



Eastern Ontario Canada

WHAT TO CONSIDER BEFORE YOU VOLUNTEER

Each agency or organization has a unique set of skills and time commitment required of its volunteers. The following are a list of questions to help you decide if Make-A-Wish® is the appropriate organization for you to devote your time and energy.

This questionnaire is for your use, so be completely honest with yourself, and you **do not** need to return it to our office. Volunteering is a commitment, and it is important that you find the right place for your personal skills and needs, in order to make that commitment.

Thank you for considering giving your time to Make-A-Wish® Eastern Ontario, and for completing this assessment before making your decision.

1. **Do you have room in your life for another commitment?**

Often people with good intentions are just too busy to volunteer. Many will not be able to follow through with their commitment. Unfortunately, this results in lost resources to the Foundation.

2. **Are you willing and able to travel?**

Volunteering for Make-A-Wish may sometimes involve travel. Depending on your volunteer role, it could be driving to a wish family's home, to a fundraising event or a meeting.

3. **Do you have some flexibility to accommodate this commitment?**

Outside of office volunteering, the volunteer positions available at Make-A-Wish will not have regular hours. Volunteer activities are project oriented, such as assisting at a fundraising event. Some projects happen annually, so you can plan to participate in advance, while other projects can happen anytime – days, evenings, or weekends.

4. **Are you willing to fulfill the following volunteer requirements?**

Volunteers are a vital part of Make-A-Wish and our mission; therefore it is essential to screen our volunteers carefully.

- Complete volunteer application
- Attend volunteer orientation/interview session, complete any additional training as required
- Provide references
- Submit a Police Records Check & Vulnerable Positions Screening in a timely manner
- Comply with all volunteer conduct policies
- Sign a Conflict of Interest/Confidentiality Form
- Return phone calls/emails from Make-A-Wish® office within 24 hours whenever possible
- Make a commitment to the Foundation for at least 1 year

5. **Do you feel that you possess the following abilities?**

The individuals who have been, and continue to be successful volunteers for Make-A-Wish, possess certain skills and characteristics.

- Project and time management
- Communication and problem solving
- Work easily with diverse groups of people
- Accept responsibility and provide follow-up

If you have answered, “**yes**” to these questions, we look forward to seeing you at our next scheduled orientation session.

If you have decided that you are unable to make this volunteer commitment at this time, we thank you for your honesty.

Make-A-Wish®
Eastern Ontario

92 Bentley Dr. Unit 4
Ottawa, ON K2E-6T9
Tel. 613-234-3555
Fax. 613-234-5417

eontariochapter@makeawish.ca



Eastern Ontario Canada

Facts About Make-A-Wish® Eastern Ontario

Mission Statement

- We grant wishes to create hope and happiness for children with life-threatening illnesses throughout Eastern Ontario.

Our History

- Make-A-Wish® was founded in 1980 in Phoenix, Arizona.
- The inspiration for the beginnings of Make-A-Wish® was a wish granted to Christopher Greicius by members of the Arizona Highway Patrol. Christopher, who had leukemia, wished to become a police officer.
- Make-A-Wish® Eastern Ontario was established in 1999.

Our Wishes

- Our most requested wish is for a trip to *Walt Disney World*® Resort in Orlando, Florida. Other popular wishes include computers, celebrity meetings, and trips to international locations.
- We include the entire family in the wish experience.
- The average cost of a wish is between \$6,000.00- \$7,000.00.
- We are grateful for the generosity of individuals and corporations who assist us with the products and services needed for our wishes.

Special Programs

- **Kids For Wish Kids**® is a program that takes the concept of wish granting into elementary and secondary schools. Through creating their own fund raising initiatives, students can learn about and become motivated by the opportunity to help support a child with a life-threatening illness.

