

# Frequently Asked Questions

## *What you need to know about the Advocate Hospice memorial designation process*

### **Who will receive notice of gifts in memory of our loved one?**

It is our policy to notify family members as requested by the individuals who send us the memorial gifts. If you would prefer to specify which family member(s) will receive notification, you may do so.

### **Will you send an acknowledgement to my family and friends who choose to make gifts?**

We send an acknowledgement letter for every gift we receive as promptly as possible.

### **How does the process of notification work and how long does it take?**

When we receive a memorial donation, we first acknowledge the gift in a letter to the donor. We then notify the person(s) designated by the sender of the gift in a letter (or the family member(s) you specify). We include a list of donor names and addresses with this notification letter, as many families wish to send their own personal thanks to the donor as well. A notification letter and list of donors will be sent once a week, as appropriate. We do this weekly so as not to burden families with multiple letters per week.

### **How can I get more gift envelopes if I need them?**

Call Advocate Hospice at 630-963-6800. These envelopes make it easier for your family and friends to make gifts. They are pre-addressed and no postage is required. Donors can simply fill out the envelopes, check the boxes that apply to their donation and send it in.

### **What will you do with the gifts my family and friends send to you?**

We will use the gifts made by your family and friends to help more families make every day count. Donations allow us to provide our patients with special services such as art, music and massage therapy, support groups, volunteer training and support, and new program development. All of this and more can be made possible through donations.

### **Who do I contact if I have further questions about designating Advocate Hospice as the recipient of memorial gifts or other giving opportunities?**

Call Rita Kopjo at Advocate Charitable Foundation, 847-384-3404.