



Tom Sides, Board Chair

It takes a community to raise a child. This saying has come to mean so much more to me in my time with the Christmas Bureau. For 74 years, the Christmas Bureau has made its mission to provide a festive meal to all Edmontonians in need. I cannot express how humbling and gratifying it has been to be able to be part of an organization that so willingly embraces a charitable attitude to donate their time to serve others. I have witnessed how much our volunteers have brought to the Christmas Bureau. I am looking forward to another fantastic campaign year and hope to see many new faces, along with some old ones!

Linda Romaniuk, Volunteer Committee Chair

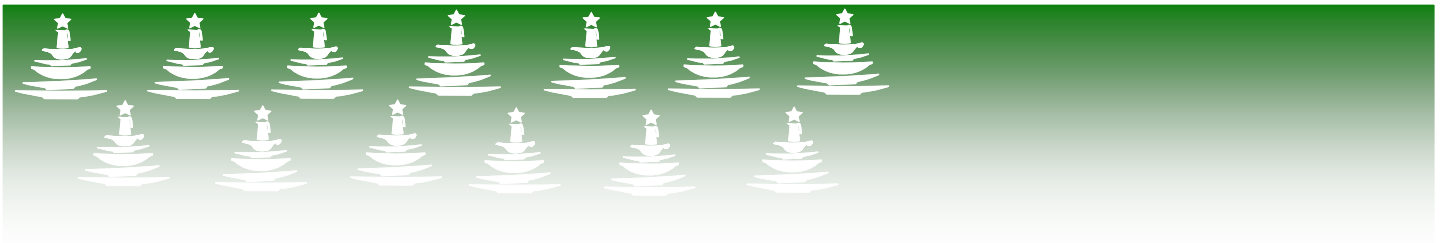
I'd like to share with you what I have observed over the years as chair of the Volunteer Committee. Being part of the Christmas Bureau is so much more than delivering a festive meal to those in need. It's about being a part of a tradition—a tradition of caring that will live on in the hearts of the families whose lives have been touched by the support of our community. As volunteers, we don't always get to see the direct impact our actions have made on the lives of others. We hope that in the future the tradition of giving and charity lives on in the memories and hearts of our community.

Kalina Lorenz, Volunteer Coordinator

As I prepared to start this role, I was given the task of looking through all of the old resources and files that previous volunteer coordinators have used to be successful. What seemed like quite a daunting task for me turned out to be such an inspiration. I have read through many of the files of past volunteers and I am amazed at how long some of you have been volunteering with the Christmas Bureau. In addition, as I have been assembling this newsletter, I am moved by the stories of the 2013 Campaign Award Winners. Without the support, inspiration, networking, and genuine personalities of each of you, the Christmas Bureau would not have been able to serve our community in the capacity we have in the past. I am genuinely excited to start off the 2014 campaign and have the opportunity to interact with our dynamic volunteers who are the force driving the Christmas Bureau to success each year.

***"The smallest
act of kindness
is worth more
than the
grandest
intention."
-Oscar Wilde***





Wendy Batty, Executive Director

The Imagine Canada Standards Program awards accreditation to charities and non-profits that demonstrate excellence in five areas of operation – board governance, financial accountability and transparency, fundraising, staff management and volunteer involvement. We are working towards obtaining this accreditation, which will help strengthen public confidence in the Christmas Bureau and clearly demonstrate our commitment to charitable best practices.

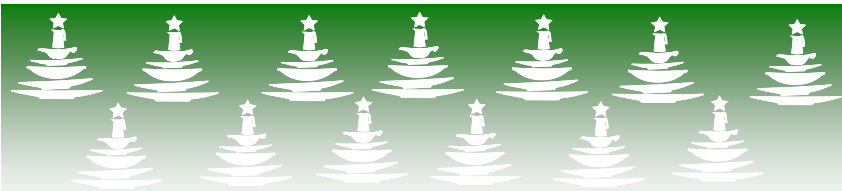
With accreditation comes a review of practices and implementation of new standards. To this end, we are asking all volunteers, seasoned and new, to acknowledge and sign our new code of ethics statement. If you sign up as a volunteer:

- **Online:** click the checkbox on the online form to acknowledge the new code of ethics
- **On paper:** sign the application form to acknowledge the new code of ethics
- **By phone:** sign and return before your first shift the statement we will send you by email

We appreciate your understanding and support of the Christmas Bureau in our pursuit of accreditation excellence.

