



2021 Hamper Sponsorship Guidelines

PREAMBLE

Sponsoring a hamper is one of many ways an individual, family or business can support Christmas Bureau families. Rather than donating cash, private hamper sponsors purchase hamper items, assemble the hamper and deliver it to a family, senior or individual in need.

CODE OF CONDUCT AND CONFIDENTIALITY

1. All client information is to be held in the strictest of confidence and only to be used for the purpose of delivering the hamper.
2. Breaching client confidentiality is a very serious offence and using client information for purposes other than the delivering the hamper is against the law.
3. Contact for any other reason and outside of the delivery time period is strictly prohibited and will result in the hamper sponsor being banned from future deliveries.
4. Serious offences will be reported to the Edmonton Police Service.
5. It is strongly recommended, to protect client privacy, that hamper sponsors not deliver to people they know or within their neighbourhood.
6. Any person delivering the hamper to the client is required to sign the Oath of Confidentiality.
7. When delivering the food hamper, no more than two people are permitted to meet the client at their door so as not, to overwhelm the client or make them feel uncomfortable. Please be sensitive to the client's situation.
8. In order to respect client's dignity, confidentiality and to minimize any risk of false allegations made against you or the Christmas Bureau, fraternizing or visiting into the home of the client is NOT permitted.

COVID-19 GUIDELINES

1. The safety and well being of staff, volunteers, clients, and donors is the most important consideration.
2. Implement practices to minimize the risk of transmission of infection amongst staff, volunteers, donors, clients, and public.
3. Provide procedures for rapid response if a staff, volunteer, donor, or client have symptoms of an illness.
4. Ensure that staff and volunteers maintain high levels of sanitation and personal hygiene.
5. Plans should be able to scale up or down depending on the evolving COVID-19 situation.
6. Comply, to the extent possible, with the Alberta Government COVID-19 General Relaunch Guidance and any Alberta Health restrictions.

Anyone participating in the Hamper Sponsorship Program must:

- Not deliver if feeling ill, show any symptoms of COVID-19, the flu, or a cold.
- Follow Alberta Health protocols.
- Wear a properly fitting mask or face covering while delivering hampers.
- Maintain physical distancing of 2m where possible.
- Hand sanitize before and after each delivery.



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The Christmas Bureau commits to:

- Only engaging in activities that are safe for all participants. The Hamper Sponsorship program may change based on Alberta Health directives, guidance and protocols.
- Provide physical barriers where 2m distancing is not possible.
- Sanitizing workstations between volunteers.
- The Christmas Bureau of Edmonton will not keep any health records on file.

HAMPER DELIVERY GUIDELINES

1. Private sponsors and families will be matched starting November 29, 2021.
2. Hamper Sponsor Coordinators will start to contact Private Hamper Sponsors starting November 29, 2021.
3. Private Hamper Sponsors are to make contact with the client before December 18, 2021 to arrange a delivery date and time.
4. When contacting the client, identify yourself as a Christmas Bureau Private Hamper Sponsor and that you wish to make arrangements to deliver their Christmas hamper. This contact may take several attempts.
5. If you are unable to contact your client, please let the Hamper Sponsor Coordinator know ASAP so they can assist you.
6. Delivery should take place between December 15 and December 21.
7. When delivering the food hamper, no more than two people are permitted to meet the client at their door so as not to overwhelm the client or make them feel uncomfortable. Please be sensitive to the client's situation.
8. In order to respect clients' dignity, confidentiality and to minimize any risk of false allegations made against you or the Christmas Bureau, fraternizing or visiting into the home of the client is NOT permitted.
9. We ask that you please pass the hamper at the doorway or that you enter no more than one metre into their private entrance if the client is unable to physically carry the hamper into their home.
10. Some clients may invite the hamper sponsor in for a coffee, but it is necessary to inform the client that, out of respect and concern for their privacy, this is against Christmas Bureau policy.
11. The hamper insert must be delivered with the food hamper to identify the hamper is sponsored on behalf of the Christmas Bureau.

FOOD PURCHASING GUIDELINES

1. Food hampers delivered to all Christmas Bureau clients must be consistent in content and value and must follow the suggested list of food items for family size.
2. Some substitution can take place based on client needs, but should be of equal value (e.g.: fish instead of turkey).
3. Unless you otherwise advise the Christmas Bureau, children and teens of the client families will have toys and gifts provided through 630 CHED Santas Anonymous and the Christmas Bureau Adopt-A-Teen program.
4. If you choose to purchase toys and teen cards, guidelines for purchase will be provided to you.