

Christmas Bureau of Edmonton

2014—2015

Annual Committee Reports

APRIL 2015

SPECIAL POINTS OF INTEREST:

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Brownies and
Sparks Deliver
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Daisy's Story

"The Christmas Bureau has been very near and dear to my heart since I was a very little girl.

My parents are originally from Brunei, a small country in southeast Asia. They moved to Canada in the late 70's because my father believed it would be an ideal place to start a family. He had heard about the abundance of opportunities here that back home did not have to offer. With full optimism, my mother supported this dream and left the only place she had ever known.



**Daisy as a young girl at
Christmastime**

Unfortunately life was not what she had expected. After being a stay at home mom for 4 years here in Edmonton, my mom had to cope with a divorce. She was now on her own with 2 kids, ages 2 and 5. My father left her with absolutely nothing but us. She wasn't working at the time,

had no relatives here, no savings, no vehicle, and needed to find a new place to stay. With her very broken English and no work experience, finding a job was not an easy task.

Through all the hardships, my mom was able to get back on her feet. She found us a place to call home and with the help of social services was able to make ends meet. When I was old enough to start school, my mother had found a full time job. She always worked so hard my whole entire life to make sure my brother and I had everything we needed. Even within all the adversity my mother faced, I had such a perfect childhood. Even holidays were so magical to me.

When I was very young, I remember that special day that came once a year right before Christmas time. My mom would wait by the window, with sheer excitement for her Christmas Bureau food hamper. A very nice person would always come and ring our door bell carrying that big box that brought so much joy to my mom. We always had the best Christmas dinner because of the delicious treats donated by really big hearted people. I always loved the mandarin oranges the best!

I have never forgotten how the

**"I thought
everyone's
Christmas came in
a brown box!"**

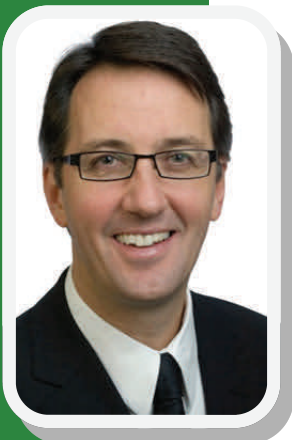
kindness of others helped my mother get through a very difficult time in our lives. I knew that one day I wanted to be able to return that joy to others, just as the Christmas Bureau did for us.

As soon as I received my driver's license, I contacted the Christmas Bureau and asked if I could volunteer as a hamper deliverer. It's been 10 years now since my first day as a volunteer and I don't ever want to stop. There are so many stories just like mine and every time I ring a doorbell, I remember that.

I feel truly blessed to have such a strong wonderful mother and also for organizations just like the Christmas Bureau. I feel honoured to be volunteering for them and hope to do so for many, many years to come."



Board of Directors, Tom Sides, Chair



“Christmas is the time of year we turn our personal festive traditions into actions of assistance for those families who may need extra support during an already hectic and stressful time of year.”

It has been my privilege to serve as Chair of the Christmas Bureau of Edmonton Board of Directors this past year. Our mandate is simple – to provide a festive meal to Edmontonians in need through a spirit of compassion, generosity and support. The Christmas Bureau provides Edmontonians in need a single application process to receive a festive food hamper or food certificates, toys for children age 0 – 12 years and a teen gift card for youths aged 13 to 17 years. For many of our clients, the stresses of being able to provide or receive the benefit of a festive celebration are lessened by the gift they receive from the Christmas Bureau. They are grateful for the opportunity to share the simplest of traditions – *sharing a meal together* – that is made possible through the incredible effort and dedication of our wonderful team of donors, volunteers, community and corporate partners and staff. Your energy, talent and passion continue to drive the Christmas Bureau forward.

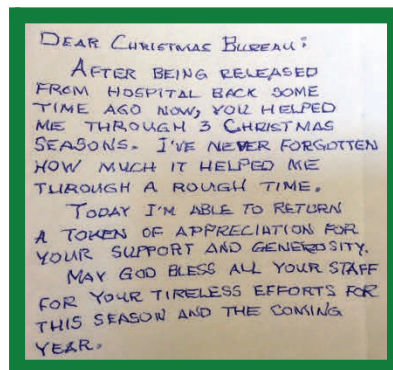
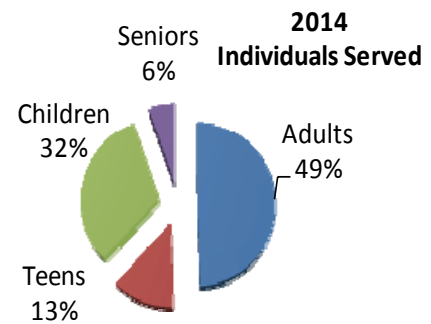
In 2014, through the effort of our community, we were able to provide a festive meal to 64,636 individuals of whom 20,965 were children 12 years of age

and under, 8,090 were teens aged 13 to 17 years and 3,577 were seniors.

