



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 9th - December 18th (weekdays only). **To reserve a time to visit the Shoppe, please contact Heather Trescott, CCLS at 478-633-7219 or childlife@NavicentHealth.org. 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.

3. Do I have to make an appointment to donate if I don't wish to visit the Shoppe or take pictures?

- ❖ If you do not wish to visit the Holly Jolly Shoppe or take any photos, you may drop off your donation anytime at the front desk of the Children's Hospital located at 700 Spring St. Macon, GA 31201 (no appointment required). The front desk will secure these items, and a member of our staff will collect and deliver them to the Shoppe at the end of each business day. Donation receipts are available upon request.

4. 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, homemade food, or weapons of any kind. For ideas and suggestions of popular items, please email childlife@NavicentHealth.org or visit our website.

5. Who can donate to the Shoppe?

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

6. What will I do in the Shoppe?

- ❖ Once inside the Shoppe, we invite you to place your gifts on the shelves and take any pictures you would like. 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!

7. 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.

8. 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.

9. 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, you are welcome to donate wrapping supplies separately if desired. Wrapping services will be provided free of charge by hospital staff/volunteers once the family has “shopped.”

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

- ❖ **When you arrive, please come to the lobby of the Children’s Hospital located at 700 Spring St. Macon, GA 31201.** Please let the front desk know you are here to make a donation, and we will meet and escort you to the Shoppe. If you arrive before your appointment time, please feel free to have a seat in the lobby or visit Rosie’s Market.

11. Where should I park when I arrive?

- ❖ Free parking is available for 1 hour in the Yellow Parking Deck located across the street from the Children’s Hospital. If you need to drop off your items prior to parking, you may do so in the temporary parking zone at the entrance (700 Spring St. Macon, GA 31201). We will be happy to bring carts to assist you in unloading. Please note that vehicles left unattended in the temporary parking zone are at risk of being ticketed or towed.

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 staff/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.

