

Nemours Children's Hospital, Florida In-Kind Donations: FAQs

Frequently Asked Questions

Thank you for considering the patients and families at Nemours Children's! Your generous toy donations, gift cards, and cash donations help support our patients' needs all year long.

What types of items can be donated?

Our Child Life Department at Nemours Children's is only able to accept items that are brand new. All toys must be in their original packaging and cannot be wrapped in giftwrap or gift bags.

For information on handmade items, please see page 3.

What items will not be accepted as a donation?

Due to infection control protocols and other safety reasons, we are unable to accept any handmade cards, used or gently used toys, or any military/army inspired toys or items. We are also unable to accept any bicycles or motorized items such as electric scooters, hoverboards, etc. Any of the aforementioned items will be donated back to the community to ensure a child elsewhere can still benefit from the donation.

For a more detailed list of items we cannot accept, please see page 2.

When can I drop off my donation?

All donations must be scheduled ahead of time. Please reach out to nchflprograms@nemours.org to schedule a donation drop-off. Donations can be scheduled most weekdays during the hours of 9 a.m. to 4 p.m.

How are the donated toys used and distributed to patients?

Toy donations made to Child Life are utilized in a multitude of ways. Most donations will go to patients, siblings, and families who are admitted to the hospital. Child Life also uses the donations to help restock the playrooms and use as gifts that can be available for patients to help celebrate birthdays, big milestones, or celebrations throughout the year.

Can I pass out my donation to the patients?

Due to visitation policies and infection control, our donors are not allowed to pass out donations directly to patients. Child Life team members will distribute the donation on your behalf.

Learn more about Child Life services at [Nemours.org/childlifeorlando](https://nemours.org/childlifeorlando).

Donated items that are not accepted:

- No used, gently used, or opened items
- No handmade cards/personalized notes
- No collector or vintage items
- No collector beanie babies
- No drivable or wheeled toys (e.g., scooters, bicycles, skateboards)
- No weapons, including toys that look like weapons
- No homemade or expired food items
- No items containing orbeez, water beads, or gel beads
- No branded items
- No furniture
- No latex
- No gift-wrapped items
- No flowers/potted plants
- No medical supplies



Additional Information When Donating

Thank you for your understanding and compliance when donating to our patients and families at Nemours Children's.

The safety and health of our patients is our top priority.

Due to our infection control standards, we cannot accept any used or gently used items.

We also cannot accept any items that have been left in an attic or cardboard boxes for an extended period of time. This includes any collector's items that have accumulated dust or unused for months or years at a time.

All donated items should be stored in a low-humidity and air-conditioned space prior to dropping off donations. Please do not leave items in a garage or car and exposed to heat for long periods of time.

Lastly, any fabric items such as blankets or stuffed animals should be placed in a plastic bag or clean plastic container and should not be stored in cardboard boxes. Any bins or totes brought during your donation should be ones you are willing to part ways with.

On behalf of our patients and families, the Child Life team at Nemours Children's greatly appreciates your thoughtful generosity!

Handmade Items Information

We encourage all of our handmade item donors to visit these two organizations to find a chapter coordinator near you:

- For pillowcases, please visit [Ryan's Case for Smiles](#)
- For blankets, please visit [Project Linus](#)

When preparing your handmade items for donation, please remember the following things:

- Avoid exposing any handmade or cloth items to strong odors such as smoke, moth balls, perfumes and/or colognes, and pet hair. We will not be able to use items that have a strong odor.
- Please prewash the material of any sewn items.
- Remove all sewing pins/needles. You may want to acquire a magnetic wand to locate any pins.
- Use clean hands when sewing/knitting.
- Avoid working on your project when you are ill.
- Avoid pinning notes to the item.
- All accessories must be sewn as part of the original design (eyes, nose, flowers, decorative items, etc.). Plastic buttons that are sewn on are a choking hazard should they become detached.
- Please individually contain items in a clear bag or tote before donation.

For suggested items and pattern recommendations, please email nchflprograms@nemours.org.