

Dear Friend,

I am excited that you are partnering with Operation Christmas Child this year! Through this project, Samaritan's Purse has delivered a total of 168 million shoebox gifts to boys and girls in more than 160 countries. Each one is a tangible expression of God's love and a great outreach resource for local believers. We praise God for using these simple gifts to transform individuals, families, and entire communities through the power of the Gospel.

We are honored to have volunteers like you serve with us in this project. Together, we were able to collect more than 10.6 million gift-filled shoeboxes last year, 8.8 million of those coming from the United States. This year, we've prayerfully set our goal to 11 million internationally, including 9.1 million from the U.S.

We do all of this so that more children who are hurting because of war, poverty, famine, disaster, and disease will have opportunities to learn about eternal hope through Jesus Christ.

The enclosed packet is designed to help you prepare for your visit. You will want to read it entirely. I pray that God uses your time with us to bless and encourage you.

Sincerely,



Franklin Graham  
President, Samaritan's Purse

# WHAT YOU NEED TO KNOW

## About Volunteering at a Processing Center

### BEFORE YOU ARRIVE:

#### R.S.V.P.



**MANAGE YOUR RESERVATION ONLINE** at [occvolunteersignup.com](http://occvolunteersignup.com). Groups that complete online waivers for all members before arriving at the Processing Center earn a FAST PASS to expedite the check-in process when they arrive.

#### **FAST PASS Criteria:**

- All group members must sign up online by completing the online waiver.
- The volunteer coordinator must ensure there are no unused slots in the group reservation. (Increase or decrease the group size on your reservation to indicate the number of volunteers who will attend.)



**ALL VOLUNTEERS MUST BE AT LEAST 13 YEARS OF AGE**, regardless of a student's grade level. Due to the warehouse environment there can be **NO EXCEPTIONS**. For every four youth, at least one chaperone is required.



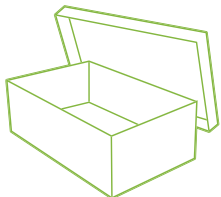
**PRAY!** Prayer is foundational for all that we do through Operation Christmas Child, and our desire is for every detail of the project to be covered in prayer. We encourage you and your group to spend time in prayer as you prepare for your experience at the Processing Center. There will also be opportunities available during your scheduled time at the Processing Center for prayer.



**DRESS IN LAYERS.** Please wear closed-toe shoes you will be comfortable standing in for long periods, and warm, layered, casual clothes as the temperature inside the warehouse can vary.



**LEAVE HEADPHONES AND VALUABLES AT HOME.** Headphones are not permitted in the Processing Center, and we are not responsible for the damage or loss of personal items left in common areas. Bags and coolers are subject to being searched.



**KEEP PACKING SHOEBOXES!** You can drop off shoeboxes beyond National Collection Week. A drop-off location is set up in the warehouse.

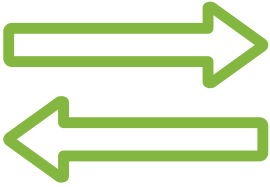
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# WHAT YOU NEED TO KNOW

## About Volunteering at a Processing Center

### AT THE PROCESSING CENTER:



**BE FLEXIBLE.** Due to the fast-paced environment of the warehouse, you may be asked to do different tasks. Some examples include removing financial contributions from the shoeboxes, inspecting gifts, and putting shoeboxes in designated cartons.



**COMPLETE ORIENTATION.** This is the first step when you arrive at the Processing Center, even if you have previously volunteered.



**FEEL FREE TO TAKE BREAKS AS NEEDED AND BRING FOOD.** Use the vending machines and space to store your meals or snacks on-site. Ice is not provided; however, you may bring your own coolers. All food and drinks must remain inside the break area. Tobacco products are prohibited on the property.

We are grateful for your willingness to serve. While we plan and schedule carefully, there is no way for us to know exactly when we will finish processing. There is a possibility that some volunteer groups will be canceled.

