

Students' Union, University of Calgary

SU Volunteer Services Annual Report

2016-2017



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By the Numbers

Volunteer Numbers	Volunteer Hours	# of Volunteers
Administrative Volunteer Program	1,067	33
Alternative Spring Break	294	15
Breakfast Program	349	9
SU Campus Food Bank	1,781	27
Dr. Seuss in the Park	402	19
Information Centre/ Lost & Found	2,296	49
Into the Streets	895	43
Q Centre	2,179	46
Students for Literacy	1,398	32
ucalgarycares New Orleans, Louisiana	625	20
Volunteer Tax Program	3,460	102
Total	14,746	395

A Message from the Programming and Team Lead, Volunteer Services

Students' Union Volunteer Services has 11 programs that 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.

If I had to identify a theme in our work over the past twelve months, it would be getting back to basics. Instead of focusing on expansion and big changes, we reflected on what we learned about our programs over the years, only making minor adjustments to make them stronger. Forming part of the Canada Revenue Agency's Community Volunteer Income Tax Program, the Volunteer Tax Program provides free income tax completion to eligible members of the campus community. After years of growth, the Volunteer Tax Program reduced the size of its volunteer roster, ending tax season with 102 participants. Having a smaller team made the Tax Clinic easier to manage. It ran more efficiently and produced 1,075 income tax returns, a record number.



For the past 28 years, the SU Campus Food Bank has hosted the SU Holiday Food Drive, a competition where student clubs compete to collect the most donations. We considered mixing things up this year by replacing the SU Holiday Food Drive with another donations event. In the end, however, we decided to give the initiative another go. Due to some strategic thinking and wonderful participants, the competition was the most successful one in years, bringing in \$3,058 and 1,046 items.

The only program that underwent a significant amount of development this year was the Q Centre. We wanted to shift the outfit's focus from small, one-off events to original, permanent programming. During the Winter Term, we piloted Queer Mentoring, an initiative that pairs sexual and gender minority undergrads with mentors to work on personal and professional goals. Starting in January, we also offered regular discussion groups on various topics, ranging from mental health to racism. These two services exceeded our expectations and will be offered again next year.

More detail on the initiatives outlined above and others are captured in this report, which covers Volunteer Services' activity from May 2016 to April 2017. It begins by discussing our committees and events. Next, it shares information about our programs, and it ends by providing an overview of our volunteer recognition and appreciation.

- Andrew Barry

Pictured are Andrew Barry, student staff members Amy LeBlanc and Sarah Reid, and volunteer Kayla Li.

Committees and Events

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 where approximately 25,000 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 cause that is important to students.

Members

- Patrick Ma, Vice-President Student Life (Chair)
- Andrew Barry, Programming and Team Lead, Volunteer Services (Staff Lead)
- Frank Finley (SLC)
- Mark Shearer (SLC)
- Safaa Al-Khaz'Aly
- Allison Iriye
- Qingyuan Li
- Melika Mostowfi
- Masooma Tahir

Major Decisions

- Sixteen non-profit organization projects were funded.
- Total allocated funds: \$22,000

Non-Profit Organizations Approved for Funding

Organization Approved for Funding	Funding Amount
Brown Bagging for Calgary Street Kids Society	\$2,075.00
L'Arche Calgary	\$1,000.00
Making Changes Employment Association	\$1,500.00
KidSport Calgary	\$1,000.00
Servants Anonymous Society of Calgary	\$1,500.00
Easter Seals Camp Horizon	\$1,250.00
Cerebral Palsy Association in Alberta	\$1,000.00

Between Friends	\$1,000.00
Connections Counselling and Consulting Foundation	\$2,025.00
Calgary Immigrant Educational Society	\$1,550.00
The Leukemia and Lymphoma Society of Canada	\$1,200.00
Further Education Society of Alberta	\$1,400.00
Distress Centre Calgary	\$1,800.00
Foothills Wanderers Orienteering Club	\$1,500.00
Boys and Girls Clubs of Calgary	\$1,000.00
The Calgary Dream Centre	\$1,200.00



Pictured are Committee of 10,000 member Safaa Al-Khaz'Aly, and grant recipients Sally Zhao and Cesar Suva from the Calgary Immigrant Educational Society.

