

**Christmas Bureau
of Edmonton**

A Christmas Tradition for 70 years

THE HERALD

CHAIRMAN'S MESSAGE

DICK FRENZ

KEY 2010 DATES

OCTOBER 2010

25 to 29 Chairman's Letter Stuffing

NOVEMBER 2010

2 Team Leader Meeting
8 (Nov) to Dec 17
Filing Clerk / Office Help
8 (Nov) to Dec 17
Certificate Stuffing
15 Campaign Kickoff
16 (Nov) to Dec 17
Private Sponsor Clerk
29 Donation Desk Orientation
30 Donation Desk Orientation

DECEMBER 2010

1 - 24 Donation Desks
2 Faculty of Arts—Annual Winter Solstice & Auction
4 "Shirts Off Our Backs" With the Oiler Ladies
10 Copper Jackets Luncheon
17 Radiothon—Edmonton Journal Rotunda
17 Christmas Bureau Singalong—Winspear
17 Hamper Packing
18 Hamper Delivery
20 FMC Breakfast @ Westin
20 WID Set Up

JANUARY 2011

5 Team Leader Wrap Up Meeting
27 Christmas Bureau of Edmonton Evening of Celebration

Since 1940 we have had one mission: to deliver festive food hampers to the least fortunate of our community. This year we celebrate our 70th Anniversary as one of Edmonton's longest serving successful charities. The tradition of sharing continues and on your behalf:

▲ We will work with over 1000 volunteers, from the Board of Directors to the file clerk in the office, each of them offering their time and expertise.

▲ We will treat each applicant with dignity as we approve them for the festive food hamper.

▲ We will serve impoverished families, seniors living alone and singles in need.

▲ We will deliver our service most effectively and efficiently.

▲ We will work with over 60 organizations and agencies to reduce the duplication of service thus ensuring that donor dollars reach the greatest number of eligible families, seniors and singles.

At the end of our 70th campaign year we anticipate over 70,000 less fortunate Edmontonians will have qualified for assistance. Many of them will call or send notes thanking the donors for a Christmas with hope; a Christmas with dignity.

This year it will take over \$1.8 million to pay the grocery bill and deliver our program.



If you are looking for a miracle this Christmas, there is one happening in your own community.

As volunteers, you play a major role in helping the Christmas Bureau reach our campaign goals.

Thank you for all you do!

THANK YOU 2009 VOLUNTEER PROGRAM DONORS

- | | | |
|---|---------------------------------|---|
| Aramark Refreshment Services | Grandma Lee's, Bonnie Doon | Sears Canada Ltd. |
| Aspen Properties | Green Oasis | Servus Credit Union |
| ATB Financial | Halldorson, Lori and Gerry | Snow Valley Ski Club |
| Bear Mountain Coffee | Harvard Property Management | Southgate Centre |
| Bee-Clean Building Maintenance | Imperial Parking | St. Andrews Centre |
| Bonnie Doon Shopping Centre | International Jack Service Ltd. | St. Anthony's Meeting Centre |
| Bunzl Distribution | Ion Print Solutions | Telus World of Science |
| Busy-Bee Sanitary Supplies Inc. | Kingsway Mall | The Fairmont Hotel MacDonald |
| Café Supreme / Company's Coming | Mary Brown's Chicken, Millwoods | The Keg Steakhouse & Bar |
| Capital Transport Ltd. | Town Centre | Ukrainian Cultural Heritage Village |
| City of Edmonton; Community Services Department | McDonalds' Restaurants | Unisource Canada Inc. |
| Commerce Place | McEwan ESSO | Varscona Hotel on Whyte |
| Concrete Theatre | Millwoods Town Centre | Vertically Inclined Rock Gym |
| Cookies by George | Moxie's Classic Grill | Vines Riverbend |
| Culligan Water | New York Fries | Wesclean Equipment & Cleaning Supplies Ltd. |
| Dare Foods Limited | PVGO Food Services | West Edmonton Mall |
| Devonian Botanic Garden | Ric's Grill | Westmount Shopping Centre |
| Edmonton Symphony Orchestra | Royal Alberta Museum | World Health Club |

2009 VOLUNTEER AWARD RECIPIENTS

KEVIN LOWE AWARD - JOHN ROSS

In 1999, the Christmas Bureau received a volunteer application from a person who has, since that time, become a major volunteer asset. John Ross has volunteered in the Count Room, at the Hamper Delivery, Walk-In-Days and at special events such as the Yardbird Suite fundraiser. Each year, John quietly goes about his business – but each year the notes on his record are filled with praise for his efforts -- *EXCELLENT in the count room; Acted as Team Leader for the Count Room; Works very well with others; Very dependable, always on schedule.*

In any volunteer organization, there are those that, each year, can be depended upon to demonstrate positive and reliable service delivery, positive working relationships with staff and other volunteers, and actively promote the Christmas Bureau’s mission to the community.

