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### By the Numbers

<table>
<thead>
<tr>
<th>Volunteer Numbers</th>
<th>Volunteer Hours</th>
<th># of Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Volunteer Program</td>
<td>863</td>
<td>30</td>
</tr>
<tr>
<td>Alternative Spring Break</td>
<td>321</td>
<td>16</td>
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<tr>
<td>Breakfast Program</td>
<td>353</td>
<td>9</td>
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<tr>
<td>SU Campus Food Bank</td>
<td>1,514</td>
<td>31</td>
</tr>
<tr>
<td>Dr. Seuss in the Park</td>
<td>257</td>
<td>14</td>
</tr>
<tr>
<td>Information Centre/ Lost &amp; Found</td>
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<td>44</td>
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<tr>
<td>Into the Streets</td>
<td>1,514</td>
<td>58</td>
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<tr>
<td>Q Centre</td>
<td>2,023</td>
<td>46</td>
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<tr>
<td>Students for Literacy</td>
<td>1,370</td>
<td>35</td>
</tr>
<tr>
<td>ucalgarycares New Orleans, Louisiana</td>
<td>438</td>
<td>17</td>
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<tr>
<td>Volunteer Tax Program</td>
<td>5,533</td>
<td>150</td>
</tr>
<tr>
<td>Total</td>
<td>16,180</td>
<td>450</td>
</tr>
</tbody>
</table>
A Message from the Coordinator, Volunteer Services

Forming part of the Students’ Union, University of Calgary, Volunteer Services has 11 programs, which give undergraduate students the chance to volunteer on campus, throughout the city and around the world. The programs range from the SU Campus Food Bank to the Q Centre, an outfit that celebrates sexual and gender diversity. It also connects visitors with meaningful volunteer opportunities offered by external agencies.

The past twelve months have been period of change and growth for Volunteer Services. Between June and August, the office underwent a major renovation, which was funded by a $363,577 SU Quality Money grant. The new open concept space features a work station for the program coordinators, two meeting rooms and considerable storage capacity. It also has a colourful accent wall, which reflects the upbeat energy in the office. The SU Campus Food Bank has doubled in size, and it will sport new refrigerators and freezers soon.

Another change was our decision to throw our weight behind a new international volunteer program, ucalgarycares New Orleans, Louisiana (NOLA). Co-offered with the Centre for Community-Engaged Learning, the program gave students the opportunity to spend Reading Week in “The South,” volunteering for schools and civil society organizations, and learning about social determinants of health.

In terms of growth, our volunteer roster increased from 369 to 450, largely due to the expansion of Into the Streets and the Volunteer Tax Program. The Breakfast Program and SU Campus Food Bank had a record number of clients. The Volunteer Appreciation Party was bigger than ever, our Facebook following increased by over 70% and our Twitter following more than tripled.

Although it has been a busy time, we have had a great deal of fun and built meaningful relationships. Since my involvement with Volunteer Services began in 2006, I have enjoyed the strong sense of community in the office, and this year was no exception. I had a lot of fun posing for Mean Girls themed pictures for social media, exploring the French Quarter in New Orleans with the ucalgarycares NOLA team and choosing prizes for the Volunteer of the Year.

Similar moments, and our successes and challenges are captured in this report, which covers Volunteer Services’ initiatives and activities from May 2015 to April 2016. It begins by discussing projects, committees and events. Next, it provides information about our programs, and it ends by discussing volunteer appreciation and recognition.

- Andrew Barry

Pictured above are Administrative Volunteer Program volunteer Basim Khan and Andrew Barry at the front desk.
Committees, Events and Projects

Committee of 10,000

Committee Overview

Comprised of undergraduate students, the Committee of 10,000 fosters positive relationships between the University of Calgary and the broader community by providing civil society organizations with microgrants. The Committee obtains its funding through a small levy the nearly 28,000 undergraduate students at the University of Calgary pay as part of their tuition. Established in the early 1970s, the Committee honours the memory of Olga Valda, an internationally renowned ballerina who bequeathed her estate to the students of the University of Calgary, asking it to be used to aid a student cause.

