



## Wish Granter Commitment Statement

Make-A-Wish® grants the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength, and joy. As a Wish Granter, you are the primary contact to our Wish Children and their families. We are entrusting you with the critical nature of our mission. By filling in your name at the bottom of the form, you acknowledge your understanding of and commitment to these expectations. In addition, as a representative of the Make-A-Wish® Illinois, you commit to protect the best interest of the Foundation and to contribute to furthering its mission.

### Overview

Being a Wish Granter is a very fulfilling experience, but one that requires a large commitment. Wish Granters and Wish Staff are asked to work collaboratively as one team to ensure we are following national and local performance standards while granting high quality wishes. In addition, Wish Granters are asked to work collaboratively with their wish granting partner and share equal responsibility throughout the planning process. It is important for the entire wish team to be consistent with our messaging and set realistic expectations with our wish families from the beginning of the wish process. Wish Granters are asked to stay in regular communication with their wish family and the wish staff by: responding within two days of a family or Wish Staff member's phone call and by keeping the wish child and family excited about the wish. In addition, only Wish Granters, who have been officially trained and have had the criminal background check, can visit with the wish family. Wish Granters must work in teams of two for the initial wish visit and all subsequent visits unless the subsequent visit is at a public location.

### I understand that I have a commitment to:

- Provide a unique, quality experience for each Wish Child and family.
- Work constructively as part of the "wish team" – which includes my partner, and the Wish Staff.
- Always be mindful that I am an ambassador for the Foundation and represent the Foundation in the most positive manner possible.
- Work on at least 3 wishes per year (if available in your area) and drive up to 2 hours to do so.

### I promise to comply with the Make-A-Wish Foundation® policies and agree to:

- Call my wish family **regularly** during the wish process.
- Fulfill the essence, heart, and "why?" of each child's wish.
- Follow the procedures outlined in the wish granter training.
- Enhance the wish experience with items or activities that reflect the wish child's interests.
- Obtain approvals before making promises to the wish child and family.
- Keep specific information about the wish child and family confidential.
- Demonstrate respect for the uniqueness of each family.

### Regarding the "wish team", I will:

- Respond to all messages and requests within two business days.
- Complete all necessary paperwork and submit it to my Wish Experience Architect within 2 business days of having it signed.
- Be realistic about my commitments and the expectations I set with others.
- Keep my Wish Partner and Wish Staff up to date at all times.
- Inform my wish partner and wish coordinator if I will be unavailable for more than a week at a time.
- Call my Wish Experience Architect if I have any questions or concerns.
- Work through conflicts in a constructive and encouraging manner.

### Regarding my work as an ambassador for the Foundation, I will:

- Comply with the standards set by the national and local Make-A-Wish Foundation®.
- Represent the Foundation in an ethical and professional manner.
- Work to make each and every wish experience of the highest quality.
- Be fiscally responsible and budget-minded when making purchases on behalf of the Foundation.
- Solicit in-kind donations in a responsible and professional manner.
- Send thank you notes to all individuals and businesses who gave their time and resources to each child's wish experience.
- Offer constructive feedback on how to improve the wish process to my Wish Experience Architect.
- Sign and return the Annual Conflict of Interest and Ethics Form annually as requested by staff.
- Read all Foundation communications and take all required annual trainings so that I am current on my Foundation knowledge.

**If you are unable to commit to any of the statements above or if you have questions or concerns regarding your commitment, please contact your Wish Experience Architect.**

Print Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_