



Caregiver Heroes Program Guidelines

Thank you for your interest in our “Caregiver Heroes Program”.

We believe that the care of the ill by family members and friends is very important and deserves greater recognition and appreciation by our society. Family caregivers do many amazing heroic acts. They help with household duties, take people to medical appointments, help with shopping, meals, dressing, hygiene and many more tasks. Family caregivers often have great stress, assume extra financial burdens and may suffer from burnout.

“Caregiver Heroes” is dedicated to appreciating, acknowledging and simply “thanking” family caregivers for all they do. “Caregiver Heroes” supports the concept of “Passing It Forward”. To this end, our Charity has partnered with three GTA retailers. The first is a retailer at Yorkdale Mall in Toronto who sells high-end housewares, home furnishings and decor products for adults, the second is a retailer at Sherway Gardens in west Toronto who sells high-end home housewares, home furnishings and decor products for children and finally the third retailer, also at Sherway Gardens who offers an exceptional selection of cookware, serve ware, tools and linens, along with distinctive foods, cooking ingredients and a comprehensive list of cookbooks. All three locations have partnered with us, so that we can donate their “Gifts In Kind” inventories to the ill and / or their family caregivers.

Program Guidelines:

- Gifts may only be given to the ill and/or their family or friends who are their caregivers.
- Gifts may not be sold, traded or used to barter for money, property or services.
- Gifts may not be returned and will not be accepted back into store inventory.
- Gifts are given “as is”. Some Gifts may be store returns, seconds or floor models.
- Our Charity will not be responsible to anyone for any damages or injuries of any kind arising from the use, non-use or otherwise related to the gifted products.
- Gifts may not be transferred to other registered charities.
- We reserve the right to select all partners and their levels of participation in this program.
- Not all nominees will receive Gifts.
- The Charity’s Chair will review the nominations that are received and make a final determination on which nominee(s) qualify for a gift (the “Recipient”) based on among other things the Selection Criteria below. The Chair’s determinations and decisions are final in this regard.
- Selection Criteria includes among other things:
 - How long has the friend or family caregiver been providing care? For example, has care of the ill been for days, weeks, months or years? The longer the care, the more weight the nominee will receive.
 - Has the friend or family caregiver gone “above and beyond” to provide care?
 - The caregiving to the ill must be active and on-going by the caregiver.
- Recipients will be required to sign a Release Waiver, failure of which will disqualify the Recipient from receiving the donation.
- The Release Waiver, will among other things, allow the posting of the Recipient’s story, picture and first name on the Internet in perpetuity. Last names or contact information will not be posted. The Release Waiver will also incorporate these Program Guidelines by reference and expressly disclaim all responsibility for any damages or injuries of any kind arising from the use, non-use or otherwise related to the donated products.
- Recipients must arrange for pick-up of their gift at their own expense within thirty (30) days of being requested to do so, failure of which will disqualify the Recipient from receiving the donation.

The “Caregiver Heroes Program” is offered by the registered Canadian charity called: “Losing Our Parents” Registration # 82293 0616 RR0001. The operating name for our charity is “Caregiving Matters”.

If you have any questions or wish to nominate either yourself or someone else, please contact:

Mary Bart, Chair, Caregiving Matters
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