



*of Hampton Roads*

## **USOHR Operation Holiday Spirit**

### **Frequently Asked Questions**

#### **What is Operation Holiday Spirit?**

Each December, the USO of HR assists local military families who are facing difficult times by matching them with local organizations, businesses, or individuals who purchase food, toys, and other needed items for the holiday season. Families are referred to the USO by the service member's command, Military Family Support Centers, Chaplain's, or outside agencies and are often low ranking, or single parents, or have children with special needs, or face difficulty due to the military member being deployed. The USO of HR then refers these families to individuals and organizations for adoption.

#### **How long has this program been going on?**

USO of Hampton Roads has been doing this program for over 18 years. The program has grown from helping 5 families the first few years to over 120 in 2007. Last year over 50 local organizations/individuals adopted at least one military family.

#### **How is this program funded?**

We depend on individuals, organizations, foundations and businesses to adopt needy military families for this program.

#### **How do I sign up to "adopt" a family?**

Just fill out a Donor form. You can get one online at [www.usohr.org](http://www.usohr.org) or via email at [usohr@ushor.org](mailto:usohr@ushor.org). Fill out the form and fax it back to the number provided. We will then contact you with instructions and info about your needy military family. Point of contact is Eva Granville: Phone 757-289-5917 / 5922.

### **When will I get the info about the family?**

We usually don't get the bulk of our families until the first week of December. This is when most folks start realizing that the Holidays are fast approaching and they might not have the finances or the ability to provide for their families during the holiday season.

### **Will I get to meet the family?**

For privacy and security reasons we generally do not let donors and the families meet. We have the donors drop off the items at a pre designated location on a specific date (18 December at the AMC Terminal in Norfolk) and have the families pick up the items the next day. We do allow the families to write a letter to the donors expressing their thanks for the generous gifts they received this holiday season.

### **How will I know what to buy for the families?**

Once a family is identified, we contact them and have them make a "wish list" for donors to use as a guide for use in purchasing any gifts. Note: These are just a guide for your use and the items are not mandatory. You can purchase as your time and budget allows. The families are always grateful for any assistance they receive. We do ask that you purchase food first before using any of your budget on gifts as we want to make sure the families are fed.

### **How much do I spend on a family?**

There is no limit or minimum. They are grateful for any help they receive. Most organizations average around \$35-\$75 per person in the family.

### **What kind of food do I purchase?**

We ask that the food be traditional holiday fare. Many organizations purchase a gift card from a local grocery store so the family can purchase food they like best.

### **Who do I contact for more information?**

Your point of contact is Eva or Mike Granville : Phone 757-289-5917 / 5922 or email: [USOHR@usohr.org](mailto:USOHR@usohr.org).