This was a 5% increase in services from 2013. Many people in our community face hunger each day and at Christmas time that difficult circumstance, and the feelings associated with it, becomes even more acute. For a family with limited resources, it may be a choice between providing a festive meal for their family or paying some bills. Thankfully, the spirit of Christmas sharing and caring is strong in our City and there are many people in our community who have made, and continue to make, a commitment to help.

As a custodian of donor contributions, we take pride in the fact that 82.6 cents of every dollar going directly to fulfill our mandate. The Christmas Bureau provides support to Edmonton's working poor, families or individuals on income support and seniors living alone. We are non-denominational in our service providing assistance on a need basis.

2015 will be 75 years of providing a festive meal to Edmontonians in need. We look forward to celebrating another Christmas season with the Edmonton community.



Honorary Campaign Co-Chairs, Kevin Lowe and the Oilers Ladies

"Edmonton is a strong community with many festive traditions. Through your giving spirit, you can help those in need create their own traditions at Christmastime.

Please give to the Christmas Bureau of Edmonton."



Photo courtesy:
Andy Devlin
Edmonton Oilers



Evening of Celebration
Lucille Gans, Volunteer Committee
Krista Ference, Oilers Ladies
Jennie Scrivens, Oilers Ladies



Gingerbread House Decorating
Oilers Ladies and Family
2014 Christmas Bureau Launch

Christmas is a time to celebrate and enjoy the company of family and friends. Whatever you celebrate in December, maintaining the simplest of traditions – *eating together* – is not always possible for everyone in Edmonton if it were not for the Christmas Bureau and the support of volunteers, donors and partners.

We are honored to be part of the Christmas Bureau’s family. The Christmas Bureau is truly about neighbours helping neighbours, families helping families and individuals giving of themselves to ensure that those in need in our city can celebrate during the Christmas season. The collaboration of working together with over 100 social service agencies, Santas Anonymous and the Adopt-A-Teen program truly showcases Edmonton’s spirit of compassion, generosity and spirit of Christmas caring and sharing.

*"#ItWouldntBeXmasWithout
.....my aunt Pat's sausage
rolls... She died several years
ago and I commemorate her
by having a Christmas
drop-in every year."
Gilbert Drapeau*

Social Services, Gilbert Drapeau, Chair

Members: Trina Firth, Harry Fuccaro, Carol Kelly, Carrie-Lynn Kutcher, Charlotte McKay, Racheal Mumm, Lana Nordlund, Peter Ratcliff, Barb Sommerfield

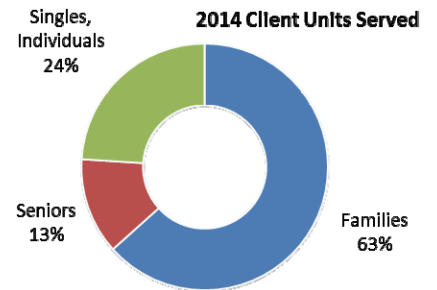
Each year this committee reviews forms, eligibility criteria, policies and procedures for all client services and oversees the budget process for our hamper programs, food gift card program, Community Festive Celebrations program, and client referral processes.

We work with community agencies to minimize the duplication of festive dinner services to eligible families and individuals in need, in order that as many as possible may be served. Over 100 Edmonton social service agencies provide referral services for their clients to the Christmas Bureau.

By working with the Christmas charities, we provide a single application process for people in need to access food, toys and teens gifts at Christmas time. We extend a thank you to our Christmas giving partners – 630 CHED Santas Anonymous and Edmonton Sun Adopt-A-Teen.

Preparation for the Social Services Budget includes reviewing current economic conditions and understanding the impact on our clients, analyzing current job market, income

support program numbers and the demand for services experienced by the social service sector organizations. This year there were two challenges – a forecast of 5% increase in demand and a reduction of 2% on the discount Sobeys provides on their gift cards.



