application.

Question: *What do I do if I do not speak English?*

Answer: The Office of Multi-cultural Affairs is assisting us with non-speaking applications. We will have signage and Spanish speakers in person to assist you during your appointment and gift distribution.

Question: *Can I bring my children to my appointment?*

Answer: In order to preserve the magic of Christmas, and to ensure safe and smooth processes, children are not permitted in the building. Please secure childcare, or have someone come with you who can watch your children outside of the building.

Question: *What do I do if I have lost my photo ID?*

Answer: In order to apply for assistance and pickup your gifts, you will need some way to verify your identity. You can bring a driver's license, passport, or letter from the DMV verifying your identity.

Question: *What if I don't have my child(ren)'s birth certificates?*

Answer: In order to apply for Christmas assistance, you will need to bring some type of documentation verifying you are the parent/guardian of the child(ren) you are applying for. If you do not have their birth certificates, please bring one of the following:

- Case Information Statement from Social Services.
- TANF case statement that lists all members of the household.
- Custody papers.
- Social Security benefit letter listing adult as custodian.
- Doctor's office letter/visit that lists the adult as parent.
- Documentation from school showing the name of the child and the name of the parent.
- Lease that lists the parent as lessor and children as living in the home.



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Question: *What if I don't have verification of income?*

Answer: You will need to provide one of the following to verify your eligibility for assistance:

- Letter from employer stating how much they are being paid (cash).
- Bank statement showing direct deposit of SSI, SSD, etc.
- Letter from homeowner/lessor stating the parent is living at the home for free and lessor is paying all the parent's expenses.

Question: *What if I am unable to make my appointment to register?*

Answer: If you can not make your scheduled appointment, please come on Friday, October 22 between 9:00AM-12:00PM. This will be the last chance to apply. You will not be able to apply without coming in person to verify your income, relationship to child, and their sizes/wishlist items.

Questions: *I was not able to get an appointment – what do I do?*

Answer: In order to ensure we can provide assistance for families who apply, we can only take a limited amount. Only appointments made online (except Silver Bells ages 62+) will be accepted. If you were not able to get an appointment to receive assistance with your Christmas gifts, please call 2-1-1 to get a list of other agencies who may be able to assist your family this Christmas.

DISTRIBUTION

Question: *What do I do if I can't make it during the appointment time to pick up gifts?*

Answer: If you aren't able to come pick up your gifts at the scheduled time, please review your appointment card for next steps.

- Follow instruction on the paper given to parent at registration.
 - i. Give a trusted person a copy of your/parent's ID.
 - ii. Bring your photo ID.
 - iii. Bring a letter from the parent stating you are able to pick up the gifts.
- You may also come during make-up day on Thursday, 12/16 2:00pm -4:00pm. This is the last chance to pick up.

Question: *What if I lost my appointment card?*

Answer: Bring your photo ID with you and we will look you up in our system.

Question: *Can I bring my children with me to pick up my gifts?*

Answer: In order to preserve the magic of Christmas, and to ensure safe and smooth processes, children are not permitted in the building. Please secure childcare, or have someone come with you who can watch your children outside of the building.



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- Make up appointments are Thursday, 12/16 2:00 – 4:00pm. No appointment is necessary.

Question: *What happens if there is inclement weather during my appointment/distribution time?*

Answer: We will follow school and government closings for weather. Please check our website or Facebook for updates.

Question: *My child did not get what they asked for and I'm not happy.*

Answer: We share the wishlist items you provide with donors in the community who are excited to help. We cannot guarantee they will purchase the exact items. Each donor's ability to give looks differently, and this is meant to assist you with your Christmas gifts.

Have any other questions or scenarios? Please reach out to salvationarmyrva@gmail.com.