

2017 NATIONAL WISH POLICY UPDATES



BACKGROUND	POLICY NOTE
<p>When developing the updates to wish granting policies, we focused on four key goals:</p> <ul style="list-style-type: none"> • Increasing wish consistency across chapters and between wish types; • Ensuring wishes are as developmentally appropriate as possible for the wish child; • Eliminating potential double wishes; and • Providing chapters with parameters to manage the scope and complexity of specific wishes. <p>In addition to these updates, and a variety of other national wish-granting policies, your chapter may have local wish-granting policies that impact the wishes granted in your area.</p>	<p>This document does not cover all of our national wish granting policies; it only highlights those policies that were updated following a vote by the Make-A-Wish national board of directors in October 2016.</p> <hr/> <p>WHO DO I CONTACT?</p> <p>Chapter staff remain your best contact for any questions you have regarding any particular wish policies. Please ensure that you and your wish-granting partner communicate with chapter staff throughout the wish process to answer any questions or alleviate any concerns you, or the wish family, may have.</p>
TRAVEL WISHES – MINIMUM AGE POLICY UPDATES	
	<ul style="list-style-type: none"> • Minimum age of 7 for children who wish to travel internationally, including cruise sailings that depart from ports outside the U.S. • Minimum age of 5 for children who wish to travel to Hawaii, including Aulani, a Disney® Resort and Spa, and all cruises departing and returning to U.S. ports.
TRAVEL WISHES – DESTINATION POLICY UPDATES	
	<ul style="list-style-type: none"> • Disney theme park wishes are limited to U.S. theme parks only. • Disney Cruise Line® wishes must depart from and return to U.S. ports, and are limited to 4 or 5 night sailings. • Wishes involving travel to some resort areas of Mexico (areas designated by the U.S. Department of State as having “no advisory in effect”) may now be granted. <i>Previously travel to the entire country of Mexico was prohibited.</i>
TRAVEL WISHES – INTERNATIONAL AND NATIONAL SPORTING EVENT POLICY UPDATES	
	<ul style="list-style-type: none"> • To ensure that children who come together for international and national sporting events have similar experiences, details for the wish, including things like ticket purchases, handling of donated tickets, daily spending amounts, number of participants and age restrictions will be determined by Make-A-Wish America.
PHILANTHROPIC WISHES	
	<ul style="list-style-type: none"> • Chapter staff will work within established budgetary parameters to grant philanthropic wishes that capture the wish child’s unique vision. These wishes may involve working directly with the community to make the wish happen, making a direct donation to a charity, or recognizing a specific person that has played an important role in the wish child’s journey. • The wish cannot involve non-local travel, celebrities or utilize any national in-kind or discount programs without first receiving approval from the National Office.

COMPUTER AND ELECTRONIC WISHES



- Chapter staff will work within defined budget guardrails to coordinate everything from relatively simple wishes to very complex and/or customized electronics requests.

VEHICLE MAKEOVER WISHES POLICY UPDATES



- Only cosmetic work on the vehicle may be completed, no work may be done on mechanical or safety systems.
- Vehicle must be inspected by an independent mechanic, and must meet *Kelley Blue Book* standards for "fair" vehicle quality or higher prior to the wish being approved.

BACKYARD STRUCTURE OR MAKEOVER WISHES



- The family must own the home or have permission from the homeowner for the wish to take place.
- Proof of premises liability insurance in the wish family's name must be obtained before completing the wish.
- Make-A-Wish must follow all local laws and ordinances, including any local laws related to obtaining permits throughout the course of the work.
- Basic yard grading will be provided, within reason, if required for proper installation of the requested wish elements.
- If a sports court wish is requested, court size is limited to a half-court.

For playhouse and treehouse wishes:

- Make-A-Wish cannot provide multi-story structures.
 - *Please note: If the child has wished for a treehouse and there is not a tree in the yard that is acceptable for construction, a playhouse on stilts MAY be considered as a treehouse alternative, but we cannot build a playhouse or treehouse with more than one usable floor.*
- Electrical may be run to the structure if necessary, and if your chapter's local policies permit it, but no other utilities may be included.
- Wheelchair ramps may be built if needed, but mechanical lifts may not be included.