Walk-In Days

135 volunteers helped provide last minute assistance to 1,338 clients on Dec 22 and 23

Hamper Program

230 volunteers helped pack and deliver 1,800 hampers to families in need



Community Festive Celebration Program

42 volunteer led community groups received funding to host community celebrations with 14,370 people attending



Hamper Sponsorship Program

1,231 families received their hampers through the Hamper Sponsorship Program delivered by 490 individuals/families/organizations/groups

Since 2013, Elaun Cable and her Brownies and Sparks units have been Hamper Sponsors for the Christmas Bureau. For years, Brownies and Sparks have taken part in the Edmonton Girl Guides Holiday Spirit Challenge, doing a community service project in lieu of a Christmas gift exchange. Elaun encouraged the girls and other leaders to sponsor a Christmas Bureau hamper as their project; a challenge the 28 girls, aged 5-8, their families and the leaders embraced whole-heartedly.

“There are people that don’t get to have Christmas dinner without help from the community. That’s a hard concept for a lot of kids to imagine. It was a chance to learn about the spirit of giving,” Elaun says.

The Christmas Bureau matched Elaun and the girls with a family of five kids, aged one to 13, and a single mom. Using a suggested list of hamper items from the Christmas Bureau, the girls each chose foods they wanted to share with their sponsored family.

“They got excited about sharing their favourite foods with someone else, says Elaun. “They learned they didn’t need a present; it wasn’t about them anymore, it was about giving not receiving.”

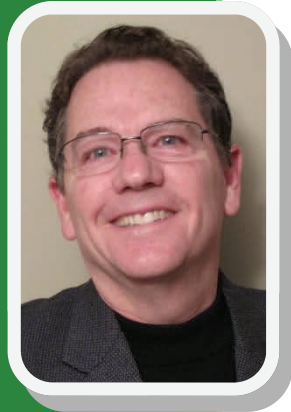
With the hamper stuffed full of festive food, Elaun tried to call the mom to arrange dropping off the box. She discovered the family’s phone had been disconnected, highlighting the fact that the family needed help.

Elaun and her husband, Jay, took a chance and drove over to the family’s house in the hope they’d be home. As she walked towards the door a week before Christmas, Elaun remembers thinking it didn’t feel like Christmas for her yet.

The mom answered the door with two sweet-faced children at her side, gazing up at Elaun. “The little ones were so excited when they saw the hamper — they were squealing. It was so amazing, so moving,” says Elaun. “And not just for me; my husband had the same feeling. Right then we decided we would do it again.”



Sharing the spirit of Christmas giving.
75th Brownies & 76th Spark Units



Fund Development, David Dickinson, Interim Chair

Members: Sharon Bell, Joe Fenrich, Dick Frenz, Willie Lee, Taras Nohas, Tom Sides

“The simplest of traditions, family and a festive meal, should be available for everyone.”

Donations, grants and gifts in kind make it possible for the Christmas Bureau to continue to provide a festive meal to Edmontonians in need making an impact in their lives. The difference in achieving this is our donors and supporters with their generous hearts and passionate actions that care about living in a city where helping our neighbours in need are a priority. Every contribution has an effect on our Christmas Bureau families and we are fortunate to have some of the best neighbours and community supporters at our side.

In 2014, 4,133 individual donors contributed over \$650,000 and 508 businesses contributed just over \$280,000 to help 65,000 Edmontonians have a festive meal at Christmastime. The Christmas Bureau annual fundraising campaign brings volunteers, staff and donors together to share their resources so those in need can celebrate their

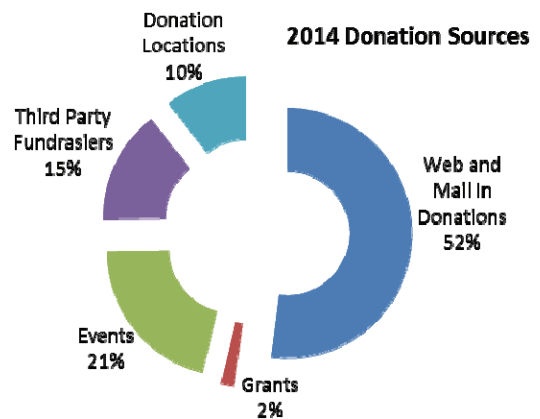
festive traditions.

