

ANSWERS TO FREQUENTLY ASKED QUESTIONS

- » Care Card is valid ONLY during the Care Card shopping week — Friday, October 25 - Sunday, November 3, 2019.
- » Shoppers receive a 20% discount at each participating store (10% for food, art, antiques and furniture).
- » If any merchandise is excluded from the 10-20% discount, it is listed in the Care Card Shopping Directory.
- » A shopper may use the card as often as he/she chooses during the Care Card shopping week.
- » Only the cardholder can use the Care Card. Cards should not be shared.
- » A shopper must present a signed Care Card at the time of purchase.
- » Special orders are not subject to the discount unless permitted by the store.

CARE CARD CONTACTS

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Life Changing.

To learn more about Care Card or how your work makes a difference to our community, please visit:

www.CareCardOK.com



WELCOME TO CARE CARD 2019

Thank you for participating in this year's Care Card shopping event. Everything you need to know about being a Care Card Liaison is right here in this booklet. We appreciate your dedication to helping making Tulsa a brighter place for all.

ABOUT FAMILY & CHILDREN'S SERVICES (F&CS)

Since 1921, F&CS has been the place to turn for help with problems that seem overwhelming and too difficult to handle alone. We promote, support and strengthen the well-being and behavioral health of adults, children and families. Today, we provide hope and healing to more than 120,000 individuals each year, or one in six Tulsans. We heal hurting and abused children, strengthen families and provide hope and a path to recovery for those battling mental illness and addiction.

ABOUT CARE CARD

For more than 20 years, Care Card has been one of Family & Children's Services' (F&CS) premier community fundraisers, raising more than \$130,000 every year for Tulsans in need of hope.

HOW CARE CARD WORKS

Shoppers purchase a Care Card for \$60 and use it to receive 20% off (10% food, art, antiques and furniture) at more than 175 local merchants during the 10-day shopping event — **October 25 - November 3, 2019**. 100% of the \$60 Care Card purchase benefits F&CS.



HELP MERCHANTS CREATE A BUZZ

Become familiar with our website, social media channels and all materials in the merchant packets so you can better help merchants have a successful Care Card event.

WHAT IS A MERCHANT LIAISON?

We rely heavily on Care Card Liaisons as the main source of communication with merchants leading up to and during the shopping event. We trust you to take this commitment seriously as your participation greatly effects the outcome of the fundraiser. We will provide you with everything needed to make this volunteer opportunity as fun and easy as possible. After all, Care Card wouldn't be successful without you!

TIMELINE

Early Fall 2019	Volunteer training
Early October	Receive store assignments
Mid-October	Packet pick up
October 25	Care Card begins
October 30	Check in with merchants
November 3	Care Card ends
November 7	Deadline to return money to F&CS

RESPONSIBILITIES

- » Attend one of the mandatory volunteer trainings during late summer 2019. Dates TBD.
- » MLs will be assigned 8-12 stores each in early October.
- » Once MLs are assigned stores, make an introductory phone call to the managers to thank them for participating and strongly encourage them to attend one of the scheduled packet pickups. If a merchant cannot attend, the ML will be responsible for taking the packet directly to them. Exchange contact information and provide any training, if needed.
- » Once the shopping week has started, give the merchant a phone call early in the week or drop-in to see if they need any more cards or signage to finish out the week. Also, ask for a count on cards sold and report back to your Care Card Chairs, **Linda Woodard, Hailey Woodard and Sheryl Boone**.
- » The ML's final and most important responsibility is to collect all of the money and any unsold cards from their assigned stores and return to Family & Children's Services. Make sure to count and reconcile with the merchant to ensure accuracy by November 7, 2019.