WHEELCHAIR ACCESSIBLE VAN CONVERSIONS



- Make-A-Wish no longer grants wishes to convert a wish family's existing vehicle into a wheelchair accessible van.

MY ROLE AS A WISH GRANTER

Your role as a wish-granting volunteer DOES NOT change! As a wish granter, your role remains to:

- 1) Fully explore the child's expressed wish, even if you suspect that it is one that Make-A-Wish cannot make happen.
- 2) Complete the wish discovery process by asking open ended questions to discover what about that wish is most compelling to the child, how they've learned or developed an interest in that particular wish, what the meaning is behind the wish, and where the desire for this wish came from.

If you have strong concerns that the expressed wish may be against policy or may not be able to be granted for any other reason, you may want to take the time to complete the wish discovery process on a second wish idea, as well. Please be sure to capture the details of the entire process so chapter staff can better understand what that interview looked like with the child.

FREQUENTLY ASKED QUESTIONS (FAQs)

Will the policy updates impact children's wishes that are already approved?

No, any wish that was previously approved will not be impacted by these policy updates. However, if the wish has not been approved by the chapter office or you have not met with your wish child/the child has not determined his/her wish, the wish request will need to meet these policy updates.

Can a family choose to delay a wish until the child reaches the minimum age for requests with an age restriction (Hawaii, cruises, and international travel)?

A family may place a wish on hold for no more than one year for reason related to the child's age, school calendars, parent's schedules, etc. If a family elects to put the child's wish on hold, it is important to relay the importance of wish timing as it relates to the child's journey.

What if I receive push back from a family regarding the age requirements or any of the other updates? Or, what if I'm not comfortable addressing these new parameters with the family?

Talking points have been developed to aid you in explaining many of the policy updates to wish families. However, please remember that *anytime* you feel unsure of how to respond to a family's concerns or questions, you should let them know that you will ask a chapter staff member to follow up with them directly. It is always better to elevate a conversation to staff than to provide a family with incorrect information.

Does the age requirement for specific wish types also apply to rush wishes?

Yes, the policy updates apply to all wish children, regardless of their wish status.

TALKING POINTS

Minimum Age

Minimum age guidelines were implemented to help us ensure that wishes are as developmentally appropriate as possible for a child. These guidelines were based on recommendations from our Medical Advisory Council, using developmental milestones widely studied and accepted in the medical and psychology communities. The new policies also help Make-A-Wish ensure greater wish consistency across our network of 62 chapters and between wish types.

Disney Wishes

In order to maintain consistency in wish experiences for wish kids throughout our network of 62 chapters, a policy to limit Disney theme park wishes to only those parks within the U.S. was implemented. This policy will also eliminate the potential for "double wish" situations in which Make-A-Wish grants wishes for both international travel and a Disney experience.

Wheelchair Accessible Van Conversions

Consistency in wish quality is of the utmost importance to Make-A-Wish. Because wheelchair accessible van conversions vary wildly depending on the vehicle type and modifications required, we are unable to guarantee a quality wish experience each time a child requests a van conversion. In addition, the limited number of vendors located around the country able to perform the conversions creates logistical and financial challenge that jeopardizes the ability to grant wishes to other, eligible children.

Policies for High Variability Wishes (Backyard Makeovers, Vehicle Makeovers, or Philanthropic wishes)

Make-A-Wish strives to ensure that each wish – regardless of where or when it is granted – delivers an equally impactful and meaningful experience for the wish family. Wish children's imaginations know no limits, and we are continuously amazed by the creativity of wish children. Certain wishes tend to have a high variability in the way in which they are granted. Therefore, Make-A-Wish has created guidelines to maintain consistency from one incredible wish to the next. It is our hope that the guardrails established by our new policies will allow us to continue to let children explore their creativity, while at the same time establishing some parameters for many of the wishes we grant.