



## Frequently Asked Questions

We hope you find these FAQs helpful. If you still have an unanswered question, please reach out to [give@kingchristian.ca](mailto:give@kingchristian.ca).

**Q.** Why was the GIVE cheque amount increased?

**A.** The amount was increased to \$1500 to encourage more families to volunteer their time.

**Q.** What dates does the GIVE program run?

**A.** The program runs from June 1, 2023 until June 8, 2024. All hours must be completed and submitted no later than June 8, 2024 to count towards a family's GIVE hours for the year.

**Q.** What about hours I've already completed this year and submitted via the google form?

**A.** Please **resubmit** any hours completed from June 1, 2023 – September 1, 2023 via the **Ad Hoc request form** in the new system. If you have any questions, please reach out to [give@kingchristian.ca](mailto:give@kingchristian.ca) and we will assist you.

**Q.** What if I cannot complete my hours this year?

**A.** Incomplete hours will be charged at a rate of \$50/hour and will be charged to families at the end of June 2024.

**Q.** What counts for 'fundraising' hours?

**A.** This school year there are three major fundraisers: Fun Run, the November Fundraiser and Auction and the Golf Marathon. Our [TRIP program](#) also raises funds for KCS. Time spent volunteering for any of these initiatives will count towards fundraising hours. If you have a fundraising idea that you would like to implement, please contact [give@kingchristian.ca](mailto:give@kingchristian.ca) to discuss.

**Q.** What if I complete 30 volunteer hours but no hours in fundraising?

**A.** A total of 5 hours are to be completed in fundraising and uncompleted hours will be charged at \$50/hour even if you complete 30 volunteer hours elsewhere.

**Q.** What if I complete more than 5 fundraising hours?

**A.** Any fundraising hours over the required 5 hours can be counted towards your 30 hours.

**Q.** If I complete extra hours this year, can I carry over volunteer hours to next school year?

**A.** No. Hours completed in the school year go towards the current school year to ensure there are enough volunteer hours available for all families. If you feel the need to volunteer over 30 hours, that's wonderful, but please do so in the spirit of selfless giving.

**Q.** Can I do my GIVE hours at the Re-Source Thrift Store in Bradford?

**A.** Families can submit **16 GIVE hours max** per family at the thrift store and need to complete a minimum of 32 hours at the Thrift Store (Eight shifts of 4 hours each) for the 16 hours to be counted. Please register for this opportunity through your online parent portal. If the above requirements have been met, hours will be given on May 31, 2024.

**Q.** Is there an option to opt out of the GIVE program and pay the \$1500 if I know I cannot complete my hours for the year?

**A.** Please contact [give@kingchristian.ca](mailto:give@kingchristian.ca) to discuss.

**Q.** Can I use volunteer hours from attending Prayer Meetings for my GIVE hours?

**A.** Regular prayer group attendees can submit a maximum of 10 hours per year for attending a minimum of 80% of the meetings. Please register for this opportunity online through your parent portal. If the above requirements have been met, hours will be given on May 31, 2024.

**Q.** Do kindergarten-only families require 30 hours?

**A.** Yes.

**Q.** I am a single parent. Am I expected to do 30 hours?

**A.** Each single parent involved with KCS is required to do 15 hours per year with 2.5 hours completed in fundraising.



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- Q.** Can I get GIVE hours for attending Membership Meetings?
- A.** Yes. There are two Membership Meetings per school year (Fall and Spring), which are important to attend. This year, each meeting attended will count for **2 GIVE hours per family** if the family registers through their online parent portal ahead of time **and** signs the attendance list at the meeting.
- Q.** Can I receive GIVE hours for participating in the purchase of TRIP gift cards? (Tuition Reduction Incentive Program)
- A.** Yes. TRIP orders receive 0.5 GIVE hours for a minimum of \$300 spent per month through the TRIP program. To receive these hours, you must register each month for this task online. If the above requirements are met, the 0.5 hours will be given at the end of each month. Please note that the most you can receive each month is 0.5 hours.
- Q.** How much time do I receive for volunteering on class trips?
- A.** Day trips count for actual hours spent on trip and overnight trips count for 10 hours per each night spent on trip.
- Q.** Does volunteer baking count for hours?
- A.** Yes. From time-to-time KCS is in-need of **homemade** baked goods. The general guideline is 2 dozen baked goods = 1 GIVE hour (unless otherwise noted), and 1 cake/pie/cassarole = 2 GIVE hours.
- Q.** How do I submit my hours?
- A.** If you sign-up for hours online, and complete a task at KCS during regular school hours, you do not have to submit your hours. Simply sign-in for your task with your family PIN using the tablet at reception and sign-out when you're finished volunteering. Your hours are automatically calculated and will show up in your online portal. If the task is off-site or does not take place during regular school hours, your hours will be verified by the coordinator of the volunteer task. Once the task is verified, the hours will appear in your online volunteer account.
- Q.** What if I forget to sign-in/sign-out for a task?
- A.** Any volunteer hours at KCS during regular school hours that you forget to sign-in/sign-out for **will NOT count**. So please remember to do this.
- Q.** What if I forget my family PIN?
- A.** You can access your 4-digit family PIN on the homepage (in red) of your online portal. If you forget, please login using your phone and retrieve your PIN.
- Q.** What if I forget my password to the online portal?
- A.** If you forget your password, please use the "forgot password" link to retrieve and reset your password.
- Q.** What if I do **extra hours** beyond what I signed up for or I do extra volunteer hours I did not sign-up for?
- A.** For any extra hours spent doing a task or for hours that you did not sign-up for ahead of time, please submit your hours in an **Ad Hoc request**. Be as specific as possible about the hours you completed and select the appropriate category the hours were completed under.