



Frequently Asked Questions

#SeeHunger

Have questions about 30 Hour Famine or have an issue with the registration site? Check out the FAQs below!

For further help email famine@worldvision.ca or call 1-888-8FAMINE.

Contact the Youth & Student Engagement Coach in your area to help plan your Famine event and information on speaking opportunities and workshops.

Leanne Prescott | leanne_prescott@worldvision.ca | Atlantic Regional Coach – QC, Atlantic Canada

Timothy Heerebout | timothy_heerebout@worldvision.ca | Eastern Regional Coach- ON, MB, NU

Graeme Watt | graeme_watt@worldvision.ca | Central Regional Coach - AB, SK, NWT

Brianna Locke | brianna_locke@worldvision.ca | Pacific Regional Coach - BC, YT

Q: How do I sign up for Famine?

A: Click [here!](#)

Q: Do I have to register online?

A: Yes, every person participating in the Famine must register online. This is great news! The online registration system is less hassle than collecting cash and doing endless hours of paperwork, and helps us save 50% in paper processing costs which means we are able to give more resources to fight hunger! If you think about it, famine is caused by drought, drought is linked to climate change, climate change comes from waste and pollution...we're breaking the cycle by going green!

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Q: When is the national Famine date? Can I change my date?

A: Join the movement and fast for Famine on the national date
April 29/30, 2016!

However, you can choose to have your Famine on a different date.

To change your date:

1. Click [here](#) to login to your account
2. Click on “profile” tab at the top of the page
3. Click “Change my Famine date & more” on left side of the page
4. It will then ask you when you will be hold your Famine and you can manually enter your own date

Q: Where do I go if I want more information on how to do the Famine?

A: Get the Famine Guide and other resources [here](#).

Q: How old do I have to be to do the Famine?

A: The minimum age to fast food and participate
in the Famine is thirteen.

Q: Do I have to do Famine as a group? Or can I do it on my own?

A: You can do Famine as a group or as an individual.

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Q: How do I donate the cash I collected online?

A: Donate the Cash Collected for the 30 Hour Famine online! No more mailing in of paper forms:

1. Click [here](#) to login to your account
2. Click on the “**Fundraising**” tab at the top of the page
3. Click “**Enter Cash/Pay Online**” on the left side of the page and follow the instructions to fill out your donors’ details
4. Enter sponsor’s information under “**New Cash or Cheque Donations**” for receipting (donation of \$15 or more). Sponsors will get individual tax receipts when you enter their information on the website correctly. Donations less than \$15 do not qualify for receipts and can be added together and entered as one large donation. **You can make a single lump sum donation by selecting “**Pay cash pledges via your own credit card**” however receipts will not be sent to your sponsors if you choose this option.**
5. Select “**Add Donation**” (Repeat as many times as you need)
6. View the new donation at the bottom of the screen

Turn the offline donation into an online donation by paying the donation amount by credit card or PayPal

1. To do so, select “**Pay**.” Select the boxes next to each donation that you would like to pay. You can then make a lump sum payment online using a credit card or PayPal for the same amount you have in cash (basically a trade of cash for an online donation of the same amount). **Your donors will still get a tax receipt for donations of \$15 or more even though you are paying with your (or a parent/guardian’s) credit card**
2. Complete the payment information form, click “**continue**”

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3. Review the payment information, click “**submit**”

Q: I cannot pay online, how can I mail donations to World Vision Canada?

A: Please make every effort to pay your cash donations following the instructions written in the previous FAQ. If there is no possible way for you to pay online:

Enter the Donation Information Online:

1. Click [here](#) to login to your account
2. Click on the “**Fundraising**” tab at the top of the page
3. Click “**Enter Cash/Pay Online**” on the left side of the page and follow the instructions to fill out you donor’s details
4. Enter sponsor’s information under “**New Cash or Cheque Donations**” for receipting (donations of \$15 or more). Sponsors will get individual tax receipts when you enter their information on the website correctly. Donations less than \$15 do not qualify for receipts and can be added together and entered as on large donation
5. Select “**Add Donation**” (Repeat as many times you need)
6. View the donation at the bottom of the screen

Preparing the Donation Form and Cheques:

1. Click “**Group**” tab at the top of the page
2. On this page you can download the report with all the donation information for all your group participants. Click on “**Group Captain Report**” on the left hand side
3. Click “**Generate CSV Report.**” Save and print the documents
4. Total the UNVERIFIED (offline) cash donations and make sure it matches what you’ve received

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5. Total the cash from all forms received and write one cheque to **World Vision Canada** with the cash total. **BE SURE TO WRITE YOUR GROUP NAME AS IT APPEARS IN THE MEMO LINE OF YOUR CHEQUE** or on a sticky note. Do not send cash. If some donors gave cheques made out to “World Vision Canada” write “cheque” beside those donors’ names on the report
6. Send your Cheque and report to:
World Vision Canada/30 Hour Famine
Attn: Youth & Student Engagement
1 World Dr, 3rd Floor Mississauga, ON
L5T 2Y4

Q: Can a leader sign up for a student and/or sign up their whole group? What if I/they don’t have internet access?

