



Drop-Off Center 2021 Guide for Coordinators





Thank you for taking the lead in helping local parishes, schools and groups share the joy of Christmas and the love of Jesus Christ with needy children around the world! We appreciate your ministry and servant heart to these impoverished children and want to support you, a key member of TEAM JOY, in any way we can. We trust this guide will be helpful. Please contact the Box of Joy staff if we can be of assistance.

Email teamjoy@crosscatholic.org or call 800-914-2420 ext. 240.

Goal

The GOAL this year is to **bless 100,000 impoverished children** with Christmas joy and the Gospel of the Lord. The gifts will be shared at a "Day of Joy" celebration event organized by ministry partners in the following seven countries: **Haiti, Dominican Republic, Guatemala, El Salvador, Honduras, Nicaragua and Grenada.**

Team Joy Definitions

Team Joy	All volunteers serving the Box of Joy ministry.
Project Leader	The person who organizes the project for his/her school, church or group.
Gift Box	An EMPTY box — either the preprinted "official" boxes we provide or any shoebox.
Box of Joy	A FILLED box — full of toys, fun surprises, joy and the Rosary, as well as <i>The Story of Jesus</i> (added later!).
Shipping Carton	Either the official carton or any large, sturdy, clean box.
Screening Center	The national warehouse in Miami, where all your Boxes of Joy are going to be inspected prior to shipping to the children overseas.

Get Started!

Pray: Prayer is the only way to unite and connect to the cause and spirit of the Box of Joy ministry. Before you start, pray for the Lord to bless your efforts and bless the precious children who will be receiving these gifts!

Facility Requirements:

- Review the program.
- Plan to have enough space for your team (this will depend on your area and how big the group is).
 - Each location coordinator should have an ample supply of shipping cartons that were sent in the Project Leader Kit.
 - The location coordinators will assemble the shipping carton, tape the bottom securely with packing tape (the box will become heavy!), and fill the shipping carton with the Boxes of Joy.
 - Each shipping carton can hold up to 18 Boxes of Joy. The dimensions of the shipping carton are 24"x20"x13", and it will weigh about 50 lbs.
- Secure a protected storage area.
 - It should be accessible for vehicles to drop off boxes, ideally near a covered entrance.
 - The location should be good for greeting the public and collecting their Boxes of Joy (space for table and chairs, etc.).
 - There shouldn't be any steps from the storage area to the truck loading area; a handicap-accessible ramp is ideal.



Days:

- November 6-11 are optional days, and they have no minimum hours or “open by appointment” times.
- November 12,13 and 14 are the final days for Box of Joy donations. You must be able to participate at least **two of the three required days** (Friday, Saturday and Sunday) for a minimum of four hours per day. **All Box of Joy donations must be dropped off by November 14.**
- Drop-Off Center pickup dates are November 17,18 and 19, based on preference and availability. See section titled Time to Truck (page 5).

Build Your Team Joy: The more Boxes of Joy you collect, the more people you'll need on your Team Joy! Many hands make for light work and will allow you to accomplish so much more. During Box of Joy Week, your team will collect, unload and prepare Boxes of Joy, working together to bless children in need. (We recommend recruiting one team member for every 50 Boxes of Joy!)

To ensure that these dedicated servants are properly informed and recognized, have each Team Joy member fill out the *Short-Term Volunteer Registration Form* (make copies from the original in your kit, or have the member register online at [CrossCatholic.org/box-of-joy/team-joy](https://www.CrossCatholic.org/box-of-joy/team-joy)). Return the completed forms in the *Closure Packet*.

Preparations

- **Video Training (required):** Even if you are a returning coordinator, please watch the video as a refresher or in case there are new procedures.
- **Kickoff Event:** The Box of Joy team will schedule this event prior to Box of Joy Week, and will send an email with the dates. The event is optional, and it can be either a special time of prayer and blessing or a fun time of fellowship for you and your team. The purpose of the kickoff is to create more energy and excitement as you begin your Box of Joy season. Many parishes and schools will have their own kickoffs and will distribute the gift boxes and materials. We encourage you to share the **Box of Joy promo video** at your kickoff and to invite the leaders from schools, parishes and groups that will be participating at your Drop-Off Center to view it.
- **Phone Number:** Have a dedicated person receive and return calls (using the phone number published on our Drop-Off Center online map) to provide information and make appointments. This is very important to the success of a Drop-Off Center.
- **Drop-Off Center (DOC) Kit:** You will receive your DOC Kit in the fall, and it will include helpful items such as extra shipping cartons, yard signs, rubber bands, tape, a banner and an assortment of T-shirts in various sizes. You can purchase additional shirts at the Team Joy Store online at [CrossCatholic.org/cafePress](https://www.CrossCatholic.org/cafePress).
- **Signage:** Before Box of Joy Week begins, place your signage (large DOC banner and two yard signs, included in your kit) in prominent locations to help the public locate the correct entrance to use. Remember that you can order, at your expense, additional signage at the Team Joy Store online at [CrossCatholic.org/cafePress](https://www.CrossCatholic.org/cafePress).
- **Promotional Materials:** You can order, at your expense, promo materials and recognition gifts for your volunteers at the Team Joy Store online at [CrossCatholic.org/cafePress](https://www.CrossCatholic.org/cafePress).

