



Bountiful Food Pantry

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Bountiful, UT 84010
801) 299-8464

service@bountifulfoodpantry.org || sub4santa@bountifulfoodpantry.org

Sub-for-Santa 2025 – Sponsor FAQ

What is the process for a Santa/Sponsor?



Here's how the Sub-for-Santa process works, step-by-step:

1. Sign Up:

Complete the online Sub-for-Santa sponsor form to sign up as a Santa/Sponsor.

2. Matching Period:

After submitting your form, please allow a short waiting period while our team matches you with a client family.

Families are signing up through **November 15th**, and matches are based on your form responses.

3. Receive Your Match:

Once matched, we'll contact you via email and send you your assigned family's Sub-for-Santa packet.

Depending on your form preferences, this packet will be:

- **Emailed** (scanned copy), or
- **Available for in-person pickup** at the Pantry.

4. Connect With Your Family:

After receiving your packet, please reach out to your family right away (via text, call, or email) to:





- Introduce yourself,
- Coordinate delivery dates and times, and
- Discuss additional gift ideas, if needed.

5. **Confirm Contact:**

Let the Pantry know once you've contacted your family (or if you haven't been able to).

- **Email:** service@bountifulfoodpantry.org
- **Text:** (801) 299-8464 or (801) 251-6539

6. **Deliver Gifts:**

Please deliver your gifts **by Thursday, December 18th**.

7. **Final Check-In:**

After delivery, notify the Pantry by email or text that your gifts have been dropped off.

- **Email:** service@bountifulfoodpantry.org
- **Text:** (801) 299-8464 (office) or (801) 251-6539 (coordinator)

How long will the program run?

We begin accepting Santa/Sponsor applications on **Monday, October 20th**, and will close registration on **Saturday, December 13th**.





What does the Sub-for-Santa program involve?

Our Sub-for-Santa program offers a more **personal and hands-on experience**.

As a Santa, you provide your contact information and the number of children you wish to sponsor. We then match you with a qualified family and email you their Sub-for-Santa packet, which includes:

- A **Welcome Letter**
- The **family's application** (with contact details, children's ages, and wish lists)

Once you receive your packet, you'll contact the family directly to coordinate gifts, delivery, and details.

Who are the families I'll be helping?

All recipient families are **low-income clients** of the Bountiful Food Pantry, residing in **Davis County**.

They have been financially qualified (at or below **185% of the federal poverty limit**).

When and how will I receive my family's information?

Once matched, we'll email you your family's **Sub-for-Santa packet**, which includes:

- Contact information (phone, email, address)
- Children's clothing and shoe sizes
- Christmas wish list





How do I contact my family?

Phone calls or text messages are typically easiest.
Two forms of contact will be provided for your convenience.

What should I do after contacting the family?

Once you've connected, please notify the Pantry:

- **Email:** service@bountifulfoodpantry.org
- **Phone:** (801) 299-8464

If you have any questions or concerns, you can also reach **Tryn, our program coordinator**, at **(801) 251-6539** (text or call).

How do I know what to buy?

Your packet will list each child's:

- Clothing and shoe sizes
- Short wish list

You're welcome to confirm preferences directly with the parents (e.g., favorite colors or toys).

What is the spending guideline?

Please plan to spend **no more than \$100 per child**.

Families are aware of this guideline and asked not to request items exceeding this limit.
If you receive additional or high-cost requests, please contact the Pantry.





Are there any gifts I should avoid?

Yes. Please do **not** purchase:

- Expensive items (iPads, iPhones, laptops, drones, etc.)
- Live animals
- Weapons
- Gift cards or cash

Should I include gifts for children over 18 or for parents?

Children **over 18 and out of high school** do not qualify for Sub-for-Santa. However, you may use your best judgment if you wish to include them — please notify the Pantry so we can update their information.

Similarly, **parents** do not qualify, but you may include a small gift if you'd like.

What if my family doesn't speak English?

On the sponsor form, you can indicate whether you're comfortable sponsoring a non-English-speaking family.

If you prefer an English-speaking family, we'll do our best to accommodate.

When needed, **Google Translate** and **text messaging** can help with communication.





Do I need to keep in touch with the Pantry?

Yes — please check in **twice**:

1. When you first make contact with your family.
2. After you've delivered the gifts.

Contact info:

- Email: service@bountifulfoodpantry.org
 - Phone: (801) 299-8464
-

Can I make special requests as a Santa?

Yes! You can include special requests (such as preferred family size or ages) on the sign-up form. We'll do our best to accommodate, but please note:

- Small children and babies are the most requested.
- Teenagers and older children often wait longer for sponsorships.

If we find a close match (e.g., a family of three boys instead of two), we'll call you first.

Can I sponsor a family closer to where I live?

We try to match sponsors with families in or near their city, but this is not always possible.





Will my contact information be shared?

No. The Pantry will **never share your personal information** with client families.
We do ask that you provide your phone number to coordinate with your assigned family.

Do I have to include my address on the sponsor application?

No — you can skip this question.
We only use your address for thank-you letters and to help match families nearby for easier delivery.

What if I can't reach my family?

Families are instructed to respond promptly to their Santa.
If you haven't heard back within **48 hours**, please contact the Pantry.
After **five business days**, we will assign you to a new family and follow up with the original one.

When should I deliver the gifts?

All gifts should be delivered **by Thursday, December 18th, 2025**.
This allows us to assist any families who still need help before Christmas.

If you need to deliver later or on Christmas Eve, just notify both the Pantry and your family so we can ensure everyone receives gifts by December 25th.





What if I'm uncomfortable delivering to the family's home?

That's completely fine!

You may:

- Drop off the gifts at the **Pantry** for the family to pick up, or
- Arrange to **meet the family at the Pantry** for gift exchange.

Please don't feel obligated to visit a family's home if you're uncomfortable.

Can I donate money instead?

Absolutely!

Monetary donations are always welcome and go directly toward:

- Gifts for children, or
- Pantry Packs (to feed kids year-round).

Make checks payable to **Bountiful Food Pantry – Sub-for-Santa Program**.

What if my family requests additional gifts?

Families are asked **not to make extra requests** beyond their Sub-for-Santa application.

If they do, please contact the Pantry for guidance.

For example, if the family originally requested clothing but later asks for a bike, you may:

- Stick with the original request (recommended), or
- Choose to fulfill the new request if you wish — but please don't feel obligated.





Contact Information:

If you have any issues, concerns, or questions please contact the Pantry. For a faster response, you can text Tryn directly.

Email: service@bountifulfoodpantry.org



Office Phone: 801-299-8464 (call or text)

Tryn's Work Cell: 801-251-6539 but will reply if you text 801-299-8464

Our team members this year are: Patricia and Mishell. They can all assist you with any of your questions.