Members

Kirsty McGowan, Vice-President Student Life (Chair)  Annie Mushtaq
Andrew Barry, Coordinator, Volunteer Services  Kara Layher
Haider Ali  Tasha Sladek
Jessica Cao  Jamie Sokalski
Houda El Sidawi  William Hernandez

Major Decisions

- Fifteen non-profit organization projects were funded.
- Total allocated funds: $20,000

Non-Profit Organizations Approved for Funding

<table>
<thead>
<tr>
<th>Organization Approved for Funding</th>
<th>Funding Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Art à la Carte</td>
<td>$500</td>
</tr>
<tr>
<td>BC and Alberta Guide Dog Services</td>
<td>$905</td>
</tr>
<tr>
<td>Calgary Drop-In and Rehab Centre</td>
<td>$2,500</td>
</tr>
<tr>
<td>Calgary Food Bank</td>
<td>$1,055</td>
</tr>
<tr>
<td>Calgary Immigrant Educational Society</td>
<td>$1,275</td>
</tr>
<tr>
<td>Calgary Meals on Wheels</td>
<td>$1,000</td>
</tr>
<tr>
<td>CanLearn Society</td>
<td>$1,000</td>
</tr>
<tr>
<td>Connections Counselling and Consulting Foundation</td>
<td>$2,025</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Easter Seals Camp Horizon</td>
<td>$1,240</td>
</tr>
<tr>
<td>Fairy Tales Presentation Society</td>
<td>$1,000</td>
</tr>
<tr>
<td>Inn from the Cold</td>
<td>$3,000</td>
</tr>
<tr>
<td>Kids Up Front Foundation</td>
<td>$1,000</td>
</tr>
<tr>
<td>Making Changes Employment Association of Alberta</td>
<td>$1,500</td>
</tr>
<tr>
<td>Pet Access League Society</td>
<td>$1,000</td>
</tr>
<tr>
<td>Servants Anonymous Society of Calgary</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

Pictured are Committee of 10,000 members Kirsty McGowan and Andrew Barry, and grant recipients Laura Vander Vloet and Cindy Ngo from the Calgary Drop-In and Rehab Centre.
U Help Students’ Union Volunteer Fair

Project Description

Every year, Volunteer Services hosts the U Help Students’ Union Volunteer Fair. Attempting to promote their services and recruit student volunteers, not-for-profit organizations book tables in the MacEwan Student Centre North and South Courtyards. In 2015, the event was held on September 22 from 11:00 am to 3:00 pm. A record 35 civil society organizations registered for the affair.

Key Points

- The 35 participants included the Alberta Children’s Hospital Foundation, Association for the Rehabilitation of the Brain Injured, Bow Habitat, Kids Cancer Care Foundation and National Music Centre.
- According to the participants’ tallies, between 20 and 100 students visited each table.
- All of the participants indicated they were very satisfied or satisfied with the event, and expressed interest in getting involved again next year.

Pictured from left to right are an event attendee and Pamela McDowell, Volunteer Coordinator, Heritage Park.
Welcome to Canada

Project Description

Welcome to Canada provided members of the campus community with an opportunity to reach out to Syrian refugees. Over a two-week period in December, students and staff were invited to write messages of welcome and solidarity to these newcomers. The messages were written on the back of cards and distributed by a couple non-profit organizations. Volunteer Services also compiled a list of individuals who were interested in volunteering with the refugees, which it passed on to a local resettlement agency.

Key Points

- The initiative was spearheaded by Andrew Barry, Coordinator, Volunteer Services, and the cards were designed by Willo Rushfeldt, Marketing and Communications Specialist. Fourteen volunteers from Volunteer Services and the Syrian community also lent a hand to the project.
- On December 7th and 8th, members of the campus community were invited to record messages at a table in the MacEwan Student Centre. Between December 9th and 18th, students and staff penned messages in Volunteer Services.
- In total, Welcome to Canada collected 401 messages and assembled a list of 119 potential volunteers. Approximately half of the messages were translated into Arabic.

