Most Frequently Asked Questions

Thank you for volunteering at The Salvation Army Angel Tree in Cross Creek Mall! We are so excited you are here. As you meet and talk with people, you may get asked some questions about the Angel Tree and how it works. Not to worry! This is your go-to resource for answering those questions. Read through these before you start your shift and every chance you get to familiarize yourself with these facts, and you will be ready to spread Christmas cheer to all who stop!

Q. What is the Angel Tree Program?
A. The Angel Tree Program provides Christmas for children ages 0 to 12 years old and seniors age 65 and older who otherwise would not receive any gifts at Christmas. It began in Lynchburg, VA in 1979 and quickly spread around the nation.

Q. How does the Angel Tree Program work?
A. Each year, families who need Christmas assistance register during Angel Tree Christmas Assistance Registration Week in October. Their children’s or seniors’ names are then placed on an Angel Tree tag along with their age, clothing sizes, and Christmas gift wishlist. The tags are placed on the Angel Tree in the mall. Generous people who’d like to help the families take the tags and shop for the items listed. They bring the gifts back to The Salvation Army, and The Salvation Army distributes the toys to the children and seniors, giving them a joyful Christmas!

Q. What is the suggested amount to spend on each child?
A. We recommend spending $50 or more on each child you adopt. Remember, the toys you purchase are providing their Christmas morning! However, we do not expect you to fulfill every item on the wishlist.

Q. What happens if all of the angels are not adopted? Do the children who were not adopted still receive gifts?
A. The Salvation Army partners with other agencies such as Toys for Tots as well to purchase gifts with funds raised through the Red Kettle program to make sure that all of the children and seniors on the tags receive at least three gifts each.

Q. How are the toys and gifts distributed?
A. During the last two weeks before Christmas, volunteers and Salvation Army staff members pack and organize the gifts in the Christmas Warehouse, located this year at 929 Bragg Blvd. On December 20—24, the families come at pre-set appointment times to pick up their gifts.

Q. When and where should I return the gifts I purchase?
A. You can return the gifts as soon as you purchase them, but the absolute deadline is Saturday, December 17. Please return all gifts to the Angel Tree in the mall during normal mall operating hours or to The Salvation Army Community Center at 220 E. Russell Street Monday through Friday, 9:00 AM to 4:30 PM. If no volunteer or staff member is at the Angel Tree in the mall, please do not leave gifts there unattended. Please mark each bag with the child’s name and number on their tag.

Q. When I purchase gifts for the specific child on my tag, do the gifts really go to that child?
A. Yes! As long as the gifts are returned by the deadline of Saturday, December 17, the gifts you purchased will go directly to the child on the tag.

Q. How many children and seniors do you help each Christmas?
A. Last year we provided Christmas for over 3,000 children and senior, and this year we have even more registered.

Q. Are you helping victims of the flooding from Hurricane Matthew?
A. Yes, we have many flood victims amongst the registered families. We are so blessed that we get to be a part of making their Christmas special this year.

Q. How can I get involved in volunteering with the Angel Tree?
A. We would love to have your help! Volunteer opportunities include volunteering at the Angel Tree, helping at the Christmas Warehouse, and ringing the bell at the Red Kettle. Visit our website at SalvationArmyFayetteville.org and click on the Volunteer tab to view our Christmas volunteer opportunities and sign up for time slots. (Give them a flyer about volunteering)