How to Volunteer

- **Online:** visit our website at www.christmasbureau.ca, and select the “volunteer” tab at the top right
- **Phone:** call the direct line of the volunteer coordinator 780 414 7682
- **Fax** - fill out an application and fax it to 780 454 6087 with attention to Kalina Lorenz
- **Email:** fill out the application (found online) and send it as an attachment to kalina.lorenz@christmasbureau.ca
- **In-person:** fill out the application and drop it off at our office, located at 200, 4230 118 Ave



Important Dates

September

25 - Volunteer Registration Open

November

4 - Team Leader Orientation

17 - Campaign Launch

December

5 and 8 - Donation Desks Open

12 - Face Off Against Hunger Luncheon

16 - Christmas Bureau Breakfast

19 - Carol Sing-Along at the Winspear

19 - Hamper Packing

20 - Hamper Delivery

22-23 - Walk-In Days

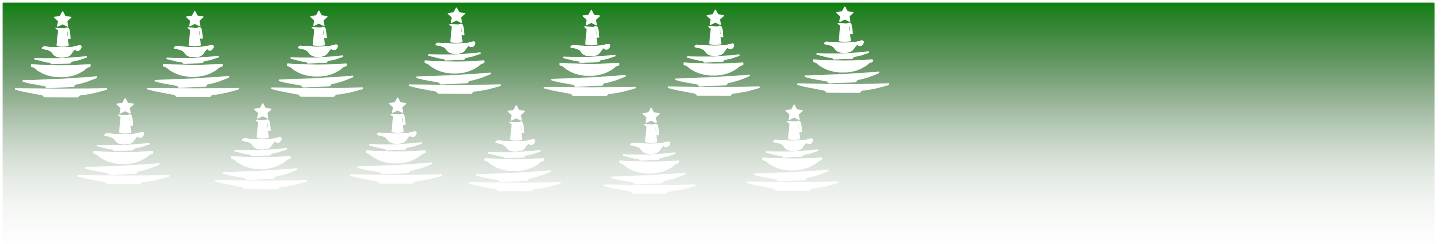
24 - Donation Desks Close (2 p.m.)

Walk-In Days 2013 - Data Entry Team



Honourable Gene Zwozdesky - Speaker of the Legislative Assembly of Alberta
Carla Ikey, Christmas Bureau Ambassador

“A noble leader answers not to the trumpet calls of self promotion, but to the hushed whispers of necessity.”
— Mollie Marti



Welcome to our 2014 Campaign Year!

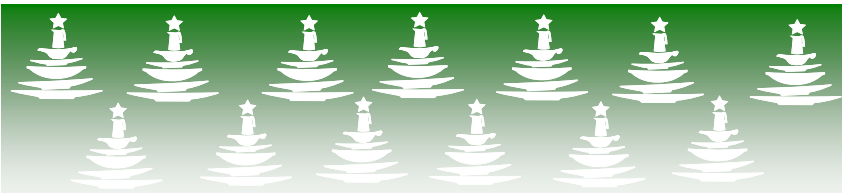
For 74 years, the Christmas Bureau, with the dedication and support of the community, has ensured that its tradition and vision in maintaining the dignity of everyone in their ability to enjoy the fellowship of their family over a Christmas meal is manifested into a reality. This Christmas season, choose to make it your tradition to join our family of volunteers and staff here at the Christmas Bureau as we share the Christmas spirit of sharing and caring throughout our community.



Walk-In Days
2013
Toy Packers
and Runners

Certificate
Labellers
2013





2014 Volunteer Opportunities

OFFICE ASSISTANTS (November 4 - December 29 Weekdays 9 a.m. - 4 p.m.)

The efficiency of the Christmas Bureau would not be possible without the assistance and skills of generous volunteers in our office every year. There are many opportunities for individuals seeking to improve their administrative skills, interact in a professional work environment or simply be part of the force that touches the lives of thousands of Edmontonians over the Christmas Season.

HAMPER SPONSORSHIP PROGRAM (November 18 - December 19)

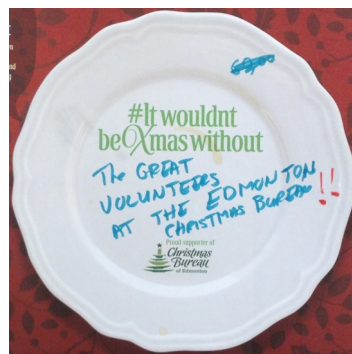
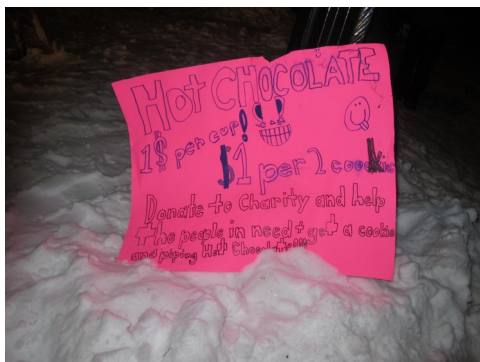
The hamper sponsorship program matches community and corporate groups with clients who have requested hampers. The hamper sponsor clerk assists the hamper sponsor coordinator with processing applications of sponsors and matching them with Christmas Bureau clients.

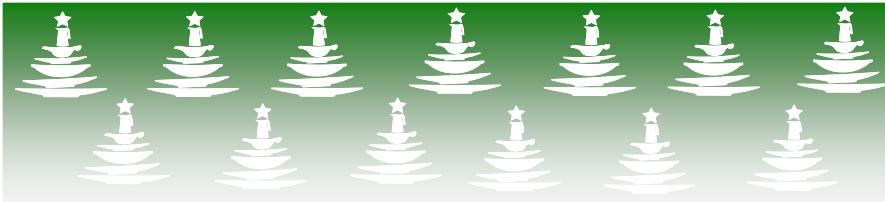
DONATION DESKS (December 5 - 24)

The multi-location donation desk program was established by the Christmas Bureau's fund development committee as an initiative to provide convenience for Christmas Bureau donors, and to provide an awareness to the citizens of Edmonton about the Christmas Bureau and what we do. Donation desk ambassadors are responsible for accepting donations and receipting, and providing a visibility of the Christmas Bureau to the public.