Pictured are five messages members of the campus community wrote to our new neighbours.
Program Overviews

Administrative Volunteer Program (AVP)

Program Coordinator: Andrew Barry

Program Description

The Administrative Volunteer Program gives students the opportunity to gain professional administrative experience by coordinating the Volunteer Services front desk. Through their volunteer work, the AVP volunteers gain practical, on-the-job training in a variety of areas, ranging from file management to event planning. In return, they provide a high quality of customer service to those who visit the office. The AVP volunteers also connect visitors with meaningful volunteer opportunities.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>863</td>
</tr>
</tbody>
</table>

Key Points

- During the 2015-2016 school year, AVP volunteers also were stationed at the Students’ Union and MacEwan Conference and Event Centre front desks.
- Several AVP volunteers were involved in the implementation of the U Help Students’ Union Volunteer Fair. Their responsibilities included coordinating the Volunteer Services booth, advertising the office to the campus community.
- The AVP volunteers helped to organize the Volunteer Appreciation Party. They chose the theme and successfully sought donations from 40 businesses, ranging from The Nash to Bernard Callebaut.

Pictured are AVP volunteers Meredith Lord and Kara Layher, and Students for Literacy Coordinator Annie Mushtaq at the Volunteer Appreciation Party.
Alternative Spring Break (ASB)

Program Coordinators: Brock Chappell & Peter Ip

Program Description

The Alternative Spring Break program links undergraduate students to non-profit organizations in Calgary. Over reading break, the students help out a variety of organizations that serve the community. Although the program only takes place over three days, ASB volunteers complete enough service hours to qualify for the co-curricular record.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 volunteers</td>
<td>20 hours on average</td>
</tr>
</tbody>
</table>

Total 16 volunteers 321

ASB Volunteer Year End Survey Results

100% of volunteers found their volunteer experiences meaningful
100% of volunteers found the Alternative Spring Break volunteer events enjoyable
100% of ASB volunteers wish to return to the program next year

Key Points

- This year, ASB took place between February 16th and 18th.
- ASB included eight service-learning group volunteering events, which were held in conjunction with the Calgary Drop-In and Rehab Centre, Children’s Cottage Society, Habitat for Humanity, Kerby Centre, P.L.A.Y. Community Child Development Centre, Women in Need Society and YWCA.
Breakfast Program (BP)

Program Coordinators: Allison Iriye & Amy LeBlanc

Program Description

On Tuesdays and Wednesdays, the Breakfast Program provides undergraduate and graduate students with a free breakfast in the Q Centre. Committing to one two-hour shift per week, the BP volunteers are responsible for setting up and cleaning the area, and preparing, serving and restocking food items.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>39 hours on average</td>
</tr>
<tr>
<td>Total</td>
<td>9 volunteers</td>
</tr>
</tbody>
</table>

Breakfast Program at a Glance – September 2015 to April 2016

Key Points

- During the Breakfast Program’s third year, attendance continued to increase, averaging around 117 clients per morning. Last year, that figure was 92.
- The Breakfast Program spent $8,432.09 during the school year, averaging $1054.01 per month.
SU Campus Food Bank (CFB)

Program Coordinators: Allison Iriye & Amy LeBlanc

Program Description

The SU Campus Food Bank’s mandate is to provide a seven-day supply of emergency food relief to members of the campus community who are in need. The CFB is committed to providing nutritionally-sound hampers in accordance with the Canada Food Guide and information to clients regarding resources available to them on and off campus. In this program, the volunteers are provided with service-learning opportunities as well as education on social issues, including food security. The CFB also provides access to the Good Food Box, which is a community driven program that makes top-quality, fresh food available at affordable prices.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>31 volunteers</td>
<td>1,514</td>
</tr>
</tbody>
</table>

49 hours on average

Hamper Access – May 2015 to April 2016

Graduate 40.3%
Undergraduate 49.3%
Non-Student 10.4%

Total Hampers: 367
Number of Clients Fed – May 2015 to April 2016

- Adults: 540 (72.6%)
- Children: 204 (27.4%)

Total Fed: 744

Average hamper cost: $91.74

Donations – May 2015 to April 2016

- Food Items = 19,707
- Monetary Donations = $25,739.23
Good Food Box

<table>
<thead>
<tr>
<th># Orders</th>
<th># Bursaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>28 orders per month on average</td>
<td>3 per month</td>
</tr>
<tr>
<td><strong>Total 166</strong></td>
<td></td>
</tr>
</tbody>
</table>

Key Points

- CFB usage continued to go up this year. Between May 2015 and April 2016, the CFB distributed 367 hampers, feeding 744 adults and children. During the same period last year, those figures were 345 and 641.
- The CFB saw an increase in monetary and food donations over the past twelve months. The CFB received $25,739.23 and 19,707 items between May 2015 and April 2016, and $18,376.59 and 14,861 items from May 2014 to April 2015.
- During the academic year, the Campus Food Bank organized five major events, including Stop the Pop, a new spring donations drive. Over the course of three days, staff members and volunteers blared pop music in the MacEwan Student Centre North Courtyard, promising to turn it off once they reached their daily targets. In the end, they collected $312 and 80 food items.