The Edmonton community continues to show support for Christmas Bureau families. In 2014 major events, Caroling at the Winspear, Face Off Against Hunger Luncheon, Dentons Breakfast, up! 99.3 Radiothon, ATCO Edmonton Sun Christmas Charity Auction, raised just over \$310,000.

We are grateful to all the groups and individuals who organized and participated in third party community initiatives. With 130 events during the month of December, neighbours showed their passion and commitment to Edmonton families in need in a variety of fun, creative ways. From Candy Gram sales by elementary school kids, to 50/50 and silent auctions at

Christmas parties, to community bake sales and Secret Santa fundraising, friends of the Christmas Bureau supported these community initiatives helping raise just over \$215,000 for families in need.

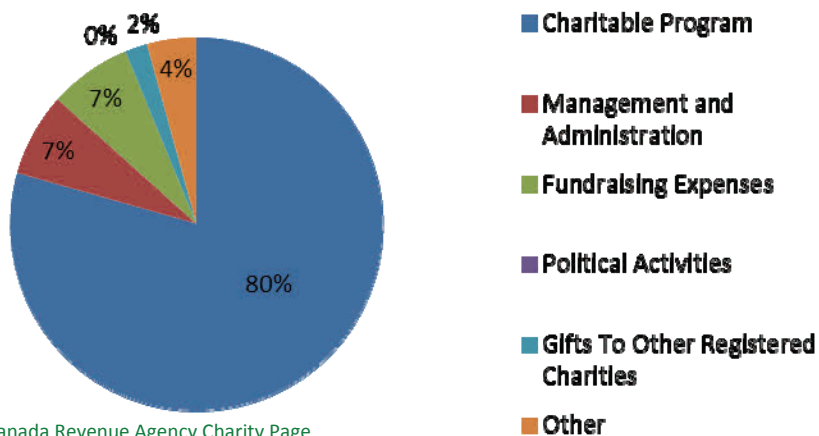
The Christmas Bureau works hard to keep fundraising costs low to ensure the maximum of every donor dollar goes to helping provide a festive meal to Edmonton families in need. We pride ourselves that only 8.82 cents of every dollar raised is used for fundraising. This is achieved in a large way to the contribution of our community partners and their fundraising efforts.





K97 Christmas Jam cheque presentation for \$3,540 to Darlene Kowalchuk, Campaign Director

Expenses



Source: Canada Revenue Agency Charity Page

Finance, Andrea Peyton, Treasurer

The Christmas Bureau works hard to keep administrative costs low to ensure that maximum of every dollar raised goes to provide a festive meal to Edmontonians in need. We pride ourselves on the fact that only 8.6 cents of every dollar raised is spent on administration.

The Christmas Bureau financial statements and link to Canada Revenue Agency Charity Page can be found on our website—christmasbureau.ca.

Our Canada Revenue Charity Number is 11922 2925 RR0001.



“Everyone deserves a festive meal.”



“Christmas is a time for family and friends, a reminder of what matters most.”

Communications, Sharon Bell, Chair

Members: Matt Bell, David Dickinson, Jim Gainor, Willie Lee, Barbara McKenzie, Andrea Peyton, Charles Sharam, Shirley Wilfong-Pritchard, Elvis Wong

In July to September 2014, the Christmas Bureau of Edmonton completed a quantitative survey designed to better understand our target donor. This included their values, awareness and familiarity of the Christmas Bureau, what they see as positive and negative equities, and the relevance of our message to them. The rationale for the research was based on a desire to grow revenue and donors, as part of the Board’s Strategic Plan. The research found that there are opportunities to increase support and donations to the Christmas Bureau across demographic segments. The Communications Committee is working to incorporate the research findings into the three year communication and marketing framework.

Winning partnerships have staying power. We were

privileged to continue working with Kevin Lowe and the Oilers Ladies as our Honorary Campaign Co-Chairs. Kevin and the Oilers family have had a long standing tradition of joining forces with the Christmas Bureau to ensure no one in need goes without Christmas dinner. We were honored to have Oilers Ladies Krista Ference and Jennie Scrivens speak at many functions and make themselves available to media interviews.

The impact of a powerful story brings community together. We were gifted with Daisy Aw as our Client Ambassador whose story grew from a need due to difficult childhood circumstances to one of hope and giving back.

