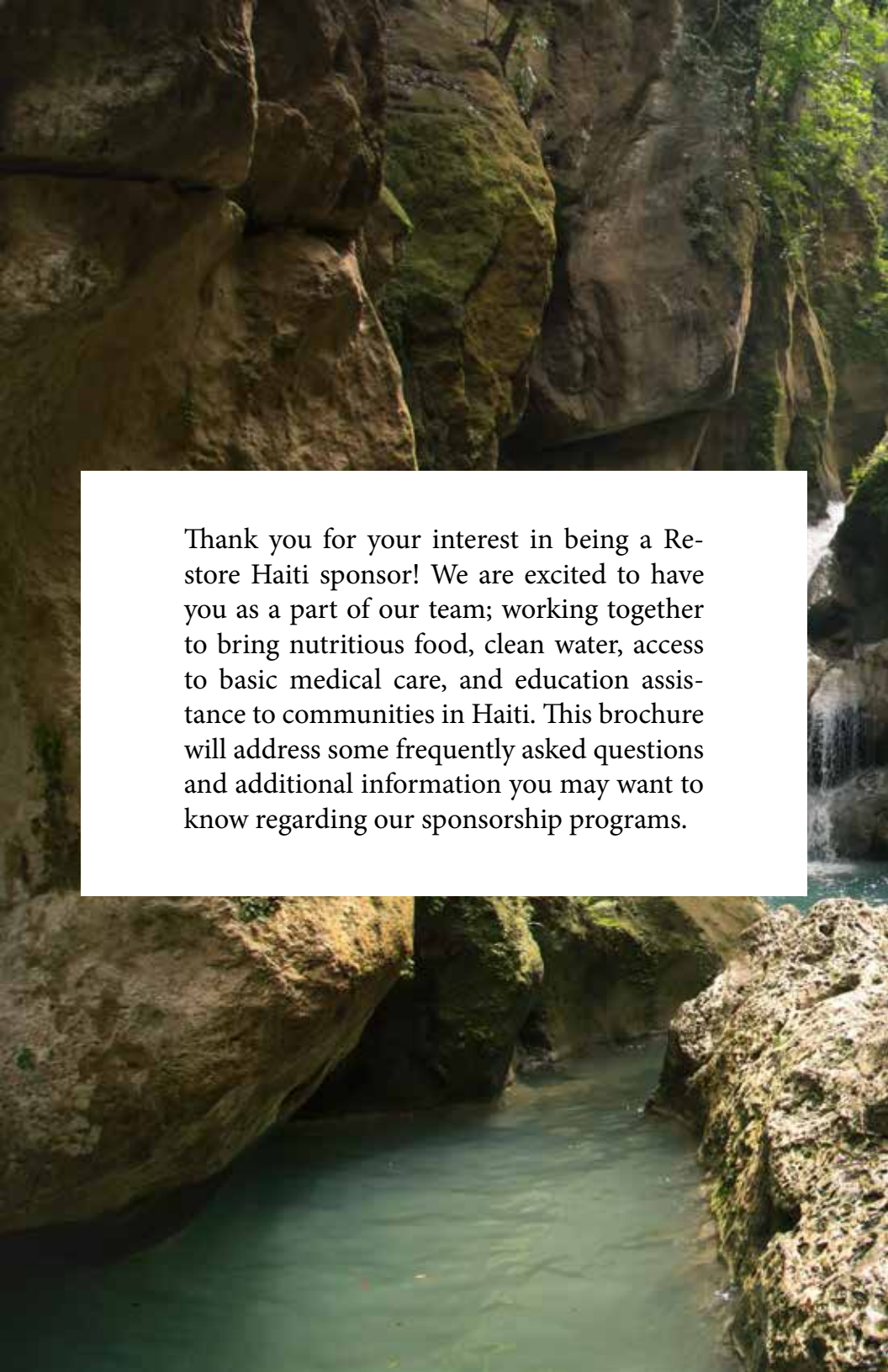




FREQUENTLY ASKED QUESTIONS



A scenic view of a river flowing through a rocky canyon. The water is a clear, light blue-green color. The rocks are large, brown, and covered in green moss. The background shows more rocks and lush green trees. The overall scene is a natural, beautiful landscape.