Make-A-Wish®
Eastern Ontario
92 Bentley Dr. Unit 4
Ottawa, ON K2E-6T9
Tel. 613-234-3555
Fax. 613-234-5417
eontariochapter@makeawish.ca

Frequently Asked Questions About Make-A-Wish® Eastern Ontario

How does a child qualify for a wish?

Children 3-17 years of age with a life-threatening illness who have not previously experienced a wish qualify to have one granted by Make-A-Wish®. The child's treating physician determines whether the child's illness fits within our medical guidelines.

Are there any restrictions on a wish?

Often the wish is limited only by the child's imagination. However, Make-A-Wish does follow policies and guidelines in granting a wish. The physician also plays a major role in determining whether the child's condition will allow for particular wishes to be coordinated.

Does the family have to pay for the wish?

No. All wish expenses are fully covered, including any travel and spending money when appropriate. Our objective is to create a memorable wish experience for both the child and their family, which is not clouded by financial considerations.

Have you ever turned down a wish?

It is our pledge never to deny a wish to an eligible child.

How much does granting a wish cost?

The cost associated with coordinating a wish varies, depending upon the type and location of the wish. The average cost of a wish is between \$6,000.00 - \$7,000.00.

What is the most requested wish?

Most wish requests fall into four major categories: "I wish to go...", "I want to be...", "I want to meet...", or "I wish to have..." A large percentage of children wish for trips to *Walt Disney World®* Resort. Others wish to meet a favourite movie star, rock star, or athlete.

Some children wish for a special gift: a computer, a TV, or a tree house. And there are also wishes to be someone for a day: a firefighter, a police officer, or a model, for instance.

What are your sources of funding?

Make-A-Wish® Eastern Ontario finances its work through individual contributions, corporate donations, special events, foundation grants, and planned gifts. We rely on in-kind contributions to lessen the cost of goods and services. Make-A-Wish Eastern Ontario does not solicit for contributions over the phone or door-to-door.

Does Make-A-Wish® telemarket?

Make-A-Wish Eastern Ontario does not employ telemarketers to raise money, despite sometimes being confused with other organizations that do. In fact, Make-A-Wish has a nationwide policy against telephone and door-to-door solicitation. There are a number of other organizations that sound similar, some of which even have “wish” in their names. Many are ethical, and provide an excellent community service. However, it is wise to check out whom you are dealing with. If you receive a call from someone requesting a donation, ask them to send you materials, just to be sure. Should you receive a telephone call, or have someone come to your door claiming to be raising funds on behalf of Make-A-Wish or on behalf of a child involved with Make-A-Wish, please contact our office immediately.

Does Make-A-Wish conduct wish requests through chain letters, e-mail, or Internet requests?

No. As a matter of policy, Make-A-Wish does not conduct these types of wishes. If you receive a chain letter claiming to be affiliated with Make-A-Wish, please reply to the sender and inform them that Make-A-Wish does not conduct these types of wishes, encourage the sender to visit www.makeawish.ca for more information on inaccurate chain letters, and please do not forward the letter.

Is my contribution tax-deductible?

Yes. Make-A-Wish Eastern Ontario is a registered charity, and most donations are tax-deductible. However, for more detailed information on tax receipts please phone our office at (613)-234-3555.



Canada

FACTS About Make-A-Wish® Canada

Mission

- We grant wishes to create hope and happiness for children with life-threatening illnesses throughout Canada.

Who We Are

- A highly recognized international wish granting organization, present in over 30 countries and territories on 5 continents worldwide.
- The national office is located in Toronto.
- There are 8 wish granting chapters across Canada with trained volunteers dedicated to bringing the magic to children in their community.

