

# Clothing Assistance Program

Since the Caldwell Family Centre began in 1986 we have provided clothing assistance to low-income families and individuals. This program has grown over the years to include responding to request for assistance made by social workers and social service organizations on behalf of their clients. Our volunteer team of drivers deliver needed items across the City of Ottawa.

## Items That We Accept

### Clothing and Shoes

We accept all used items of clothing in good repair that has been cleaned by the donor. We also accept gently used shoes that show little wear and tear. For health reasons, we only accept new undergarments and swimwear.

We also accept new items of clothing and shoes donated by retail stores as they change their seasonal offerings. From time-to-time we will issue appeals for clothing and shoes of a certain type/size when we are short of items in the Clothing Depot, or to fill requests for the Clothing Assistance Program.

### Children's Toys, Books and Puzzles

We accept new toys that are still in sealed boxes, providing they have not been recalled by Health Canada (link to check recalls [www.healthcanada.gc.ca/cps-recalls](http://www.healthcanada.gc.ca/cps-recalls)).

We accept used toys that are in good condition providing they are not on the Health Canada recall list. Toys must not have sharp edges, loose eyes or nose, or contain lead-based paint. Toys with magnets must be examined carefully to ensure the magnets are secure and not loose.

We accept children's books in good condition that do not have torn pages, and have not been drawn/coloured in, providing the content is not of an offensive nature (i.e. racist or violent content). If in doubt about the nature of the content, speak to your supervisor or the Executive Director.

We accept puzzles providing they are complete. While it is easy to tell if a puzzle with no more than 10 pieces designed for a small child is complete, it is difficult to tell if puzzles of 100 or more pieces are complete unless they are in their original sealed boxes. Therefore, if in doubt, throw it out.

### Books General

We accept books on various topics that are in good condition, either for sale at the Depot, or to populate the 'Little Library', including cookbooks. We can not accept books with offensive content.

### Makeup and Personal Care Items

We accept makeup and personal care items such as toothbrushes, toothpaste, deodorant, shampoo etc., providing they are in sealed packages and are not stale dated.

### Small Household Goods and Appliances

We accept bedding, towels, drapes and curtains that are in good condition with no tears or stains.

We accept dishes and glass ware that are not chipped or cracked, and do not contain lead glazing or decorative paint

We accept pots and pans that are in good shape and not dented or otherwise marked.

We accept small household appliances, such as kettles, toasters, mixers etc., that are no more than 5 years old and are in good working condition. The electrical cords on these items must be carefully examined, and the appliance tested before displaying in the Depot, or providing through the assistance program.

## **Items That We Do Not Accept**

### **Banned Items**

The following items are banned in Canada because they can present a danger to human health and safety as a result of their normal or foreseeable use, and are illegal to sell or give them away:

- Baby Walkers
- Infant Self-Feeding Devices
- Jequirity beans or anything that is made with jequirity beans (commonly used in roseries). These beans are highly poisonous with one enough to kill an adult
- Lawn Darts with Elongated Tips
- Polycarbonate Baby Bottles containing bisphenol A (BPA)

### **Medical or Medical Assistance Items**

We do not accept:

- Walker, safety frames, or wheelchairs
- Portable bed rails
- Raised toilet seats or commodes
- Any items considered as over-the-counter treatments, including vitamins, herbal remedies, pain reliever (i.e. headache tablets; digestive relief etc.)

### **Clothing and Shoes**

Rule of thumb: If the clothing and shoes are in a state that you would not wear or permit your children to wear, then we don't want them. We do not accept clothing that contains offensive sayings or wording (i.e. racist or violent content). If in doubt about the wording on clothing, consult your supervisor or the Executive Director. We do not accept used undergarments or swimwear.

### **Personal Care Items**

We do not accept personal care items or makeup that has been opened. Second-hand cosmetics may contain harmful bacteria that could cause skin rashes or lead to infections, and may be missing required labelling information, such as ingredients, warnings, and directions for use.

### **Infant Furniture and Supplies**

Since regulatory requirements change over time, it is difficult for us to keep up with them regarding infant furniture. Therefore, we will not accept the following items in used condition:

- cribs, cradles, or bassinets
- playpens
- safety gates and enclosures
- strollers and carriages
- highchairs
- car seats
- bath seats and bath rings
- breast pumps

However, we would consider a donation of new, unused items donated by a retail outlet, provided they meet the current health and safety standards set out by Health Canada, and providing we have space.

### **Helmets and Face Protectors**

Since helmets and face protectors should not be used if they have been subjected to an impact, we can not accept them if they have been used. However, we will accept donations of new items from a retail outlet, providing they are not more than 3 years old, and they carry a Canadian Standard Association (CSA) sticker that clearly shows the standard number.

### **Smoke and Carbon Monoxide Detectors**

Since these items have a limited lifespan, we will not accept them used. However, we will accept donations of new items from a retail outlet, providing they are not more than 10 years old and are in the original package with instructions.

### **General Items Not Accepted**

Other items that are not accepted include:

- Household chemicals of any kind
- Fluorescent bulbs or ballasts
- Propane tanks or fire extinguishers
- Used or burnt candles
- Matches or lighters
- Used building materials or plumbing fixtures
- Cigarettes, alcohol, or any other items or substance that require permits or licencing