Bring in the Boxes

Box of Joy Week (November 6-14): This is the “main event,” when all the participants bring their Boxes of Joy to their **school, parish or group meeting place**. At some time during the week (scheduled or unscheduled), the project leaders will bring their Boxes of Joy to your Drop-Off Center. This is not only a fun and exciting time but also a spiritual experience.



Drop-Off Center Deadline: Sunday, November 14, is the final day of the collection process (Box of Joy Week).

Service With Smiling Eyes!

- During Box of Joy Week, remember that all participants may still be required to follow CDC guidelines.
- Coordinators and other “visible” volunteers should wear Team Joy T-shirts.
- Greet donors at their vehicles to help them unload their Boxes of Joy.
- Give stickers or bookmarks and, when possible, offer coffee and/or goodies to participants as they arrive.
- If a participant forgot the \$9/box shipping donation, inform him or her of the option to pay on the website, but still accept the box(es) even if the participant is unable to pay.
- Teamwork is important. We recommend you play Christmas music, sing songs, pray, encourage each other, and mainly have fun during this faith-building activity.
- Don't forget that everyone loves appreciation, so a thank-you card, a word of appreciation in front of the whole team or even Facebook “kudos” will go a long way!

Collection Logs:

- The collection logs will be provided by a Box of Joy member, and they will be included in your DOC folder.
- Designate a volunteer to fill out a collection log for EACH DELIVERY by a participant group or an individual/family.
- Project leaders dropping off shipping cartons should have already filled out their details and the quantity of boxes/cartons in the project leader section on the top lid of each carton. If not, gather and record this information before they leave and enter it on the *Collection Log Form* provided.
- The total of boxes in a group's delivery is the only number you need to record on the collection log.
- At the end of the week, all collection logs need to be returned in the Closure Packet.

Handling Funds:

- **Please do not remove money from the Boxes of Joy.**
- Check for any loose funds. If you find any cash or a check in a shipping carton, please put it inside a Box of Joy donation envelope.
- Encourage participants to pay by check when possible, made payable to Cross Catholic Outreach.
- Receipts will be mailed to participants at a later time. Please do not create any type of receipt.
- Scan the QR code for last-minute donation options. Again, if people forget to add the \$9/box, they can give online. No proof of payment is needed inside their Box of Joy.



Scan Me

Shipping Cartons:

- Take a look at the carton and taping instructions in your Project Leader Kit. Please **do not** write on the sides of the shipping carton, and be sure to **tape a shipping label** to the designated spot on the front of each carton (make copies from your kit).
 - **From project leaders:** Most project leaders will deliver their Boxes of Joy already packed in shipping cartons. Just make sure the carton is full and the quantity and details are provided in the project leader section on the lid (no need to recount the boxes if the project leader has recorded the quantity).
 - **From families:** Boxes of Joy delivered by families will arrive loose, so secure each lid with a rubber band, pack them in shipping cartons, and mark the project leader section of the label on the lid of those cartons with “DOC [Your City/State]” and the total quantity.

If you run out of official shipping cartons, use any large, clean, sturdy box. It's okay to consolidate partially filled cartons; the fuller the carton, the less risk of contents being crushed/damaged in transit.



Time to Truck

Your Pickup Date:

In your Drop-Off Center Facility Use Agreement, select a preferred pickup date. We will do our best to accommodate this date.

Note: Business hours for the trucking company are from noon to 5 p.m. on the following days:

- Wednesday, November 17.
- Thursday, November 18.
- Friday, November 19.

Carton Count:

- Report your carton count by Monday, November 15, by emailing the logistics manager at logistics@crosscatholic.org or via phone or text at 630-542-6164.
- The carton count is the grand total of the amounts noted on the collection logs.
- The carton counts must be given to the Box of Joy logistics manager at least 48 hours in advance of pickup.
- Confirm your truck pickup location, city, state, carton count, and name and cellphone number of the person meeting the truck driver by emailing logistics@crosscatholic.org or calling/texting 630-542-6164. Please notify the Box of Joy logistics manager if the pickup address/building is different from the actual Drop-Off Center address/building.
- You will receive an email with your confirmed pickup date and necessary documents prior to pickup. (You will need to print two copies: one for the driver and one for your records).