Pictured are CFB Coordinators Allison Iriye and Amy LeBlanc, and CFB donors Justin Huseby and Kevin Barry from the Alberta Union of Provincial Employees Local 52.
Dr. Seuss in the Park (DSP)

Program Coordinators: Brock Chappell & Kirsten Stagg

Program Description

Dr. Seuss in the Park runs every Saturday from the end of June until the end of August in Riley Park. The program coordinators and a handful of volunteers attend each event where they read and make crafts with children who visit the park. The goal of DSP is to promote early childhood literacy by providing children with enjoyable and meaningful activities.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 volunteers</td>
<td>257</td>
</tr>
</tbody>
</table>

Participant Statistics - June to August 2015

* The event on August 15 was cancelled due to poor weather.

Key Points

- In 2015, DSP occurred every Saturday between June 27th and August 28th. The coordinators and volunteers set up at 10:30 am and finished cleaning up and debriefing at 4:00 pm.
- Attempting to encourage families to return each Saturday, the program coordinators made “passports” for children and celebrated a different country each week. The children who received the most stamps on their passports were eligible for a draw prize.
- DSP also participated in ReggaeFest on August 15th. Several DSP volunteers read to children and their families, and assisted with arts and crafts.
Information Centre/Lost & Found (ICLF)

Program Coordinators: Keyli Kosiorek & Julia Reeves

Program Description

The Information Centre/Lost and Found aims to provide a high quality of customer service to its clients. The ICLF volunteers work tirelessly to answer questions and reconnect owners with their lost items. They are informed of events on campus and receive training on how to use social media to find the owners of lost items. Their training also focuses on data entry.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 leadership volunteers</td>
<td>45 hours on average</td>
</tr>
<tr>
<td>Total</td>
<td>44 volunteers</td>
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</tbody>
</table>

Distribution and Number of Question Asked at Information Centre/ Lost and Found - September 2014 to April 2015
Key Points

- At the beginning of the school year, the ICLF began tracking lost items with RepoApp, a software specially designed for lost and founds. Prior to using RepoApp, the ICLF used Microsoft Excel to input and manage lost items.
- In January, the ICLF expanded its hours from 10:00 am to 4:00 pm to 9:00 am to 4:00 pm. Next year, it will be open during full business hours, 8:30 am to 4:30 pm.
Into the Streets (ITS)

Program Coordinators: Brock Chappell & Peter Ip

Program Description

Into The Streets introduces undergraduate students to new experiences and provides them with volunteer opportunities throughout the city. These experiences include learning about social issues, interacting with diverse groups and making a positive difference in the community. Focused on service-learning, the program aims to provide students with the opportunity to get involved with social justice and cultural initiatives beyond the campus setting while enriching their overall university experience.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 leadership volunteers</td>
<td>26 hours on average</td>
</tr>
<tr>
<td>Total</td>
<td>58 volunteers</td>
</tr>
<tr>
<td></td>
<td>1,514</td>
</tr>
</tbody>
</table>

Volunteer Completion Rate by Year – 2005-2006 to 2014-2015

*Data for 2008/2009 unavailable
Key Points

- A total of 67 group volunteer events were held at 32 organizations between September 2015 and April 2016.
- In order to successfully complete the program, the volunteers must participate in three events per term. This year, ITS had an 89% completion rate, the third highest completion rate in the program's history.
Q Centre

Program Coordinators: Leah Schmidt & Katie O’Brien

Program Description

Q: The SU Centre for Sexual and Gender Diversity strives to create a safe, comfortable and open space for lesbian, gay, bisexual, transgender, queer and ally (LGBTQA+) students. The Q Centre coordinators and volunteers raise awareness about LGBTQ+ issues by promoting diversity, and organizing educational activities and events. They also offer peer support and direct clients to community resources.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>46 volunteers</td>
<td>2,023</td>
</tr>
</tbody>
</table>

44 hours on average

Q Centre Original Programming

- **Discussion Groups**: For the third consecutive school year, the Q Centre has run regular discussion groups. During 2015-2016, the discussion groups took place twice per term and focused on several topics, including internalized homophobia and transphobia, and race and racism within the queer community.

