

Sponsorship Guidelines

Code of Conduct and Confidentiality

- Client information is to be held in the strictest of confidence and only to be used for the purpose of delivering the hamper.
- Breaching client confidentiality is a very serious offence and using client information for purposes other than the delivering the hamper is against the law.
- 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.
- Serious offences will be reported to the Mission Police Service.
- It is strongly recommended, to protect client privacy, that hamper sponsors not deliver to people they know or within their neighbourhood.
- Any person delivering the hamper to the client is required to sign the Oath of Confidentiality on their application form.
- 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.

Purchase Guidelines

- Call before you shop. Make a note of preferences/allergies/dietary restrictions etc. on the shopping list provided.
- You may also give gift cards for food/clothing.
- Feel free to wrap the gifts
- Ensure that all gifts are new and unopened.

Hamper Delivery Guidelines

- Sponsors and seniors will be matched starting November 21 2024. Kindly contact the senior before December 8, 2023, to arrange a delivery date and time. Hampers must be delivered by December 15th.
- When contacting the senior, please identify yourself as a Christmas Bureau Hamper Sponsor and that you wish to make arrangements to deliver their Christmas hamper. This contact may take several attempts.
- If you are unable to contact your family/senior, please contact the Christmas Bureau: cbwc@missionmcss.com or 604-826-3634.
- We ask that you please pass the hamper at the doorway or that you enter no more than one meter into their private entrance if the client is unable to physically carry the hamper into their home.
- 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.

