



Frequently Asked Questions

1. What is the Holly Jolly Shoppe?

- ❖ The Holly Jolly Shoppe is Beverly Knight Olson Children's Hospital Navicent Health's program for patients and their families who must spend the holidays at the hospital. During the weeks leading up to Christmas, those who wish to donate toys or other gifts to the Children's Hospital are invited to bring their items to the Shoppe. Once all donations have been received, we open the Shoppe to the parents/caregivers of our pediatric patients, so they can pick out gifts - free of charge - for their patient child and siblings. This allows the families the normalcy of holiday shopping for their children as well as allows the patients to receive presents even though they are in the hospital.

2. How do I schedule a time to deliver items to the Shoppe?

- ❖ The Holly Jolly Shoppe is open to drop-offs by appointment December 3rd - December 18th (weekdays only). **All deliveries to the Holly Jolly Shoppe must be scheduled** in order to allow each group their individual time to visit the Shoppe, set out their items, and take pictures. Any unscheduled deliveries must be made in the lobby of the Medical Center, Navicent Health (777 Hemlock St, Macon, GA 31201) as the front entrance to the Children's Hospital is currently closed due to construction. To reserve a time to visit the Shoppe, please contact Heather Trescott, CCLS at 478-633-6734 or Trescott.HeatherN@NavicentHealth.org.

3. What can I donate to the Shoppe?

- ❖ The Children's Hospital services pediatric patients ages newborn-18 years. Therefore, we accept gifts for all ages. **All items must be in new condition**, and we cannot accept religious items, latex balloons, food, or weapons of any kind. For ideas and suggestions of popular items, please email Trescott.HeatherN@NavicentHealth.org or visit our website.

4. Who can donate to the Shoppe?

- ❖ Anyone can donate to the Shoppe – individuals, businesses, organizations, churches, etc.!

5. What will I do in the Shoppe?

- ❖ Once in the Shoppe, we invite you to place your gifts on the shelves and take pictures. If we have written consent, we would also love to take your photo and put it in the Shoppe and on social media for our patient families to see!

6. How long does the drop-off take?

- ❖ Thirty minutes is allotted for each Holly Jolly Shoppe visit. This allows each group to have their individual time to unload, set out items, take pictures, etc. Visits may take less time depending on the number of people in your group.

7. Can I pass out my items to the patients and families?

- ❖ To ensure patient privacy and infection control, all items must be dropped off. Patient visits are solely reserved for special events such as character visits.

8. Should I wrap the items?

- ❖ We ask that all items remain unwrapped so that parents/caregivers can more easily select items for their patient child. However, wrapping services will be provided free of charge by hospital volunteers once the family has “shopped.”

9. Where do I go when I arrive for my scheduled donation?

- ❖ When you arrive, please enter through the Peyton Anderson Health Education Center (877 Hemlock St, Macon, GA 31201). A staff member will meet and escort you to the Shoppe. If you arrive before your appointment time, please feel free to wait at the Create café or library inside the lobby.

10. Where should I park when I arrive?

- ❖ Free parking is available for 1 hour in the Green Parking Deck located across the street from the Peyton Anderson Health Education Center. If you need to drop off your items prior to parking, you may do so in the roundabout in front of the Peyton Anderson Health Education Center. We will be happy to bring carts to assist you in unloading. Please note this is a temporary parking zone, and vehicles left unattended are at risk of being ticketed or towed.

11. Can I take pictures in the Shoppe?

- ❖ Yes! You are welcome to take any pictures you would like once inside the Shoppe. We would also love to take your picture, *with written consent*, and post it in the Holly Jolly Shoppe as well as on social media. This allows our patient families to know who donated to their children when they come to “shop”.

12. Can I bring media?

- ❖ In order to maintain a quiet and peaceful environment for our patients and their families to heal and recover, we respectfully request that groups do not invite news media to the hospital when making a donation.

13. Do you accept monetary donations?

- ❖ Yes! Other than gift cards, which can be donated directly to the Shoppe, all monetary donations can be made by contacting Renee Bryan at 478-633-2445 or Bryan.Renee@NavicentHealth.org.

14. When will the patients receive the items?

- ❖ The Shoppe will be open to parents/caregivers to “shop” beginning December 19th. Hospital volunteers will wrap the gifts for the families who can then choose to have these items delivered to their rooms or saved until Christmas morning.

15. What happens to any remaining items after the Shoppe closes?

- ❖ After all Children’s Hospital patient families have shopped, the remaining items will be stored for future patient birthdays, treatment celebrations, procedure prizes, etc.