A: Leaders cannot sign up students. Each individual must sign up themselves and sign the online waiver.

Why not set aside 10 minutes at the beginning of your class/session and get your whole group to sign up together? You could also have a registration table with a laptop set up in the cafeteria during lunch. This way you can help other students through the online registration process and this will give you the opportunity to reach out to other students!

Q: Do I get volunteer hours if I do the Famine? (Applicable for

A: Yes, participants can download a form for their teachers to sign [here](#). Make sure the 30 Hour Famine is recognized by your school administration as community service hours before submitting a request for volunteer hours. Some school honor 30 hours, 15, or 10 depending on the individuals’ participation and the event duration.

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Q: Can I fundraise for a specific project or country?

A: All of your 30 Hour Famine proceeds go directly to supporting global Hunger projects. Click [here](#) to see where the money is going.

Q: Do you have an update on the projects/causes I raised money for last year?

A: Yes! Check www.famine.ca projects for updates or check your email for updates that we send out. Not getting our emails? Check your spam for emails from yourmovement@worldvision.ca. Still not getting them, let us know by emailing famine@worldvision.ca.

Q: Our school is supporting students with anorexia; does giving up food send a bad message?

A: You can choose to fast things other than food. We want everyone to participate and feel comfortable. Some popular alternatives to fasting food include technology, furniture, etc. Check out this link for more information, [here](#).

Q: Delete me from your e-mail list/I no longer want to receive information.

A: The easiest and fastest way to do this is by simply clicking “unsubscribe” at the bottom of the newsletter you received.

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Q: Delete me from your e-mail list/I no longer want to receive information.

A: The easiest and fastest way to do this is by simply clicking “unsubscribe” at the bottom of the newsletter you received.

Q: We are a WE DAY school, can we still do Famine?

A: We partner with a number of schools and other charities that participate in WE Day. WE Day is an empowering event that motivates student to take action. The 30 Hour Famine is a great way for schools to take initiative.

Q: Can I keep fundraising after the event?

A: Absolutely. If your event spurs on more fundraising then keep going!

Q: Can I use a previous year’s kit for this year’s Famine?

A: No. The kits will not coincide with this year’s funding and your donors will not be able to get receipts. You must register with the online Famine system at www.famine.ca.

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Q: Does the site have my group and contact info from last year?

A: If you registered for Famine online in 2015, your personal login hasn't changed. However, if you did Famine prior to 2013, you will need to register again. Your group/team page has not been saved. Each year you need to create a new group/team page (you can use the same name as the previous year).

Q: Can two groups have the same name? What if I signed up for the wrong group?

A: Yes, groups can have the same name, so make sure you search for the correct one — look for the correct team captain's name. We suggest using your school's twitter handle for your group name, that way you'll be sure there are no duplicates. If you accidentally joined the wrong group, or you need to have a group member removed, simply contact your regional Coach or call 1-888-8FAMINE.

Q: How do we change the team captain?

A: Email famine@worldvision.ca or call 1-888-8FAMINE with the information you want changed.

Q: I donated to the wrong group/person?

A: Email famine@worldvision.ca or call 1-888-8FAMINE with the information you want changed.

Q: Is my information private?

A: Yes. See our privacy policy and terms and conditions at the bottom of the website.

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Q: I registered as an individual, but now I want to join or form a team.

A: You can change that on the website as well, once you log in, search for your group, and click to join.

Q: What happened to the paper waiver, do I still need to have my students sign one and send it in?

A: There are no paper waivers or forms you need to collect! All the waiver/sign off are done when you/your students register online.

Q: I and/or my donors don't want to share my email address.

A: We collect email addresses so that when people donate, we can send them a confirmation of their transaction. Sharing an email address is no different than sharing personal information like their mailing address for a tax receipt. In fact, sharing personal information online is more secure than sharing it via the previous paper forms that were collected by students and mailed in. It also allows for a lot more donor receipting accuracy. If you and/or your donors are worried about getting unsolicited emails from World Vision Canada, simply uncheck the boxes allowing World Vision to contact you.

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