

STEP 1: CONTACT WISH PARTNER AND FAMILY

CONTACT YOUR WISH PARTNER

- Discuss availability for initial wish interview.
- Decide who will be responsible for contacting the family, purchasing ice breaker, and printing paperwork.
- Notify the chapter if you are unable to make contact with your wish partner within one week of assignment.

CONTACT THE WISH FAMILY

- Schedule the initial wish interview.
- Verify contact information (i.e. address, phone numbers, email addresses), family members, and ages of siblings.
- Advise the family about documents needed during the initial wish interview.
- Verify if both parents/legal guardians are available to meet.
- Prepare the family by telling them what to expect during the initial wish visit.
- Ask about the child and sibling's general interests for ice breaker gift ideas.
- Provide the family with both wish granters' names and contact information.

STEP 2: PREPARE FOR THE VISIT

THE WISH INTERVIEW

- Call family to confirm at least **48 hours** prior to the visit.
- Explain how the wish interview will be conducted. Let them know your focus is the child's wish.
- Inform your wish partner and chapter staff of the date, time and location of interview.
- Bring an extra copy of the wish forms and don't forget the ice breaker (if responsible).
- If the family is comfortable and is publicity OK, please take a photo of the child.

Reminders:

- Ultimately, the wish needs to come from the child. The child should be able to write, draw or verbalize "why" he/she chose the wish. If the child is unable to verbalize his/her wish, use the Communication Profile to aid in determining the wish.

- If you have to come back for a follow up visit, please do so. Never steer a child toward a wish because you feel you must have a decision before the end of the first meeting.
- Do not make any promises to the wish child or the family.
- Do not tell the family the wish has been approved before Make-A-Wish informs you that approval has been given by both the child's doctor and Make-A-Wish. If you ever have questions regarding the status of a wish, please contact our staff to check in!

THE PAPERWORK

Complete Forms:

- Wish Child Form, Wish Family Form, Wish Information Form – all spaces filled in; use N/A if not applicable
- Make-A-Wish Liability Release & Publicity Authorization Form
- Give Kids the World forms (if Walt Disney World Resort wish request)
- Absent Parent or Single Parent Form (if applicable)
- Volunteer Notes
- Wish Discovery Documents – Idea Book, WishStorm, Communication Profile (if applicable)

STEP 3: ON-GOING COMMUNICATION

UPDATE STAFF

- Submit Wish Paperwork.
Fax a copy of the wish packet to the office within **24-48 hours** of wish interview. Make copies for your records. Then submit original documents to the office, in person or by mail to:

Make-A-Wish® Southern Florida
4491 South State Road 7, Suite 201
Fort Lauderdale, FL 33314

- Send photos.
- Submit original ice breaker receipt (if applicable).
- If you run into any potential issues, challenges or conflicts with your family or with your wish partner please let staff know as soon as possible.

CHECK IN

- Contact the Wish Family a minimum of once per month. Copy your wish partner on all correspondence.
- Mail a post card, email a picture, or create a calendar to count down the days until the wish. Use your imagination and be creative!
- If you or the family has any questions about the status of a wish, please contact our staff to check in.
- DO NOT tell the family that the wish has been approved before Make-A-Wish has informed you that the approval has been given.

PLANNING THE WISH

Chapter staff will reach out to you once the wish has been approved.

Wish Delivery (if applicable)

- Work with your partner to notify the child that his/her wish will be granted.
- Contact the family to schedule the wish delivery once you have received the itinerary from the Wish Coordinator.
- Secure appropriate enhancement items.
- Inform the Wish Coordinator of when and where the wish delivery will take place.
- If the wish family is Publicity OK, take photos to share with the chapter.

In-Kind donations

- Contact local vendors who may be willing to donate goods/services.
- Communicate with chapter staff about any contact you make that agrees to assist with the wish.
- Provide vendor with in-kind letter (chapter can provide).
- Ask for receipts for everything that is donated and contact information for each vendor so we can properly recognize them for their contribution.
- Send thank you notes to vendors.

STEP 4: POST-WISH FOLLOW UP

Submit post-wish documents

- Wish receipt (signed by parent or legal guardian at the wish delivery)
- Photos from the wish
- In-kind donation forms
- Original receipts for reimbursement of expenses incurred
- Other documentation you may have pertaining to the wish

Check-in with wish family

- Email, call or visit the wish child or family within one week of the wish.
- If the wish family is Publicity OK, ask for photos from the wish to share with the chapter.

What is next?

- We ask that upon the completion of the wish, you destroy any records with the wish child and family's information.
- Pat yourself on the back! You were a part of something great— a once-in-a-lifetime experience for this very deserving family!