Thank you for your interest in being a Restore Haiti sponsor! We are excited to have you as a part of our team; working together to bring nutritious food, clean water, access to basic medical care, and education assistance to communities in Haiti. This brochure will address some frequently asked questions and additional information you may want to know regarding our sponsorship programs.

## **Q: What happens to my sponsorship donation?**

A: Restore Haiti's sponsorship program works hard to ensure each penny is used to have a maximum impact on the students in our program. Funds that are sent are budgeted to cover school fees (which are paid directly to the appropriate schools), food and supplies for the feeding program, medical clinic operations (that each student has access to), and operational costs. Restore Haiti submits to an audit each year by a third party organization, who verifies that donations received are used appropriately within the program. In addition, Restore Haiti was awarded a Gold Level exchange seal by Guidestar™, the leading independent resource data gathering, dissemination, and donor evaluation tools for donors investing in U.S. based 501c3 organizations.

## **Q: I've sponsored a specific student, and I'd like to have contact with them. How do I go about this?**

A: We are always looking for options to facilitate a connection between you and your sponsored student. Here are the options that are currently available:

- Write a note/send a photo to Restore Haiti, and our next team traveling to Haiti will deliver it
- Participate in our annual Christmas and Back To School season drives (more info below)
- Travel with us to Haiti and meet them in person!

## **Q: Will I receive updates on my sponsored student?**

A: Restore Haiti makes the best effort to provide updated information on each student, as it is available. With many teams traveling to Haiti from the U.S. each year, there are multiple ways for you to connect with your sponsored child to let them know you are thinking about them. Please contact [theresa@restorehaiti.com](mailto:theresa@restorehaiti.com) for more information on how to get a note or small item for your sponsored student to the next team traveling to Haiti. Additionally, we have hired a few translators who will work with our students to send notes back to you a few times a year. We are very excited to implement this process and continue to facilitate a relationship between you and the student you sponsor.

## **Q: Can I send a gift to my sponsored student?**

A: Yes! Restore Haiti provides specific opportunities to send items twice a year. Our School Supplies Season runs through the summer each year, and sponsors can donate toward the cost of the basic supplies needed (which Restore Haiti purchases in bulk and delivers to the students) as well as send a small personalized package of goodies to the student to help them kick off the school year right. In the early fall, Restore Haiti kicks off our annual Christmas Gift drive, where sponsors are invited to send a personal Christmas gift to their specific sponsored student.



For each gift-giving event, Restore Haiti will provide specifics on weight and size limitations and packaging instructions. If you choose to send gifts outside of these two specific events, they must be small and lightweight, and can be mailed to the Restore Haiti office in Franklin, TN, where we will pass them on to the next team traveling to Haiti for delivery. When sending gifts or toys, please refrain from including the following for cultural reasons: dolls, guns or war-related/violent toys, items decorated with skull/crossbones type art

**Q: Will my sponsored student attend the feeding program every day?**

A: Restore Haiti provides the opportunity for primary and secondary school students to attend the feeding program after school each day. While some students may take advantage of this every single day, others may have a family that is able to provide some food, and therefore may choose to only attend on occasion. Restore Haiti's sponsorship fees are based on an average cost to provide access to the program, and the student then has the option to attend. Our sponsors can rest assured that if your sponsored student is hungry, a hot meal is available to them after school each day! On occasion, upon meeting with a family to enroll a new student in the program, it may be determined that the student may not be able to attend the feeding program portion of the program due to distance or other circumstances, but is still in need of the educational assistance the sponsorship program provides. In these rare situations, the family may receive additional assistance in the form of food distribution packages, additional school fees, or other needs at the discretion of Restore Haiti and our ground administrators.

