

Guide to Virtual Wish Visits

The health of our wish children is our top priority. Some wish families may prefer to meet virtually for a wish visit, for wish logistics updates or even wish celebrations. As our mission thrives on its relational components and making connections, we will strive to provide high-quality interactions through technology as we respect and honor these requests. Please review the content below for best practices when visiting with a wish family virtually (via FaceTime, Skype, GoToMeeting, etc.). Through virtual wish granting, volunteers can still get to the heart of the wish and form strong bonds with wish children and their families. Please take the family's lead in determining their comfort level with these meetings and work with our staff to determine next steps.

Virtual Introductions



Please take all necessary measures to ensure the family is comfortable with the technology plans. In your introductory call or email, ask if the family is comfortable using platforms like FaceTime, Skype, or GoToMeeting, and if they have a preference. If a wish family is not comfortable with this technology, please notify chapter staff in order to determine plans moving forward with the wish.



All Performance Standards and Guidelines still apply in a virtual setting. For example, only active wish granting volunteers should participate in this wish visit. Determine a setting for this meeting that will not involve your children, friends, family or colleagues. In addition, virtual wish visits must include both volunteers or a volunteer and a staff member. There must be two Make-A-Wish representatives included in a virtual wish interview.



Determine accommodations to get to know the wish child. When introducing yourself, consider preparing props or supportive materials to have nearby that will help you describe yourself, or seem more personable through a lens.

Tips and Tricks

You are encouraged to share some tips with your wish family. Optimal lighting and sound will allow for a more comfortable virtual meeting experience for all.



Cell phones and webcams might not always allow for clear interaction. Before your virtual meeting, determine where you will sit or stand, and practice with your camera. You might decide to place a lamp nearby to brighten your face or move to another room in your home that allows for more natural lighting. Be sure to wear your Make-A-Wish branded apparel, even if you are in the comfort of your own home!



Ask your wish granting partner to help you practice with the sound functions before the meeting time. Your microphone might be fuzzy or could pick up sounds from your surroundings. If you have earphones or a headset with a built-in microphone, your voice is likely to carry more clearly.



Determine if the meeting will be a 2-way call or a 3-way call. In other words, will you be in the same room with your wish granting partner/chapter staff or will you connect with them virtually the same way you are connecting with the wish family? If you are organizing a 3-way call, first connect with your wish granting partner before adding the wish family into the call for a smooth introduction.

Think Ahead



If paperwork is involved with your meeting, remember that you will not be “bringing” these documents with you. Sending documents during, or immediately before your meeting, could be overwhelming for the wish family to try to access while conversing with you. While on the phone with your family, we ask that you complete the Wish Child Form, Wish Family Form (page 2 only), and the Wish Information Form. Please ask your wish family during the virtual visit if they are able to print documents from home to sign and email copies to you and/or the office. Whether this is an option or not, please let your Wish Architect know to inform next steps in gathering signatures.



Are you providing an icebreaker gift or wish boost? Be sure to send these early allowing plenty of arrival time leading up to your scheduled meeting. Ordering through delivery services such as Amazon is preferred to a wish granter going to a storefront and mailing the boost themselves. Do you plan to ask your wish child to draw a picture or play a game? Be sure to send these supplies ahead of time too.

Health Best Practices



Please use your best judgment in any plans to visit with wish families. Any visit with a wish family should only take place if you are feeling well. If you start to experience flu-like symptoms or any other symptoms that give you reason for concern, please do not meet with a wish family in-person. A virtual meeting might be a healthy alternative.



If a wish family seems concerned with the concept of meeting with you in-person, technology like FaceTime or Skype in lieu of a face-to-face meeting might be appropriate. Your other option is to postpone the meeting but only at the family’s request. If continued postponement occurs, please work with chapter staff as assigning a new volunteer might be necessary. We appreciate your diligence in notifying us of when and where these meetings take place.