Quick Statistics about the Foundation

- Internationally, the Make-A-Wish Foundation (MAWF) has granted over 162,000 wishes.
- To date, our Foundation has granted over 2400 wishes to Canadian children.
- The average cost to grant a wish in Canada is between \$6,000.00 - \$7,000.00.
- *A national Ipsos Reid survey (February, 2000) found the name recognition of Make-A-Wish, across Canada was an impressive 72%, exceeding any other charitable organization that grants wishes to sick children.*

History

- Make-A-Wish® was founded in 1980 in Phoenix, Arizona.
- The inspiration for the beginnings of the Foundation was a wish granted to Christopher Greicius by members of the Arizona Highway become a police Patrol. Christopher, who had leukemia, wished to officer.
- The first wish granted by Make-A-Wish was to a boy named Bobsy, aged 7, in June 1981.
- In the fall of 1983, Make-A-Wish granted the first wish in Canada to Debbie, aged 13, suffering from leukemia. Debbie chose to go to Germany with her dad and brother to see her grandparents.
- 1983: Make-A-Wish® is established in Canada with a chapter in British Columbia.
- 1986: Southwestern Ontario Chapter established in London, Ontario.
- 1992: Make-A-Wish® Canada, the national governing body and Make-A-Wish® International established.
- 1993 - 2000: Establishment of five new chapters in Canada: Toronto, Eastern Ontario, Northern Ontario, Northern Alberta and Southern Alberta.
- 2001: Establishment of new chapters in the Atlantic Provinces and Quebec

Unique Features of the Organization

- Wishes come in four main categories: I wish to have..., I wish to be..., I wish to go to..., I wish to meet...Our most common wish is to send the child and family to Disney World in Orlando, Florida. Other popular wishes include computers, celebrity meetings and trips to various international locations.
- We ensure the wish is very personal, involves the family and is free from financial worries. We ask the family to be a part of the wish experience, knowing that parents and siblings need magical moments just as much as the wish child.
- We receive no government funding. Dollars raised come from individual donations, corporate contributions, grants and bequests.
- We do not solicit wishes - we wait for them to be referred to us through the medical community, friends or relatives.
- We do not raise funds through either door-to-door solicitations or telemarketing.
- We do not embark on “group” wishes such as airlifts to Disney World - all wishes are individual and based on the child’s chosen wish.

Special Make-A-Wish Programs

- **Kids For Wish Kids®** is a program that takes the concept of wish granting into schools. Through creating their own fund raising initiatives, children can learn about and become motivated by the opportunity to help support a child less fortunate.
- **International Make-A-Wish® Day** is celebrated around the world on April 29th each year. This date marks the day the first wish was granted to Chris Greicius and celebrates wish granting around the world.

Contacts:

Make-A-Wish® Canada (National Office)

4211 Yonge Street, Suite 521

Toronto, ON M2P 2A9

Toll Free: 1-888-822-9474 (WISH)

Phone: 416-224-9474 (WISH)

Fax: 416-224-8795

E-mail: nationaloffice@makeawish.ca

President: Dave Stinton (dave.stinton@makeawish.ca)

Chief Executive Officer: Mary Jardine, mary.jardine@makeawish.ca

Program Administrator: Brinda Goswami, ext. 202 brinda.goswami@makeawish.ca

Make-A-Wish®
Eastern Ontario
92 Bentley Dr. Unit 4
Ottawa, ON K2E-6T9
Tel. 613-234-3555
Fax. 613-234-5417
eontariochapter@makeawish.ca



A WORD FROM OUR WISH FAMILIES

“This was a trip to remember. I have held Baden’s hand through many tough times, and it was a joy to hold his hand through this trip. It was a complete and utter joy!” ~Wish Child Baden’s mom

“One of Christopher’s favourite activities is to look at the photos. He does this weekly. I just know he will remember this wish over and over again” ~Wish child Christopher’s mom

“I really wish I could explain how our trip went...words are just not enough...In the midst of our misfortune...we have been blessed with the fortune of living a fun filled memorable week at this incredible village. We celebrated life every single day in our own personal villa...How amazing it was to actually forget the threat of illness, the medication and treatment, the appointments, the worry, the stress and to actually rejoice and celebrate the gift of life.” ~Wish child Nicholas’ Mom

