

# FAQ: Welcome Home Baskets



## **Someone donated an item that wasn't on the list. What do I do with that?**

That's okay. If the item is related to household items and is new we can accept the item. If the item is something of other nature, it's likely we will pass the donation on to another organization.

## **What if the item donated is close but not exactly the requested item?**

That's okay. If you're getting body wash and a bar of soap is donated, it's a reasonable substitute. If you're getting a pillow and a mattress is donated, it's not a reasonable substitute (and can't fit in a laundry basket).

## **Can I donate a gently used item?**

No. For the Welcome Home Baskets drive we accept only new items, as these are gifts given to residents moving into a new home.

## **Are the baskets gender specific?**

All baskets are gender-neutral. That does not mean color or type of item purchased should be limited to gender neutral products, simply that we do not create "mens" or "womens" baskets, rather, "resident baskets."

## **Do I purchase children's items?**

You may purchase children's items if they are specific to the needs in the basket. Often we switch items around after the baskets are sent to a housing complex.

## **How do I get what we collected to you?**

Items can be dropped off at 106 Division S at a drop-off time decided upon by the Volunteer Coordinator and the Donor. Sometimes we can arrange to pick items up depending on our availability.

## **We don't have enough of an item to fill the basket. What do we do?**

It's okay! If you are building the baskets on-site, you can purchase the items after, or indicate when you drop off the baskets what is missing in each. If you are donating the items without building the baskets, there is no concern for equal numbers.

## **Can I donate other items that aren't on this list?**

It depends. We take donations that are not specified on the collection drive on a case-by-case basis. Please contact the Volunteer Coordinator with your donation inquiry.

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<----- Questions?