Day of Pickup:

- The Boxes of Joy will be picked up by UPS, FedEx or another carrier. We do not have a Cross Catholic Outreach truck.
- Drivers might not be easy to reach for specific arrival times once they are dispatched. We will do our best to keep you informed of any delays.
- Make sure your shipping cartons are at street level and near the entry door for easy access. Drivers are not allowed to carry items from another floor of your building.
- Prepare your volunteers to carry or use hand trucks/carts to move all cartons to the truck. The driver will need assistance lifting cartons into the truck. If you have some strong and agile volunteers, the driver might also need assistance inside the truck.
- If you do not receive the bill of lading by the morning of your scheduled pickup day, please email logistics@crosscatholic.org or call 800-914-2420 ext. 240.
- Do not hand the driver any cash or envelopes. **All donations should be inside a Box of Joy.**
- Do not hand drivers loose Boxes of Joy. **All Boxes of Joy need to be inside a shipping carton and sealed.**
- All shipping cartons should have a shipping label with the screening center address affixed securely to the carton in the designated spot (front of box). Load the truck with shipping labels facing the door.

On-the-Road Confirmation: Immediately after the driver leaves, please email the logistics manager at logistics@crosscatholic.org to confirm pickup completion and provide the total Box of Joy count (add up all the collection logs to get your total). If you have any further questions, text or call 630-542-6164.



Wrap It Up!

Evaluation can be a rewarding process, so we encourage you to debrief as a Drop-Off Center team. It allows your team to see how God has used you to further His kingdom! We will send you an online survey a few weeks after Box of Joy Week. We value your feedback about the experience and the ways we can improve for next year.

Closure Packet: In your kit is a prepaid envelope in which to return your *Closure Packet*. Please mail the following items in the envelope to Cross Catholic Outreach by November 23:

1. Copies of any paperwork from the truck driver.
2. Collection logs.
3. Volunteer registration forms.
4. Volunteer sign-in sheet.
5. Any funds that were separated from their boxes or turned in late.

Leftover Supplies: Trusting that your organization will serve as a Drop-Off Center for your community again next year, we invite you to hold on to banners, signs, extra cartons and all leftover supplies. It is cost-prohibitive to return unused supplies.

Share the Memories! Send your best photos and stories to teamjoy@crosscatholic.org, and your Team Joy could end up being featured on CrossCatholic.org or social media. Please make sure that each volunteer included in the photo has completed and signed a *Cross Catholic Outreach Photo Release Form*. Don't forget to indicate individuals in a photo by name so we know who's who!

Go Social! Share your Team Joy awesomeness via social media! Get more mileage with the official hashtags #TeamJoy and #BoxOfJoy. Tag and follow the ministry @CrossCatholic.

Screening Center: At the Screening Center in South Florida, volunteers screen the Boxes of Joy to make sure all gifts are safe and appropriate for children. If you are located in South Florida or have a group of volunteers who would like to travel there to help with the screening process, sign up by contacting us at teamjoy@crosscatholic.org.

We Thank God for You! Thank you again for serving as a Drop-Off Center coordinator and enabling the parishes, schools and groups in your area to bring Christmas joy and the Christmas story to these special children. May the Lord bless you immensely for your hard work and caring heart.



Project Timeline

Get Started

- Plan, organize, build Team Joy
- Diocese or area kickoff event
- Coordinator training
- Deadline for Drop-Off Center forms

Date(s)

August-October
September-October
October
October 31

Bring in the Boxes

Box of Joy Week (Collections)

November 6-14

- Prepare materials
(get extra cartons, copies of forms, etc.)
- On-site setup, outdoor signage, etc.
- Coordinate drop-offs from large
parishes/schools/groups
- Final day of Drop-Off Center

November 5

November 5

November 6-14

November 14

Time to Truck

- Pre-planning with logistics manager;
call anytime to review your collection/shipping plan
- Reminder to your volunteers about truck loading
- Trucking company picks up cartons

November 17, 18 & 19

(the day you chose on your DOC Agreement Form)
between noon and 5 p.m.

Wrap It Up

- Recognition and thanks to your Team Joy
- Deadline for returning *Closure Packets*
- Debrief with your Team Joy; complete online survey

November 23

November 23

Mid-December or Early January

Contact Info:



logistics@crosscatholic.org • 800-914-2420 ext. 240





FOR CHILDREN WHO WISH
FOR **JUST ONE GIFT**

boxofjoy.org



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OUTREACH

Delivering Food, Shelter and Hope to the Poorest of the Poor

Box of Joy is a ministry of Cross Catholic Outreach.

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