



Wish Granter Role Change FAQs

We are excited to bring you two new volunteer opportunities at Make-A-Wish Central and Northern Florida!

Why the change in the wish granter role?

With recent changes, we've realized that our wish granters work hard, both in and out of wish world. It is always important to us to provide you with a rewarding volunteer experience without compromising the quality of our wishes. In order to give you the flexibility to choose your volunteer experience and commitment level, we've taken our wish granter role and split it into two roles - the wish discovery volunteer role and the wish enhancement role.

What is the difference between the Wish Discovery and Wish Enhancement volunteer role?

The wish discovery volunteer conducts the wish discovery visit to determine the child's wish and collect all the necessary paperwork. The wish enhancement volunteer assists with the reveal portion of the wish specific to the wish type of the child. For example, if a child wishes for an in-person shopping spree, the wish enhancement volunteer would be the one to escort the wish family, assist with the financial aspects of the wish, and be the Make-A-Wish ambassador for the wish.

Do I have to choose one role over the other?

Our new volunteers roles provide flexibility for you to choose your volunteer experience. You can choose to be the discovery volunteer, the enhancement volunteer, or both!

Can I stay on the wish if I am the Wish Discovery Volunteer?

Once you are done with the wish visit and all paperwork has been submitted, the wish discovery volunteer role has ended. If you want to assist with the wish reveal of a wish child that you've conducted the visit for, please let us know. We will make note of it and inform you when the Wish Enhancement volunteer opportunity has been made available on the VolunteerSignUp sheet for you to sign up for.

Once I'm done with the wish visit, is there anything else I need to do?

As a wish discovery volunteer, once you are done with the wish visit and all paperwork has been submitted, you're done!

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Are visits still being conducted virtually?

We look forward to the day when we can resume in-person wish discovery visits, we are still conducting wish visits virtually for the foreseeable future.

Will I still be able to keep in touch with the family if I'm the Wish Discovery volunteer?

Once the wish has been determined and the child is assigned a coordinator, the coordinator will then communicate directly with the wish family to iron out the particulars of the wish. The wish discovery volunteer's role has ended once the paperwork has been submitted.

How do I sign up to be a wish enhancement volunteer?

There will be a separate sign up sheet via VolunteerSignUp to see which wish kids are available to sign up for. Sign up opportunities will have wish type information so you can make an informed decision.

Are volunteers still sending the ice breaker gift?

Ice breaker gifts will be sent from our office directly to the wish family.

Now that we can choose the wish type, what do I do if there is a specific wish type that I have never assisted on?

If you've never assisted on a specific wish type or need a refresher, fear not! We will be providing video tutorials for specific wish types to help you give our families the best wish experience.

We are very excited for all that is to come. More details about this exciting new change will be released over the coming weeks. If you have any questions, please feel free to call Janice at 407.622.4673 ext. 218 or email at jkertcher@cnfl.wish.org.