The engagement of local media continues to be an important contribution to the success of our campaign. Sharing Daisy’s

story and other client, volunteer and donor stories, the media helped spread our message of families in need during a very busy media time. Whether by interviews, placing of ads/pictures, conversation through social media, we are grateful for the media using their platforms to elevate the profile of the Christmas Bureau within our community during the month of December.



Board of Director’s Gingerbread House Decorating Team

“I just have such fond memories of Christmas as a child. It was so magical and then as I grew up and watched my kids form their own memories. I like being able to help others create those same experiences.”

Anonymous Donor

Councillor Scott McKeen
 Emcee for the 2014
 Christmas Bureau Launch
 Past volunteer of the
 Christmas Bureau



Adopt-A-Teen, Dick Frenz, Chair

Members: Dave Breakenridge, John Caputo, Melissa Kubik, James Rennick, Clarie Theobald

2014 marked 15 years for the Adopt-A-Teen program. The Christmas Bureau celebrates our partnership with the Edmonton Sun to provide less fortunate teens with a gift for Christmas. These teens are part of families living below the poverty line in Edmonton.

Adopt-A-Teen provided a Walmart Gift Card loaded with \$50 for the 8,090 teens aged 13 to 17 years registered with the Christmas Bureau and Salvation Army. This was a 4% increase in the number of teens from 2013.

The Edmonton Sun provided promotional

support with social media through Sun Media portals, editorial support by Graham Hicks, Claire Theobald, Cam Tait, Lorne Gunter and Danny Hooper and daily ads in December. Honorary Chair, Graham Hicks, made numerous radio and TV appearances. This awareness provided for a successful outcome for fundraising. Donations to this program were \$491,000 - a 34% increase from 2013.

There were many great fundraising stories this year including the employees at Walmart stores in metro Edmonton who raise funds through bake sales, barbeques etc. which were

matched by Walmart for a total contribution of \$30,000.

As part of the Christmas Bureau Strategic Plan, this Committee and the Governance Committee will be working to determine the long term placement of the Adopt-A-Teen Program.



“Christmas is all about being thankful for the many blessings that we have by sharing and giving to others that can’t.”

Volunteer, Linda Kennedy-Romaniuk, Chair

Members: Lucille Gans, Tanya Laughren, Lana Nordlund



"Wherever a man turns, he can find someone who needs him."

– Albert Schweitzer

Unselfish and noble actions are the most radiant pages in the biography of souls."

– David Thomas

"Growing up, my family and I would always decorate our Christmas tree on December 20th—my father's birthday. Dad would turn the Christmas music on while my 5 siblings and I sang, decorated the tree and drank eggnog."

These two quotes truly speak of our volunteers who are the lifeblood of the Christmas Bureau. Each year, our volunteers offer hands that help and hearts that care by donating the generous gift of their time. They ensure that Edmontonians in need are able to have food on their table at Christmastime. In 2014, 531 volunteers took time out of their busy Christmas schedules and contributed 5,853 volunteer hours in six short weeks.

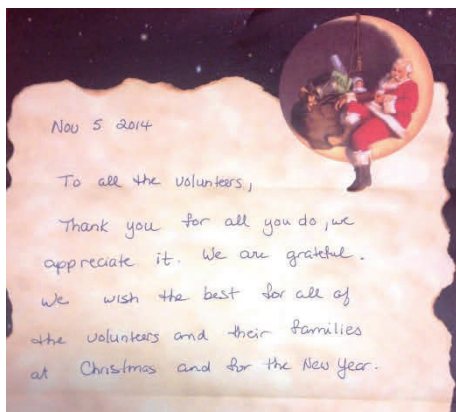
Volunteering is a wonderful way to help others, make new friends and acquire or enhance various skills. Our volunteers contributed

their talents in many ways – whether they helped at fundraising events, as hamper packers and deliverers, as donation desk ambassadors, as board or committee members.