WALK-IN DAYS (December 22 - 23)

The Walk-In Days Program is the final opportunity for families to apply for assistance in the form of food certificates, toys for children age 12 and under and gift cards for youth aged 13 - 17 years. This program is ideal for university students seeking hands-on experience in social services, and families with children over 12 years of age looking to give back to the community.





Evening of Celebration - January 30, 2014

First Year Contribution Award

Frances Cearns, recently retired, supported us in nearly every volunteer role at the Christmas Bureau. Her talents are many--we commend her attitude in serving others.



Linda Romaniuk, Chair, Volunteer Committee
Frances Cearn

Outstanding Volunteer Awards

Barbara Daruda has served the Christmas Bureau for 10 years. Always arriving at least a half hour before her shift, Barbara is extremely reliable. Her flexibility in picking up extra shifts in the 2013 campaign is appreciated!

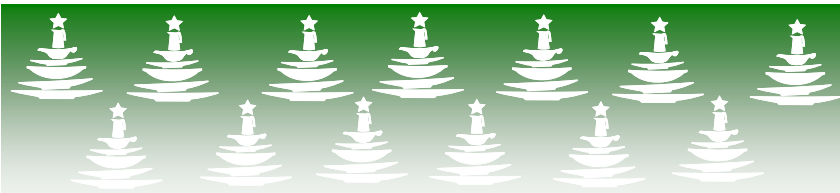
Sujata Tadeparti exudes the Christmas Bureau values with her dynamic personality and willingness to work with anyone. Volunteering for the past two years whenever a shift needed to be filled, we knew we could count on Sujata.

Marion Broverman, a model ambassador, has volunteered for 10 years with the Christmas Bureau. She is always willing to train new volunteers and does so with a smile!



Norm De Haan, Linda Romaniuk

Norm De Haan has demonstrated a willingness to fill last minute positions not only in the role of donation desk ambassador, but also at Walk-In Days. Described by others as fun and personable, Norm is also good natured in being "volun-told" to join his wife on her assignments.



Kevin Lowe Award

Narmin Hassam-Clark has been volunteering since 1999. A daughter of African refugees, her volunteerism was charged by a belief that she needed to give back for her good fortune in coming to Canada. In 2002, Narmin started a trend of recruiting co-workers to participate in the Hamper Sponsorship Program. The initial group of four sponsors quickly multiplied to 40. Her dedication to the Christmas Bureau is not limited to her personal participation. Every year, Narmin engages new volunteers and continues to represent the Christmas Bureau and its beliefs.



Wendy Batty, Executive Director, Narmin Hassam-Clark

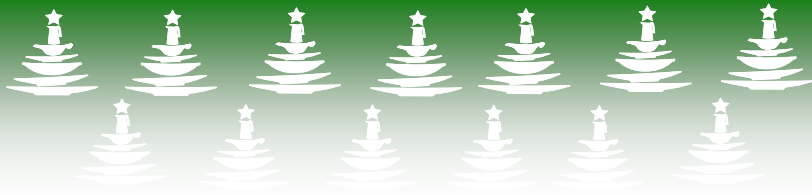
Chairman's Award



Dick Frenz, past Board Chair, Jason Gregor

Jason Gregor has raised \$77,800 for the Christmas Bureau. His contributions go beyond raising awareness for our program through promotion on his radio show, oilernation.com, and through his association with other community organizations. It extends into his personal life and the willingness with which he donates his time to the Christmas Bureau.

**This year's Evening of Celebration will take place on
January 29, 2015.**



Thank you to all of our generous 2013 sponsors!

Acklands-Grainger Inc.

Alison Comer

Aramark

Blue Kettle

Brazilian Fire & Ice

Brewsters

Café O' Play

Citadel Theatre

Cookies By George

Cora's Clareview

Costco - Westend

CrankPots

Culligan of Edmonton

Dan the Balloon Man

DeSerres

Earls - Jasper Avenue

Fruits of Sherbrooke

Gateway Entertainment Centre

Giant Tiger - Victoria Trail

Hole's Greenhouses

ION Print Solution

Kitchen by Brad

McDonalds Corporation

Metro Theatre

Moxies Classic Grill

Original Joe's

Rabbit Hill Snow Resort

Real Canadian Superstore - Clareview

Real Canadian Superstore - Stony Plain

Soda Jerks

Staples North End

SUTP

Tanja Nelson

Telus World of Science

The Comic Strip

Theatre Network - Live at the Roxy

Unisource Canada

Universal Music

Vertically Inclined

West Edmonton Mall

Yuk Yuks (Century Casino)

We gratefully acknowledge Servus Credit Union for hosting the Christmas Bureau for over 17 years.

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