

COVID-19 Child Sponsorship FAQs

What happens if my sponsored child is in a community affected by COVID-19?

In each community where we work, World Vision staff and volunteers are closely monitoring the coronavirus situation and are already adjusting our programmes to respond to the changing needs. There are three different scenarios for the 54 countries where sponsored children live:

1. **Our child sponsorship programmes are operating as usual and already responding or are preparing to respond.** In these communities, we will focus on preventing the spread of the virus, and to mitigate its effects. We are also working with health authorities to spread accurate information about coronavirus to our community partners.
2. **Our child sponsorship programmes are operating, but with some restrictions.** In these communities, we have paused some of our less time-critical work to limit close contact between children and other people, but all other work continues.
3. **Our child sponsorship programmes are on hold and an emergency response is underway.** Staff and volunteers are turning their focus trying to keep the children we serve safe. This may include assisting with home learning, if schools are closed, by providing school materials and activities, or preventing the separation or stigmatisation of children during treatment and isolation.

What happens if my child becomes seriously ill from COVID-19?

The safety and wellbeing of the children we serve is our highest priority. If your sponsored child becomes seriously ill from coronavirus or any other illness, we will contact you with known information as soon as it's operationally possible.

What happens if my child loses a parent or caregiver because of COVID-19?

We know from experience in the Ebola crisis and other disease outbreaks, that the secondary impacts of the coronavirus can be devastating for children living in poverty, specifically losing a parent or older caregiver. If your sponsored child loses a parent/caregiver to coronavirus or any other illness, we will contact you with known information as soon as it's operationally possible.

Can I still write a letter to my sponsored child?

Yes. In fact, we hope you will!

In such uncertain times, your sponsored child or their family could be facing fear, isolation or uncertainty and they could benefit from knowing you are thinking of and/or praying for them. In almost all countries, mail services are still operational and the [World Health Organization](#) advises that mail does not spread coronavirus. In impacted areas, it may take longer for your letter to be delivered but rest assured that it will, as soon as it's safe to do so. If international mail restrictions are placed on any countries where we work, we will provide immediate updates.

If you've just written a letter to your sponsored child, will you get a reply?

Yes. If your sponsored child is not in an area impacted by COVID-19, you will receive a reply from them in the usual timeframe, but this will be delayed due to our office shut down, where our employees are working from home. If your sponsored child is in an area impacted, it may take longer than usual to get a reply. This is because our movements may be affected by government/local health authority restrictions. As soon as it's safe to do so, a reply

will be sent. If international mail restrictions are placed on any countries where we work, we will provide you updates.

Can I still send a gift to my sponsored child?

Yes. In communities where our child sponsorship programmes are operating as usual, gifts will be delivered to children and communities as normal. In impacted communities, the process may take a little longer than usual as we prioritise the safety of children and their families, but it will still occur. And when it's operationally possible to do so, you'll receive a letter and photo to show the impact your gift made!