- **Media Club**: A new addition to the Q Centre, the Media Club allowed members of the campus community to watch LGBTQ+ movies, such as *Paris is Burning*, a documentary on drag queens living in New York City, and stick around for an analysis and conversation. Like discussion groups, Media Club events were scheduled twice per semester.

- **Peer Support**: Each September and January, Q Centre volunteers receive peer support and conflict management training from a registered psychologist based at the SU Wellness Centre. During their shifts, they are available to speak privately with guests who are struggling with issues pertaining to sexuality and gender. Volunteers also help to create and maintain a safe space by de-escalating situations that arise.

- **The Outlet Project**: Offering a higher degree of anonymity than the regular peer support program, the Outlet Project is run exclusively by the program coordinators. Clients access the program via email, and receive verbal support and direction to further resources.

- **Queer U of C**: Towards the end of Winter 2015, Dawn Johnston, Association Dean, Faculty of Arts, and the program coordinators founded Queer U of C, a series of presentations and panel events on sexual and gender minority topics pertinent to the campus community. In 2015-2016, the group organized two events, including an “Alphabet Soup” presentation. The Queer U of C events received space bookings from the Students’ Union and University of Calgary, and food budget from the Office of Diversity Equity and Protected Disclosure.

Top Five Best Attended Events in 2015-2016

1. **Dark Matter – #ItGetsBitter**

On March 4, the Faith and Spirituality Centre and Q Centre hosted Darkmatter. The transgender duo performed #ItGetsBitter, a collection of stories on navigating the world. The event was made up of spoken word, stand-up comedy, fashion and nursery rhymes components. Held in the Boris Roubakine Recital Hall, the event attracted 200 guests.
2. Sex Week Campus Carnival
Every year, Sex Week kicks off with the Campus Carnival. Organized by the Students’ Union, Q Centre and Women’s Resource Centre, the event features carnival games and treats, and a resource fair. This year, the event took place on February 1st in the MacEwan Student Centre North Courtyard. Various stakeholders, including the Calgary Sexual Health Centre, participated, and over 90 students and staff dropped by.

3. Q Centre Open House
At the beginning of each school year, the Q Centre hosts an open house. Organized by the Q Centre and Students’ Union, the event welcomes new visitors and potential volunteers. In addition to enjoying pizza and upbeat music, the guests listen to speeches and learn about what the Q Centre does. In 2015, the event took place on September 3rd and attracted approximately 90 members of the campus community.

4. Queer U of C – LGBTQ+ At Work
In collaboration with Career Services, Queer U of C presented LGBTQ+ At Work on February 10. The event explored the LGBTQ+ population’s professional successes and challenges. It featured four panellists, including Prof. Saul Templeton from the Faculty of Law. Seventy-three people attended the event, which was held in the Taylor Family Digital Library.

5. Sinclair Sexsmith – F*cking with Gender
In partnership with the Women’s Resource Centre and several other groups, the Q Centre brought Sinclair Sexsmith, a writer, speaker and teacher, to the University of Calgary. At the event, Sexsmith discussed how gender minorities can navigate a binary world. Held at the Loft, the audience was made up of 50 people.

Sex Week: February 1 – 5, 2016

Campus Carnival
The use of games to educate students about sexual wellness

Alphabet Soup
An overview of language concerning sexual and gender diversity

BDSM 101 and 102
An intro to kink, dominance and submission

BDSM 101
A talk about asexuality

Ace 101
A seminar on gender non-conformity

Trans 101
A viewing of Orchids

Media Club

Sex Week
**Key Points**

- Under the Q Centre banner, the Students’ Union participated in the Calgary Pride Parade for the first time. Held on September 6th, approximately 40 elected officials, staff members and friends marched.
- In October, the Q Centre celebrated its fifth birthday. The program coordinators and volunteers decorated the space, and guests were served cake.
- During the school year, volunteers facilitated 12 peer mentoring sessions.