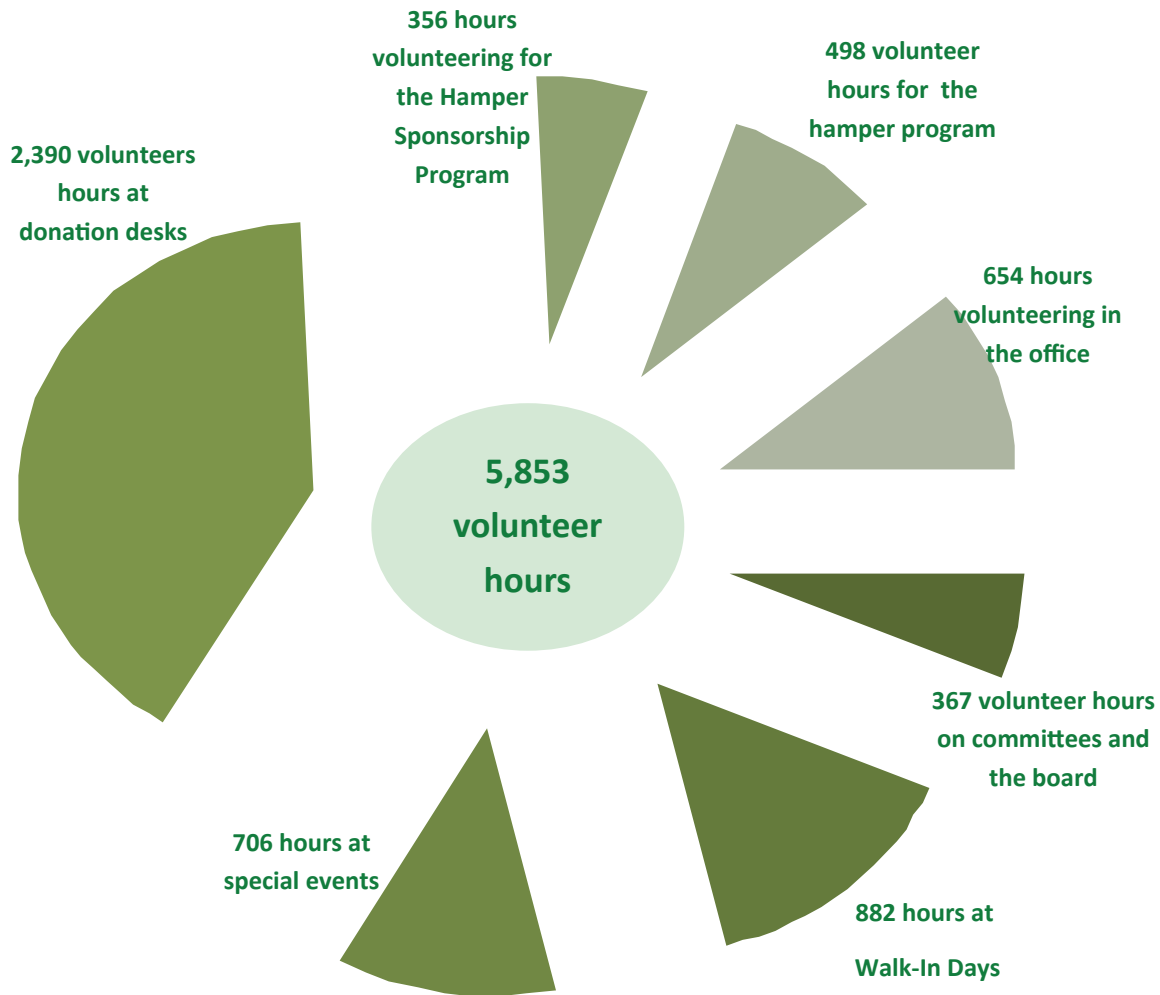
Our year ended with our Evening of Celebration held at the Old Timers' Cabin, where we had the opportunity to thank our volunteers, celebrate the successes of the 2014 campaign and present our Volunteer Recognition Awards: Chairman's Award to Daisy Aw, client ambassador and hamper program volunteer; the First Year Volunteer Contribution Award to Adam Wilson, West

Edmonton Mall donation desk ambassador; and Outstanding Volunteer Awards to: Vienna and Bill Boyd, campaign support; Donna Coble, count room support; Sandra Pare, office support; and Elvis Wong, communications committee member and WEM donation desk ambassador.

On behalf of our dedicated volunteer committee members, I extend a heartfelt thank you to all our volunteers who ensure the work of the Christmas Bureau is delivered on time. Thank you for providing the simplest of traditions for our clients – *eating together.*



Alex and Alice at the "Owl Be Home for Christmas" fundraiser



"At the Volunteer Celebration at the Old Timers Cabin, a girl around my age came up to me and said "Are you Daisy?" I said yes. She told me she listened to CBC radio every single morning and heard my interview with Mark Connolly. She said she had never heard of the Christmas Bureau until then and that the interview inspired her to get involved. She had never volunteered for anything before but said learning about the organization made her want to get off her butt and start. She signed up as a hamper deliverer and said it was such a great experience for her. Now she wants to do as much as she can to give back to her community and help similar organizations all throughout the year."