“It was an overwhelming experience...Brandon’s wish was fulfilled, so much that when he met John Cena and they shook hands, Brandon had goosebumps and tears in his eyes and he said he was his hero...It was an awesome life event.” ~Wish Child Brandon’s mom

“You gave us more than just money, you gave us memories beyond our dreams, something to always put a smile on our face, and a warmth in our hearts no matter what comes our way in life.” ~Wish child Olivia’s mom

“We cannot thank the Make A Wish Foundation enough for granting Pearl’s wish. We had an incredible time. Not having to worry about chores, school, cooking, work, just being able to play all week was wonderful! Give Kids the World was so much more than we imagined. Pearl had an ice cream sundae every morning...and another one after supper!” ~Wish Child Pearl’s mom

“Thank you so much to all of you involved with Make A Wish. You really made Dana’s wish come true. She was thrilled to be able to skate with Sasha Cohen and have supper with her and watch her practice. Very, very well done, we appreciate it so much. Dana was a very happy little girl!” ~Wish child Dana’s mom

“It was absolutely wonderful! Shelby had such a wonderful time. I can’t even explain it! It get goosebumps on top of goosebumps just telling you about it...The whole wish experience was unbelievable! There is no way that I can thank anybody enough for this trip.” ~Wish Child Shelby’s mom

Make-A-Wish®
Eastern Ontario
92 Bentley Dr. Unit 4
Ottawa, ON K2E-6T9
Tel. 613-234-3555
Fax. 613-234-5417
eontariochapter@makeawish.ca



Kids for Wish Kids®

Kids for Wish Kids is a program that takes the concept of wish granting into elementary and secondary schools. Through creating their own fund raising initiatives, students can learn about and become motivated by the opportunity to help support a child with a life-threatening illness.

Kids for Wish Kids partnership starts at \$500. In many cases the students can become very personally and actively involved with the progress of the wish. Students may exchange letters and cards with the wish child and their family. They may also honour them at school assemblies with special music or gifts.

Participation in the Kids for Wish Kids program provides students with the opportunity to help create hope and happiness for children with life-threatening illnesses across Canada.



Eastern Ontario Canada

Community Outreach Program

Purpose

- To raise awareness about the services and activities of Make-A-Wish® Eastern Ontario.
- To expand the funding and volunteer support base for Make-A-Wish Eastern Ontario.

Possible Activities

1. Volunteer

Volunteers are the heart and soul of our organization. We rely on volunteers for office support, fundraising activities, wish granting, speaking engagements, and coordinating the Kids for Wish Kids® Program. As a Community Outreach volunteer, you can help us raise awareness through speaking engagements, or by coordinating the Kids for Wish Kids Program in local schools. As the number of wish requests we receive increases, there will also be a need for more wish grantors in our outreach communities.

2. Organize a Donor Event

We are grateful to the numerous individuals, service clubs, and corporations who organize fundraisers to benefit Make-A-Wish Eastern Ontario. Please contact our office before proceeding with plans for any special event. We will discuss ideas with you, outline guidelines to be followed, and have you complete a Benefit Proposal form. We will also be able to supply you with Make-A-Wish promotional items such as newsletters and brochures.

3. Promote The Kids for Wish Kids Program in Local Schools

Kids for Wish Kids is a program that takes the concept of wish granting into schools. Through creating their own fund raising initiatives, children can learn about and become motivated by the opportunity to help support a child less fortunate.

4. Encourage Support From Your Workplace

You may suggest that co-workers choose Make-A-Wish Eastern Ontario as the designated charity for support at the next “Casual Day” in your office, or promote donations through a payroll deduction or your company’s employee group. You may also wish to share your volunteer experiences with co-workers, and encourage them to volunteer with Make-A-Wish Eastern Ontario.

Thank you for your support.

