

Is there an option for delivery this year?

Unfortunately, this year due to a shortage of staff and volunteers we are unable to offer deliveries. We suggest asking a friend or family member to pick up on your behalf.

What day is pickup?

Our pickup date this year is December 5th at the time you selected when registering.

Where is pickup?

1100 Clarence St S, Suite 106 (on the outside of the building, facing the Tim Hortons Plaza). You will line up in the correct line based on the last name of the person who registered.

Do I have to include everyone that lives in my household in the registration?

Yes. You need to include every person that lives in your household so that you get the appropriate amount for your household size. Please enter the information correctly, gift cards are purchased based on registration numbers. ***We may not be able to supply extras if errors were made during registration.***

What locations do you serve?

Christmas Baskets is open to residents of Brantford and Brant County. Valid identification is required on pick-up day, and it must reflect a Brantford or Brant County address. Not sure if you live in Brant County? Visit the [online map](#).

Why can I only apply through one organization?

Many families within Brantford / Brant County face hardships at Christmas. Limiting 1 registration per household means that more families can access the help that they need at Christmas time through other organizations.

What if I registered through more than one program?

We cross-reference with other organizations within Brantford and Brant County. Being registered in more than 1 program may result in you being removed from both programs. If you notice that you have done this in error, please contact the organization of the program you wish to be removed from.

What if I have entered the wrong information or forgotten information?

If you notice that you have entered the wrong information or forgotten information, please contact us by email at info@crs-help.ca as soon as possible.

Please include:

- The name that you registered with
- A phone number where you can be reached
- The information that needs to be added or corrected

Registration closes on November 17th – Updates in information will not be accepted after this date.

What is included in the Christmas Baskets Program?

Each household will receive a grocery gift card based on household size. As well as a gift card to purchase a Christmas gift for children 14 and under.

\$98,220

The gift card amounts are as follows:

Grocery gift card

Family Size	Amount
1	\$35
2-3	\$60
4-5	\$85
6+	\$110

Toy gift card: \$35 per child 14 years and under

If I registered for a Christmas Basket, can I also access the food bank that day?

No. Christmas Baskets will be separate from the food bank services this day. You will need to call our appointment desk at 519-751-4357 x 1 to set up your December food bank appointment.

Can I still register after the registration has closed or why are there no time slots available on the registration page?

We have a certain amount of time slots for the 2022 registration year, once those slots are full we will no longer be able to accept any registrations. Registrations are based on a first-come, first serve basis.

Can I choose where my gift cards are from?

No, unfortunately, we cannot take requests for gift card locations.

What if someone doesn't have access to the internet to register?

Here are some other ways to register:

Ask a friend/neighbour to help assist you.

You can access public wifi in the community (Brantford Public Library, Tim Hortons, etc.)

You can call us at 519-751-4357 x 1 (please note, there is only 1 person answering the phone, you may not get through. Please try another means of registering before moving to this option).

We are an organization registering for our clients, do we use this registration?

No. If you are an organization registering on behalf of your clients and picking up for your clients, please send an email to info@crs-help.ca for further instructions.

Do I need to show ID?

Yes. You must provide ID for yourself as well as everyone within your household to receive your Christmas Basket items. Please bring h

What types of ID are accepted?

- Drivers License
- Birth Certificate
- Indian Status Card
- Canadian Passport
- Canadian Citizen Certificate
- Permanent Resident Card
- Old Age Security Card
- Social Insurance Card
- Canadian Armed Forces Certificate
- OW/ODSP Statement or Drug/Dental card (current month only, family members must be listed)
- Jail Release Papers

ID must be valid and original. No expired or photocopies will be accepted.

Can someone pick it up on my behalf?

Yes. That person picking up must bring your ID with them as well as everyone else's that is listed within your household.