For the past ten years, John Ross has exemplified every one of these qualities – which is why he was honored as the 2009 Kevin Lowe Award recipient.



(l) Kevin Lowe, Honorary Chair and (r) Brian Gingras, Chair, Volunteer Committee flank recipient (c) John Ross.

The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others. -- DeAnn Hollis



(l) Kevin Lowe, Honorary Chair and (r) Brian Gingras, Chair, Volunteer Committee congratulate recipient (c) Eric Cooke.

KEVIN LOWE AWARD - ERIC COOKE

There is no doubt that Eric’s record speaks volumes about his dedication and commitment. Not only is he a Volunteer Committee Member, he’s been a volunteer since 1998, has accumulated more than 670 hours, is a Southgate Donation Desk Volunteer and also Team Leader, and has worked at numerous Christmas Bureau events and Walk In Days.

Given the history of this person’s solid support for the Christmas Bureau, not only as a volunteer, but as someone who works closely with the Volunteer Committee to ensure the success of our mission, it is only fitting that Mr. Eric Cooke be recognized with the Kevin Lowe Award for his past and ongoing contributions of time, talent and energy.

Note of gratitude from a recipient: “I thank you for the smile you put on my face. I thank you for my sign of relief and I thank you on behalf of everyone, that at times, feels forgotten. Be well.”

CHAIRMAN’S AWARD - VICKI ACHESON

Vicki’s 2009 contribution started on Friday, November 13 when she came into the office to assemble ginger houses for our Campaign Launch. The next day, on November 14, Vicki is now on site at Southgate with her team, taking the lead role for that day and the next two Saturdays. This event totaled 9 hours and raised \$1297.00. That in itself is not much money in the big picture of \$1.6 million, except that it was raised \$1.00 and \$2.00 at a time; kids decorating a total of 600 shortbread cookies.

Music and Magic is a fund raising event organized on our behalf. Our campaign

director attends this event to thank everyone involved personally but, guess who volunteers once again to help out? Your right, it’s Vicki, and this time her husband has joined her team.

Vicki wasn’t too busy on Dec 18, the Friday before Christmas so she also stepped up and volunteered to work at the Donation Desk at “Caroling at the Winspear” for 3 hours over the lunch hour. Vicki also volunteered this year at the Donation Desk at Kingsway filling 7 shifts, thereby making her a natural choice for the Chairman’s Award.

Volunteering is the ultimate exercise in democracy. You vote in elections once every four years, but when you volunteer, you vote every day about the kind of community you want to live in.

VOLUNTEER COMMITTEE CHAIR'S MESSAGE BRIAN GINGRAS

Another campaign season is fast approaching. 2010 marks the Christmas Bureau's 70th Anniversary Year of providing festive meals to Edmontonians in need, I am honored to say a very special THANK YOU to all our volunteers. Our lives today are so hectic and hurried, but yet each of you has taken the time to help us in so many ways. Your efforts and contributions are appreciated and valued and do make a difference. Without you, we most certainly would not be able to continue the 'tradition of sharing and caring'!

To those of you who are returning volunteers, welcome to this year's campaign! We are really looking forward to having you back and working with you again. If you are new to the Christmas Bureau, welcome aboard and thank you for taking on this volunteer opportunity.

A **VOLUNTEER** is a person who is a light to others, giving witness in a mixed-up age, being aware of another's needs and doing something about it.

I am sure that each volunteer task and volunteer hour you contribute will shine a light in the lives of so many in our community and here at the Christmas Bureau! Again thank you and I look forward to a successful 2010 campaign.

NOTES OF GRATITUDE FROM RECIPIENTS

"My heart is bursting with gratitude and joy for the generous gift of help. I give thanks for each one of you for making my Christmas dinner a blessing"

"I would like to thank everyone at the Christmas Bureau ... Thank you for your time and kindness and support to the people who need to be reminded that we still exist and there is hope. Have a wonderful year and take a moment to remind yourself that you are appreciated."



Donation Desk at Southgate Shopping Centre.

Thank You

The Government of Alberta's Community Spirit Grant provided funding to enhance the computer system and new printers at the Christmas Bureau Offices.

OUTSTANDING VOLUNTEER AWARD

Jean Fitzsimmons

When it comes to volunteer versatility, the name Jean Fitzsimmons springs to mind. With more than 10 years and 225 hours as a Christmas Bureau Volunteer, Jean's record covers just about every possible assignment, including: Special Events, Office and Clerical, Gingerbread House Building, Donation Desks, Walk In Days . . . and the list goes on.

In all of her endeavours, Jean goes about her work quietly, efficiently and effectively. She is very reliable, works well with others and has been known to offer her services on short notice.

The old saying "History repeats itself" is apt for this occasion: Jean's commitment to the Christmas Bureau was first recognized in 2003, when she won this same award. To award it a second time is, indeed, a fitting tribute to honour Jean's continued commitment to the Christmas Bureau.