VOLUNTEER WISH LIST

All volunteers are required to provide references, attend volunteer orientation and complete a Police Records Check and Vulnerable Position Screening for any volunteer role with Make-A-Wish® Eastern Ontario.

Office Support (ongoing needs)

- Assistance with preparation of forms, form letters, and simple correspondence. Some reception.
 - *Required:* Attention to detail, knowledge of Word for Windows.
- Assistance with maintenance of financial records and issuing of receipts.
 - *Required:* Knowledge of Access and Simply Accounting.
- Data entry of donors, participants in events, volunteers, etc.
 - *Required:* Knowledge of Access.
- Assist with filing, photocopying, preparing mail outs, general office maintenance.
 - *Preferred:* Cheerful, attention to detail.

Fundraising and Special Events

- Assist with Chapter events such as Hair Massacre, Golf tournaments, and special projects or promotions as developed.
- Assist with the tasks involved in preparation, conducting and follow-up of Chapter events and donor fundraising events in the community.
- Research possible contacts and funding sources.
 - *Preferred:* Organizational skills, initiative, dependable, personable, good verbal communication skills, enthusiastic. Own transportation.

Chapter Annual Event Sponsorship Committees

- Volunteers work as part of a team in coordinating a variety of aspects involved in organizing Chapter events, such as: gaining sponsorship, participants and prize donations. Tasks will vary according to event.
- Research possible contacts and funding sources.
 - *Preferred:* Organizational skills, initiative, ability to handle deadlines & follow-up with contacts and Make-A-Wish® office promptly and regularly, personable, good verbal communication skills, enthusiastic. Own transportation.

Speakers Bureau

- Raise public awareness of Make-A-Wish Eastern Ontario by giving presentations to service groups, corporations, and donor events.
- Actively pursue new speaking opportunities in the Eastern Ontario region assisting with community awareness activities as needed.
 - *Preferred:* Good public speaking and presentation skills, ability to handle deadlines & follow-up with contacts and Make-A-Wish office promptly, creative flair.

Wish Grantors

- Must have a volunteer partner – *Wish Companion*, accompanying them on every visit with the wish family.
- Organize all necessary arrangements to ensure that the child’s wish becomes a reality for him/her and the family.
- Work very closely with the child, family, service providers, etc.
- Training, support, and materials will be provided. Training sessions are held 1-2 times per year.
- The Wish Coordinator will provide ongoing coordination and direction.
 - *Preferred: Empathetic personality, good with children, organizational skills, ability to handle deadlines & follow-up with families and Make-A-Wish® office promptly and regularly throughout the wish granting process, initiative, personable, good verbal communication skills, enthusiastic. Own transportation.*

Wish Companions

- Accompany the wish grantor on every visit with the wish family.
- Visit with wish child and other siblings while the Wish Grantor is completing wish forms with parents.
- Provide assistance to Wish Grantor as necessary.
- Training and support will be provided. Training sessions are held 1 – 2 times per year.
 - *Preferred: Strong communications skills, especially with children, ability to be resourceful, flexible, creative, compassionate, non-judgmental, and a team player.*

Kids for Wish Kids®

A program whereby students conduct fundraising activities to benefit wish children. Participating schools receive a follow-up thank-you letter, including a description of current wish stories.

Volunteers are needed:

- To assist with making and maintaining contact with groups, companies and schools, doing presentations and follow-up.
 - *Preferred: Organizational skills, initiative, personable, good verbal communication skills, ability to handle deadlines & follow-up with contacts and Make-A-Wish office promptly, enthusiastic. Own transportation. Good public speaking and presentation skills. Creative flair.*

Communications Resource Pool

- Provide ad hoc communications assistance to the office and/or volunteer committees.
- Suggest and create innovative new communications tools/activities.
- Assist with existing communications activities as needed.
 - *Preferred: Background or interest in fundraising, public relations, graphic design or other related fields, and applicable computer programming skills*