**Q: What happens once my student graduated from secondary school or needs additional assistance for continuing education?**

A: The Scholarship category was created to help older students who fall in to var-

ious other situations. For example, due to the cost of education in Haiti, we have many young adults (age 18 to well in to their 20's) who may have only completed school through the primary grade level. We also have some students who may have gone through secondary education but are looking to pursue certification in a specific skill or trade. Finally, we have a few students who are dreaming of a university education. The Scholarship category covers diligent students in each of these scenarios who need help to complete their education. Scholarship students are monitored closely each year to ensure their dedication and commitment to the program. These students are not a part of the feeding program, but if needed, care packages of food can be available to them to be prepared at home. Donations are accepted to our scholarship fund and students pursuing higher education can apply for a scholarship each year.

**Q: My student is way below grade levels for their age when compared to U.S. students. Why is that?**

A: In Haiti, students often don't have access to consistent education. Due to financial concerns of family situations, students may have lapses of a year or more before progressing to the next grade level.

**Q: Do sponsorship fees cover 100% of the school costs?**

A: Our sponsorship model was designed to cover the average educational costs in the community where your sponsored student attends school, however, each community has many schools with varying rates of tuition. Each family works with our ground staff to select the most appropriate school for the student. In some cases, the student and their family may choose a more elite, costly school where fees are well above the average rate. In these cases, the family makes this choice knowingly assuming the responsibility for the school fees in excess of what our program provides.

**Q: What if my sponsored student needs help beyond “Basic Medical Care?”**



gether to raise funds for the extra-ordinary medical needs. When possible, the student's sponsor will be informed and be given an opportunity to engage in this process if they choose to.

### **Q: What happens if my sponsored student leaves the program?**

A: Sponsored students can separate from the program for a variety of reasons- they may move out of the area, they may not attend school consistently, or a parent can choose to remove them. If a student separates the program for any reason, the sponsor will be notified as soon as possible. Should the sponsor choose to continue sponsoring, they can work with the Restore Haiti staff to select a new student to benefit from their monthly donation.

### **Q: Can we give extra funds to help our student?**

A: When extra funds are received, Restore Haiti puts them to work in various ways. From general organizational support, to plates and feeding program supplies, or medical needs that go beyond "basic care", extra monthly donations or one time gifts are critical to the overall success of our mission.

### **Q: How do payments work?**

A: Restore Haiti can help you to set up easy, automatic, recurring payments on a monthly or annual basis when you provide your payment information using any card with a Visa™, MasterCard™, or Discover™ symbol on it. Restore Haiti also accepts checks, if that is your preferred method of payment.

### **Q: What happens if for some reason I am unable to donate?**

A: Please notify Restore Haiti to let us know if this is a temporary situation or if you would like to permanently discontinue sponsorship. If we do not receive your donation for three consecutive months, it is our policy to begin searching for a





new sponsor for that student. Since Restore Haiti is committed to the education of each student in our program, it is our priority to find ways to cover the cost of that student's monthly fees while a new sponsor is sought, so that the student sees no interruption in the services our program provides to them.

**Q: I have questions, who can I talk to?**

A: Payments: [kaley@restorehaiti.com](mailto:kaley@restorehaiti.com)

Education: [joy@restorehaiti.com](mailto:joy@restorehaiti.com)

Trips: [juli@restorehaiti.com](mailto:juli@restorehaiti.com)

Corporate Sponsorships / Large Donations: [development@restorehaiti.com](mailto:development@restorehaiti.com)

About my Sponsored Student or to have Restore Haiti visit my church or organization: [Theresa@restorehaiti.com](mailto:Theresa@restorehaiti.com)

General Inquiries can be addressed to

[info@restorehaiti.com](mailto:info@restorehaiti.com) or call our office at 931-451-7480

**Q: What is Restore Haiti's mailing address:**

A: Restore Haiti, PO Box 680278, Franklin TN 37068

**Q: How else can I get involved?**

A: Undesignated giving to Restore Haiti is a great way to give funds and allow them to be used where most needed at that time. Restore Haiti always has needs come up from medical, to students whose sponsors were unable to pay that month, to new plates for our feeding program, to legal & government fees that allow us to stay up and running as a 501c3 organization. Please consider giving to Restore Haiti even if you are unable to commit to sponsorship, or, if you are a sponsor, think about "rounding" up your sponsorship donation each month to include a few dollars for these other needs that may arise.

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