



Santa to a Senior (S2S) FAQ

1. Q: How does this all work?

A: Our “Santas” (you) buy gifts and drop them off at one of our Community Partner Drop-Off locations. Historically, these have been the four Home Hardware stores in Haldimand County, including Caledonia, Hagersville, Cayuga, and Dunnville. The S2S team works diligently to inventory and organize all received gifts for delivery. This is all followed up by our fun Gift Giving Parade, where volunteers can join us to help deliver the presents to facilities and spread Christmas Cheer!

2. Q: What do you consider a “Senior”?

A: We are an all-inclusive campaign despite our name! Technically, a “senior” is defined as anyone ≥ 65 years of age; however, we also include adults in need and those in community or assisted living. We will do our best to accommodate everyone and anyone to spread Christmas Cheer!

3. Q: How many gifts can I donate?

A: The more, the merrier! Check out the website @ www.santatoasenior.ca, where you can select and sponsor a “senior” of your choosing. Sponsor as many as you like. We are always in need of extra gifts. We never end up with leftovers!

4. Q: What if I don’t want to buy a gift(s)? Can I make a monetary donation?

A: Absolutely! A “Donate” button in the top section of our Homepage will allow you to donate directly from the website. Donations can be made one time or as a recurring donation allowing you to set your amount and spread it over the year. Payments are taken in several forms: Apple Pay, Google Pay, and Credit Card. As an alternative, an e-transfer can be sent to santatoasenior.haldimand@gmail.com.

5. Q: Where do I drop off my gift(s)?

A: We have designated drop-off locations with set dates and times. Please click on the “Important Information” button at the top of the homepage for those details.

6. Q: Is there anything I shouldn’t include in my gift bag?

A: Please do not include any perishable items, baking or alcohol. If unsure, please be sure to ask us by filling out the “Contact Us” (very bottom of the page).

7. Q: What if I signed up to sponsor a senior but have to withdraw? What do I do now?

A: Sometimes things come up, we understand. Our only request is to please let us know ASAP. We don't want that person to get missed and not receive something. Go to our website, www.santatoasenior.ca, and fill out the "Contact Us" (*very bottom of the page*).

8. Q: How do I become a Santa?

A: Click the green "Be a Santa" button to see the list of recipients waiting to be selected. When you find that special one click on the green "Select" button and fill in your contact information. A confirmation email will be sent to you and the listing changed to "Helped". You can revisit the list at any time to see your recipients details again. Just scroll down until you see the unique code that you received in your confirmation email for your recipient.

9. Q: Do I need to wrap my present(s)?

A: No wrapping, please. We prefer that gifts be given in **reusable gift bags**; an alternative would be a gift bag. For ease, ***our preference would be that everything fits in 1 bag***. Should you be unable to fit everything in 1 bag, we ask that you let us know so we are aware AND clearly label each bag (*Ex.: 1 of 2, 2 of 2*)

No Cellophane or plastic wrapped gifts, although they look beautiful they do not pack or travel easily and have to be repackaged which becomes costly and time consuming.

10. Q: Do you donate to individuals who are alone at Christmas?

A: Yes! Our love of spreading Christmas cheer and magic has no limits. Although this initially started out geared towards seniors, we've realized there is a bigger need in our community. We will do our best to accommodate anyone.

11. Q: Can I nominate myself?

A: Absolutely! We are happy you thought of us and took the time to reach out. Who better to nominate!

12. Q: Is there a minimum or maximum amount of money I must spend?

A: Nope, big or small, all donations are greatly appreciated.

13. Q: What do I do if I cannot find item(s) on my Senior's wish list?

A: We have an amazing Facebook community. We encourage you to post what you want there. Sometimes, the person's list includes items that are not feasible and that's okay! Get creative and add your own special touch to their gift.

14. Q: What is the difference between community living and assisted living?

A: Community Living: A place to live and work in the community, skills to manage a living environment and navigate the community; and skills to ensure self-care, safety, and personal health.

Assisted Living: A place that supports those who need assistance with activities of daily living while allowing residents to live as independently as possible.