Daisy, Client Ambassador



Strategic Plan 2014-2017 Highlights

Our Goals	
Goal 1	
<p>Increase donations to the Christmas Bureau of Edmonton by:</p> <ul style="list-style-type: none"> Better understanding relevance thus influencing giving of time and money Broaden the spectrum of donors gifting to the Christmas Bureau Increase number and effectiveness of third party fundraisers 	
Goal 2	
<p>Nurture, maintain and increase partnerships to enhance the image, relevance and influence of the Christmas Bureau</p>	
Goal 3	
<p>Develop and implement an Enterprise Risk Management program</p>	
Goal 4	
<p>Raise awareness and understanding of the Christmas Bureau</p>	
Goal 5	
<p>Enhance the recruitment, development and retention of staff and volunteers to improve performance of the organization</p>	

Our Priorities	
Strategic Priorities	
<ul style="list-style-type: none"> To be the charity of choice during the Christmas season To be the place where people want to come to work and volunteer To be the charity where donors feel value in making their donations To provide hope for our clients 	
Priority Issues	
<ul style="list-style-type: none"> Grow donor base Lack of differentiation/relevance to donors Donor fatigue Nurture key partnerships Potential declining support of corporate partners Understanding Millennial's Building profile by promoting collaborative strengths Additional third party fundraisers Better understanding of risks to the Christmas Bureau 	

Governance and Strategic Planning,

Andy England, Chair

Members: Marc Barylo, Dick Frenz, Dorothy Jacques, Mark Reid, Ivan Sawchuk



Trust is the foundation for what matters to charities, their stakeholders and those who support them. Trust is the guiding principle of Imagine Canada Standards Program. The Standards Program awards accreditation to charities and not for profits that demonstrate excellence in five areas of operations.

This year the Governance Committee worked with the Board of Directors, committees and staff members to develop policies, procedures and documentation required to meet the 73 standards focused in

five areas: Board Governance, Financial Accountability and Transparency, Fundraising, Staff Management and Volunteer Involvement.

We are pleased to report we met our submission deadline of September 30, 2014, and have been advised by Imagine Canada we will be included in the May 2015 announcement of newly accredited organizations. The Governance Committee extends a thank you to all board, committee and staff members for

their commitment, dedication and hard work this past year required to achieve this accreditation.

This year the Christmas Bureau rolled out it's first three year Strategic Plan, which will help provide the guidance to our organization going forward. In addition to our mission and mandate the three year plan includes four overarching objectives. These objectives are support by five goals and related actions items which will be delivered by our committees and staff.

“Our tradition is quite simple—our whole family spends Christmas morning together enjoying one another’s company and a breakfast that we have prepared for many years.”

MEMBER OF | **Imagine**  **Canada**
MEMBRE D’

“The Red Road Healing Society has been partnered with the Christmas Bureau for many years. Every year, the Christmas Bureau does more and more for the community; reaching those families that have nothing at this blessed time (Christmas). The Christmas Bureau comprises of hardworking, dedicated individuals ensuring that the Christmas Gift of Food and Goodies to families, agencies and communities is a smooth transition when so many are stressed and worried about what to put on the table. The Red Road Healing Society has an annual Christmas party at the Beverly Heights Community Hall where over 300+ attendees bring their children and grandchildren. This would not be possible without the Christmas Bureau providing stipend every year for food and events.”

Joanne Lethbridge Pompana, CH, BSc, CWC, RSW, Juris Doctor
Director, Lawyer, Mediator
The Red Rose Healing Society

Human Resources, Stuart McKellar QC, Chair

Members: Dorothy Jacques



“As a child, Christmas was magic. While I’ll never forget the excitement of Lego sets and the disappointment of socks, what I think of most is the fun and utter chaos a house full of family and friends being together for Christmas dinner brings. I serve the Christmas Bureau so that another family will have the opportunity to experience what I have experienced..”