*Pictured is the Students’ Union contingent at the Calgary Pride Parade.*
Students for Literacy (SFL)

Program Coordinators: Annie Mushtaq & Pavit Sidhu

Program Description

Students for Literacy is a program that aims to pair undergraduate volunteer tutors with learners who are learning English as a Second Language (ESL) or have developmental disabilities (DD). The program operates three branches: (1) one-on-one tutoring for ESL learners, (2) one-on-one tutoring for DD learners and (3) a weekly drop-in ESL Station. The volunteers are given valuable opportunities to gain teaching experience while offering the gift of literacy to members of both the campus and broader communities.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>39 hours on average</td>
</tr>
</tbody>
</table>
| Total        | 35 volunteers    | 1,370

Learner Statistics

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Adult Facing</td>
<td>Active English</td>
<td>Average ESL</td>
<td>Resigned</td>
<td>Waitlisted</td>
<td></td>
</tr>
<tr>
<td>Developmental Learners</td>
<td>as a Second</td>
<td>Station Learners</td>
<td>Learners</td>
<td>Learners</td>
<td></td>
</tr>
<tr>
<td>Disability Learners</td>
<td>Language</td>
<td>Per Week</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Learners</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Key Points

- Each week, three or four volunteers operated the ESL Station. Between four and 22 learners came to the ESL Station each week for help.
SFL ran its annual book sale during the first week of February in order to raise funds for the program. This year, it set a revenue record, bringing in $728.85. Last year, that figure was $550.

In addition to the program coordinators, 34 SFL clients and volunteers attended the Learner/Tutor Party on April 27, which gave everyone involved in the program the opportunity to socialize, enjoy a dinner and win draw prizes.

Pictured are SFL Coordinator Pavit Sidhu, and ESL Station volunteers Cara Licowsky and Ingrid Spelay.
ucalgarycares New Orleans, Louisiana (NOLA)

Program Coordinator: Alycia Lauzon
Project Leaders: Andrew Barry, Colleen Bangs
Program Assistant: Alfred Gomez

Program Description
Every year, Volunteer Services partners with the Centre for Community-Engaged Learning to make a ucalgarycares program possible. In 2016, Volunteer Services was excited to get behind the New Orleans, Louisiana (NOLA) initiative for the first time. Over Reading Week, the participants travelled to the United States of America and stayed in a bunkhouse. Provided with a unique service-learning opportunity, the volunteers expanded their knowledge of social determinants of health, and lent a hand at a diverse group of civil society organizations and schools. While having a lot of fun, the students experienced international volunteerism in a way that left a positive impact on the local community.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>26 hours on average</td>
</tr>
</tbody>
</table>

Total 17 volunteers 438

Key Points

- Prior to their departure, the volunteers participated three pre-service workshops, preparing them for the trip.
- The students volunteered for two schools, Samuel J Green Charter School and Sylvanie Williams College Prep, and three non-profit organizations, the Green Project, Our School at Blair Grocery and Youth Rebuilding New Orleans.
- During their stay, the group, consisting of two project leaders, one program assistant and 17 volunteers, successfully completed all tasks requested by its partner agencies.

Pictured are NOLA participants Maya Shon, Riley Molyneaux, Syed Jafri, Paul Fan, Shaamir Haneef, Alfred Gomez, Martina Cardone, Faye Yu, Michelle Pellicano, Manasi Mahashabde, Larrisa Tse, Cilo Pizarras, Kathlyn Piga, Colleen Bangs, Mikaela Mackenzie, Gabby Wagner, Sydney Sparanese, Gurleen Gill and Rahima Shokoya.
Volunteer Tax Program (VTP)

Program Coordinators: Rajvir Dhindsa & Shan Ye

Program Description

The Volunteer Tax Program, a free income tax completion service, is run by two program coordinators and 150 volunteers. Offered to eligible students, staff and faculty, VTP is a part of the Canada Revenue Agency’s Community Volunteer Income Tax Program, which runs each year during the six-week tax season. All of the volunteers are undergraduate students from various faculties who receive specialized training from the program coordinators and a VTP alumnus.

