



frequently asked questions

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How do I sponsor a family?

Please email us at ivn@volunteersug.net and we will forward you details on you can sponsor a family.

What do I receive when I become a sponsor?

In addition to your family's personal profile, you'll also receive a welcome letter, a brochure explaining the program, a family photo suitable for framing and an annual progress report with an updated photo. The report will also detail how your support is benefiting your sponsored family.

How do I write to my sponsored family?

You may write them directly through our National Country Office. See the address here below. International Volunteers Network, P.O. Box 28883, Kampala, Uganda (East Africa). Please remember to indicate your sponsorship ID number on every page of your letter and on the envelope. Also include the sponsored family ID number at your envelope.

Can I send packages?

Due to high import duties and restrictions packages cannot be sent to sponsored families. However, you may send small gifts which meet these guidelines:

- o Send flat, inexpensive items that can easily fit into a 6" x 9" envelope. A few ideas: photos, bookmarks, stamps or stickers. **Never send cash!**
- o Mail your gift items to the address printed on your family's picture folder.
- o Be sure to write your sponsored family's name and I.D. number on the back of the envelope.

Will I hear from my sponsored family?

Yes. You will receive at least one letter a year from your sponsored family. They will also send you a special greeting card and respond to letters you send them.

How long will it take for my sponsored family to respond to letters?

It's common for a reply to take three to four weeks. Long distances, remote locations, and inadequate postal services can make for slow communication. So please be patient and feel free to write again, even if you've yet to receive a reply.

Will I be updated on my sponsored family's progress?

Each year you will receive a progress report and an updated photograph of your sponsored family. This report will let you know specific ways your gifts are helping the family — how the children are doing in school, the state of their health, and the latest achievements in their community. You'll also receive newsletters featuring stories on how family sponsorship is helping communities thrive.

Is there an Internet link to my sponsored family's community?

Yes! Thanks to International Volunteers Network **Family Sponsorship** Web site, information from sponsored communities is just a click away. You can find updates on International Volunteers Network's work, read interviews with sponsored families and even see what the kids are learning in school. The Web site will have rotating feature stories from different sponsored families. Keep checking back for updated news and photos.

Can I visit my sponsored family?

Yes! Please contact International Volunteers Network at least two to three months prior to your trip, so we can make the necessary arrangements. Email our program coordinator at email: ivn@volunteersug.net or call our offices **+256 414 386 151**

How long will my sponsorship last?

Your sponsorship may last several months or many years. The goal of International Volunteers Network Family Sponsorship is to bring your family and their community to health and self-reliance so they can step confidently into the future. When your sponsored family and community meet these goals, International Volunteers Network can move on to serve another community in desperate need of help. You'll be given the opportunity to sponsor a different family in a new community.

How can I make my monthly contributions?

You have several ways you can provide your sponsorship support. You can make your gift monthly (\$40), or make an annual gift (\$480). Please let us know when you are ready to sponsor a family and we will send you the details of our bank wire transfer. *Our promise to you: International Volunteers Network reviews the rate of sponsorship on an ongoing basis to maintain the quality of its programs and respond to the needs of the families and communities it serves.*

How do I keep track of my contributions?

Each month we will send you a statement and a coupon to send it with your next gift.

I have other questions. Who do I call?

Please feel free to [email: ivn@volunteersug.net](mailto:ivn@volunteersug.net) with any questions or comments you may have.