The Christmas Bureau Board of Directors is committed to sustaining a healthy functioning organization. In support of this the Human Resources committee worked to meet the requirements of Board Oversight and Staff Management for the Imagine Canada Standards Program. The committee developed policies and processes for Board Member Orientation and Board Assessment, plus reviewed and updated the Human Resources Manual, Job Descriptions,

orientation and training for new employees.

To ensure the Christmas Bureau Mission and Mandate continue as effectively as possible and recognizing the Executive Director position is a central element in our organization’s success, the committee established a Succession Plan, Executive Director to ensure a smooth transition when there is a change in leadership. The committee is working with the current executive director on emergency succession;

strategic leader development succession and departure defined succession.

Fundraising outcomes from the 2014 campaign will impact operations going forward. A key challenge for this committee in 2015 will be maintaining current programs while reducing costs.



Kim, Office Manager
(seasonal employee)

Help provide festive meals for 65,000
Donate Today
www.christmasbureau.ca



Wendy Batty
 Executive Director

Help provide festive meals for 65,000
Donate Today
www.christmasbureau.ca

Christmas Bureau Leadership

2014 / 2015 Board of Directors

NAME	BOARD ROLE	COMPANY
BOARD EXECUTIVE		
Sides, Tom	Chair	Dentons Canada LLP
England, Andy	Co-Vice Chair	ATB Financial
McKellar, QC, Stuart	Co-Vice Chair	ATB Financial
Lee, Willie	Past Chair; Secretary	University of Alberta
Peyton, Andrea	Treasurer	Calder Bateman Communications
COMMITTEE CHAIRPERSONS		
Peyton, Andrea	Chair; Finance	Calder Bateman Communications
Bell, Sharon	Chair; Communications	Sharon Bell Marketing Inc.
Dickinson, David	Chair (Interim); Fundraising	Salvation Army
England, Andy	Chair; Governance	ATB Financial
McKellar, QC, Stuart	Chair; Human Resources	ATB Financial
Drapeau, Gilbert	Chair; Social Services	AB Human Services, Child & Family Services Authority
Kennedy Romaniuk, Linda	Chair; Volunteers	Bee Clean Building Maintenance
Frenz, Dick	Chair; Adopt-A-Teen	D. Frenz Consulting Inc.
BOARD MEMBERS		
Christie, Heather	Board Member	Catholic Social Services
Fenrich, Joe	Board Member	Community Member
Fuccaro, Harry	Board Member	Metis Child & Family Services Society
Kelly, Carol	Board Member	Alberta Employment and Immigration
Jacques, Dorothy	Board Member	Norquest College
Nohas, Taras	Board Member	Servus Credit Union
Nordlund, Lana	Board Member	Santas Anonymous
Ratcliff, Peter	Board Member	Alberta Health Services
Sawchuk, Ivan	Board Member	Community Member
Wilson, QC, P. Daryl	Board Member	Dentons Canada LLP
ORGANIZATION EXECUTIVE		
Batty, Wendy	Executive Director	Christmas Bureau of Edmonton
Kowalchuk, Darlene	Campaign Director	Christmas Bureau of Edmonton

The more you inspire,
the more people
will inspire you

Simon Sinek



Since 1940 the Christmas Bureau's mandate has remained the same – *to provide a festive meal to Edmonton families in need.* The Christmas Bureau is a community effort to serve the less fortunate in Edmonton at Christmastime by providing them with not only a festive meal, but hope and dignity, at a time when they may otherwise not have the resources.

The Christmas Bureau provides Edmontonians in need a one application process to receive a festive food hamper or food gift cards, toys for children age 0 – 12 years and a teen gift card for youth age 13 to 17 years. For many of our clients, the stresses of being able to provide a festive celebration are lessened by the gift they receive from the Christmas Bureau. For our clients, the opportunity to share the simplest of traditions – *eating together* – is made possible through the Christmas Bureau.



MISSION

Promotion of the spirit of Christmas caring and sharing in the City of Edmonton

MANDATE

To provide a festive meal to Edmonton families in need

CORE VALUES

Share the spirit of giving and collective caring

A spirit of compassion, generosity and support

A spirit which offers hope

Culturally inclusive

Non-judgmental

PRINCIPLES

All persons in need are treated with utmost dignity, respect, courtesy and confidentiality

Providing assistance to a person in need to be charitable – not disparaging, disconsolate or punitive

Provide assistance according to good stewardship principles

Pursue and develop partnerships in the community

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