Volunteer Statistics

<table>
<thead>
<tr>
<th># Volunteers</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 team leads</td>
<td>37 hours on average</td>
</tr>
<tr>
<td>Total</td>
<td>150 volunteers</td>
</tr>
<tr>
<td></td>
<td>5,533</td>
</tr>
</tbody>
</table>

Client Statistics

- 710 Clients Served
- 890 Returns Completed
- *Value to Campus Community $26,656

*According to H&R Block, an average student return can be completed for $29.95 x # of returns completed = estimated value added to campus community
Client Demographics

79% were graduate students
20% were undergraduate students
1% were not students (typically staff of the Students’ Union or spouses of students)

*Almost 72% self-identified as international students

Key Points

- Three companies, Ernst & Young, KPMG and PwC, sponsored the Volunteer Tax Program this year. Donating $2,750 in cash and $2,000 in kind, their donations made all aspects of the program, ranging from the training sessions to client relations, possible.
- Located in the MacEwan Student Centre, the Volunteer Tax Clinic was open between February 26th and April 8th.
- The program expanded its presence at the University of Calgary, running an office at the Foothills Campus on February 25th, where the program coordinators and volunteers collected paperwork and answered questions.
- The program coordinators planned the 2016 VTP Volunteer Appreciation Party, which was Volunteer Services’ third largest event of the year. The celebration provided the 85 guests with the opportunity to socialize, enjoy a buffet dinner and enter to win draw prizes, ranging from iPads to gift certificates.
Volunteer Appreciation

Volunteer Services recognizes and rewards volunteerism in many ways, including through the use of praise and cards. Each program holds volunteer appreciation events and, towards the end of the academic year, Volunteer Services hosts the Volunteer Appreciation Party, which celebrates all of the centre’s volunteers.

Volunteer Appreciation Party

On March 31, 2016, Volunteer Services hosted its annual Volunteer Appreciation Party. Held in the Shirley Anastasia Robertson Lounge from 5:00 pm to 8:00 pm, the Alice in Wonderland themed event attracted 112 attendees. Volunteers enjoyed a broad selection of food and drinks, and were eligible for ten draw prizes. The event also saw the presentation of the Volunteer of the Year Award, and the Portfolio and Keener Awards.

Volunteer of the Year Award

The Volunteer of the Year Award Committee selected Nolan Hill, a Q Centre volunteer, as this year’s recipient. During Nolan’s second year with the program, he accumulated 79 volunteer hours. His accomplishments included delivering a presentation on Calgary’s queer history, which he planned himself with support from the Calgary Gay History Project.

Portfolio Awards

On an annual basis, one volunteer from each program receives a Portfolio Award, which recognizes their outstanding commitment and contribution to Volunteer Services. The recipients are listed in the table below.

<table>
<thead>
<tr>
<th>Program</th>
<th>Portfolio Award Recipient</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASB</td>
<td>Alexa Keeling</td>
</tr>
<tr>
<td>AVP</td>
<td>Celina Ma</td>
</tr>
<tr>
<td>BP</td>
<td>Andrew Liam</td>
</tr>
<tr>
<td>CFB</td>
<td>Sarah Reid</td>
</tr>
<tr>
<td>ICLF</td>
<td>Kathleen Reeves</td>
</tr>
<tr>
<td>ITS</td>
<td>Petrina Lee</td>
</tr>
<tr>
<td>Q Centre</td>
<td>Mehenaz Moutusi</td>
</tr>
<tr>
<td>SFL</td>
<td>Kirsten Stagg</td>
</tr>
<tr>
<td>VTP</td>
<td>Ariba Khan</td>
</tr>
</tbody>
</table>

Keener Awards

This year, the volunteer who contributed the most hours to their program was given a Keener Award. The winners are identified in the table below.

<table>
<thead>
<tr>
<th>Program</th>
<th>Keener Award Recipient</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVP</td>
<td>Basim Khan</td>
</tr>
<tr>
<td>BP</td>
<td>Mohamad Hamad</td>
</tr>
<tr>
<td>CFB</td>
<td>Therese Servito</td>
</tr>
<tr>
<td>ICLF</td>
<td>Sean Frederick</td>
</tr>
<tr>
<td>ITS</td>
<td>Ailee Seong</td>
</tr>
<tr>
<td>Q Centre</td>
<td>Greyson Mannella</td>
</tr>
<tr>
<td>SFL</td>
<td>Pratiksha Gurung</td>
</tr>
<tr>
<td>VTP</td>
<td>Meagan Fong</td>
</tr>
</tbody>
</table>