

St. Xavier High School Advent Canned Food Drive

HEART to HOME Program, 2018



Frequently Asked Questions

- ***How do I sign up for the HEART to HOME PROGRAM?***

Complete the on-line form found on this webpage, or contact Linda Gloeckler in Community Service Office at 761-7815, ext. 529 or via e-mail at heart2home@stxavier.org

- ***Can I contact my family?***

Yes, you are encouraged to contact your family to insure that they will be at home when you deliver the food and to provide an opportunity to determine if the family has any special needs.

- ***When do I deliver the food?***

Saturday, December 8 between 9:00am and 3:00pm

If you cannot deliver on December 8, please set up a mutually agreeable time with your family and let us know in advance on what date you will deliver by e-mail at heart2home@stxavier.org

- ***What should I do if the phone number of the family is disconnected?***

The family information that you will receive typically indicates a secondary phone number. In the event that alternative phone numbers cannot be reached, contact the agency listed on your form and they will do their best to help you.

- ***What if my family is not at home when I deliver to them?***

Take the food directly to the referring agency. The Agency name, address and phone # are listed on your *Family Information Sheet*. The agency will make sure that the assigned family receives their food. We contact every family to remind them to be at home on December 8, yet inevitably, some folks will not be at home when their food box arrives

- ***Since things can be so busy during the Christmas season, is there any way that I can get the information earlier so that I can begin to shop for my adopted family?***

We will send the information about your adopted family to you as soon as possible. However, if you wish begin shopping for food, please see the **HEART to HOME Grocery List**, which can be accessed via this website.

- ***Should I buy gifts for the family?***

The only expectation is food. Some people like to give gifts to each person in the family while others prefer instead to include gift certificates to different stores. For most of the folks who receive food boxes, *Kroger* is the most accessible store. Note: Government assistance cannot be used for non-food items such as soap, paper products, personal hygiene products, and diapers so those items would be excellent additions to your food boxes.

How much does it usually cost?

- About \$35-40 per person. For example, if you adopted a family of four, you could expect to spend approximately \$150.

- ***Can I have the same family that I had last year?***

Yes, indicate on your HEART to HOME request form that you would like to have the same family as last year. If that family is on the list we receive from the agencies, we will match you up with them again this year.

- ***How do you determine which families will participate in the program?***

We receive the names of over 600 families in need from five social service agencies in Cincinnati with whom St. Xavier has collaborated with for many years.

- ***I have friends that would like to participate in the program. How should they go about doing so?***

They should go to this website for the appropriate information and to enroll online. They can also contact Linda Gloeckler in the Community Service Office at 761-7815, ext. 529 or via e-mail at heart2home@stxavier.org