Leslie Treseder

Beginning in 2006 at Edmonton City Centre, our next Outstanding Volunteer Award recipient has made it a point to return each year as a core member of our Donation Desk Team. Over the past three years Leslie has put in more than 50 hours at the Westin, Kingsway, Londonderry and, in 2009, more than 12 hours at the Commerce Place Donation Desk.

Fortunately for the Christmas Bureau, Leslie Treseder's former occupation was based at Commerce Place. And, according to her Team Leader, she did a great job encouraging donations from her former colleagues, who would stop by to say hello.

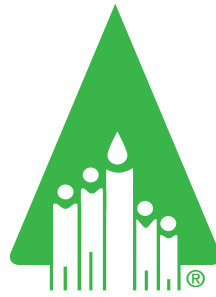
As a Christmas Bureau Ambassador, Leslie is a wonderful addition to the Commerce Place donation desk team. Her continued support is greatly appreciated!

Jean Kozak

Since becoming a volunteer in 2005, Jean Kozak has completed more than 200 hours at the Southgate Donation Desk, including 38 hours this year.

In this role, Jean is not only an Ambassador for the Christmas Bureau, she also takes it upon herself to put in extra time to train new volunteers on their first shift so that the Donation Desk runs smoothly.

At the start of each new campaign, Jean is one of the first volunteers to sign up at Southgate. As described in her nomination for this award, "Jean keeps the desk in a neat and tidy condition. She is very dependable, enthusiastic, and works well with others in a very courteous and professional manner."



Christmas Bureau of Edmonton

A Christmas Tradition for 70 years

Board of Directors

Board Chairperson

Dick Frenz

Directors

Yves Auger
Marc Barylo
Vasant Chotai
Leeann Currie
David Dickinson
Ruth Elliot
Judy Erickson
Joe Fenrich
Harry Fucarro
Brian Gingras
Kim Irving
Dorothy Jacques
Carol Kelly
Willie Lee
Chris Leung
Stuart McKellar
Sandy Mowat
Lana Nordlund
Andrea Peyton
Linda Romaniuk
Ivan Sawchuk
Maria Vuksanovich
P. Daryl Wilson, Q.C.

Staff

Executive Director

Wendy E. Batty

Campaign Director

Dianne Brown

Assistant Campaign Director

Wendy Fiske

Campaign Assistant

Haley Schultz

Volunteer Coordinator

Darlene Kowalchuk

Office Manager

Kim Ratke

Senior Admin Assistant

Rapheala Johnson-Diesbourg

Founded in 1940, the Christmas Bureau is one of Edmonton's longest serving non-profit organizations. In this our 70th Anniversary Year, the Christmas Bureau of Edmonton anticipates that we will serve 70,000 less fortunate within our community. Traditionally 70% of our festive food hampers are delivered to impoverished families; with 30% delivered to seniors living alone and individuals in need. In order to pay the grocery bill and deliver our program, the goal for this years fundraising campaign is \$1.8 million.

The tradition of sharing continues. Non-denominational and accessible to all, the Christmas Bureau works closely with a number of other organizations to ensure that the money we raise is used effectively without duplication of service. While the process of determining a person's eligibility is a thorough one, it is marked by a spirit of compassion and generosity, respecting his or her dignity, integrity, confidentiality and rights.

"No parent gave birth to a child with the hope that they would grow up in an impoverished environment. Your donation changes that exact situation at Christmas time each year."

*Kevin Lowe and Oilers Ladies
Honorary Campaign Chairpersons*

2010 VOLUNTEER OPPORTUNITIES

AT VARIOUS CITY LOCATIONS

- * Donation Desk Team Leader
- * Donation Desk at Malls
- * Special Events Team
- * Walk-In Days Program
- * Hamper Packing
- * Hamper Delivery

AT THE BUREAU OFFICE

- * Letter Stuffing
- * File Clerk
- * Volunteer Services Clerk
- * Private Sponsor Clerk
- * Certificate Stuffing

Come celebrate our 70th Anniversary Year by volunteering to help provide the season's 'must have' gifts — dinner! For detailed description of these and other volunteer opportunities (opportunities are updated regularly) and to apply on line, visit: www.christmasbureau.ca.

Questions? Need more information? Just want to talk to someone?
Call Darlene Kowalchuk, Volunteer Coordinator at 780 414 7682
Email: darlene.kowalchuk@christmasbureau.ca

EXECUTIVE DIRECTOR'S MESSAGE — WENDY E. BATTY

Each year, along with our great volunteers, talented staff members make up the Christmas Bureau team. This year the ideal person has taken on the role of the Volunteer Coordinator. It is with great pleasure that I introduce to you Darlene Kowalchuk. Darlene comes with amazing energy and years of experience in volunteer management. Already, she has made very positive changes to the Volunteer Program. For example, check out the fresh look of this newsletter. When you meet her, join me in welcoming Darlene to our Christmas Bureau family.

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