U Help Students' Union Volunteer Fair

Project Description

Since 2013, Volunteer Services has hosted the annual 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 2016, the event was held on October 13 from 11:30 am to 1:30 pm. Thirty-one civil society organizations registered for the affair.

Key Points

- The 31 participating groups included 10,000 Villages, the Bow Habitat Station, Calgary Public Library, Distress Centre, Junior League, Kids Up Front Foundation, Let's Talk Science, the Native Centre, and many others.
- Between 10 and 30 students visited each table. Although the event ran smoothly and received positive feedback, due to lower than anticipated turn out, we have decided not to continue with the event in the future.



Pictured is a volunteer from the Calgary Food Bank sharing information about the organization with a student.

Program Overviews

Administrative Volunteer Program (AVP)

Program Coordinator: Andrew Barry

Program Description

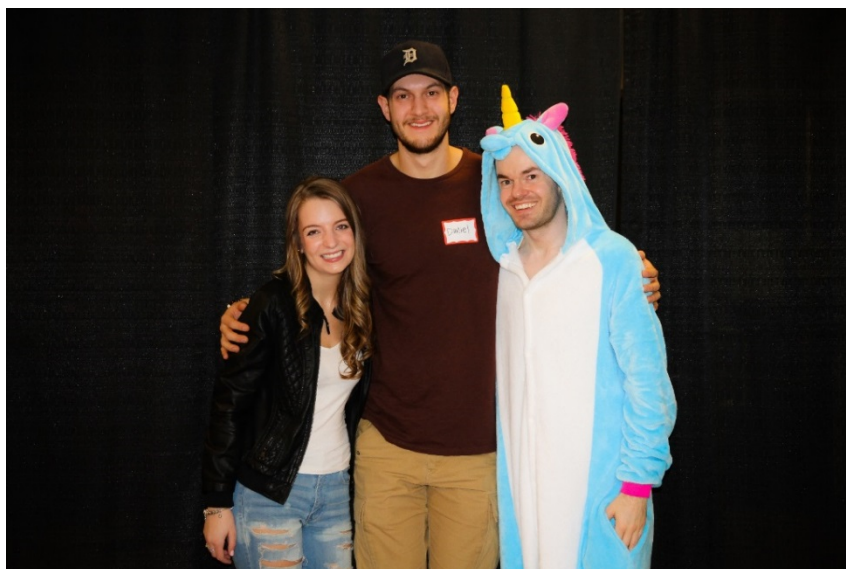
The Administrative Volunteer Program gives students the opportunity to gain professional administrative experience by coordinating the Volunteer Services front desk. Through their volunteer work, the AVP volunteers gain practical, on-the-job training in a variety of areas, ranging from file management 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

	# Volunteers	Volunteer Hours
		29 hours on average
Total	33 volunteers	1,067

Key Points

- During the 2016-2017 school year, AVP volunteers were also stationed at the Students' Union front desk.
- Several AVP volunteers were involved in the implementation of the U Help Students' Union Volunteer Fair. Their responsibilities included coordinating the Volunteer Services booth and advertising the fair to the campus community.
- The AVP volunteers helped to organize the Volunteer Appreciation Party. They chose the theme and successfully sought donations from 42 businesses, ranging from the Calgary Flames to Swizzlesticks.



Pictured are AVP volunteers Kayla Huggard and "Damn" Daniel Sola, and Volunteer Services Programming and Team Lead Andrew Barry at the Volunteer Appreciation Party.

Alternative Spring Break (ASB)

Program Coordinators: Kerensa Huber & Sarah Reid

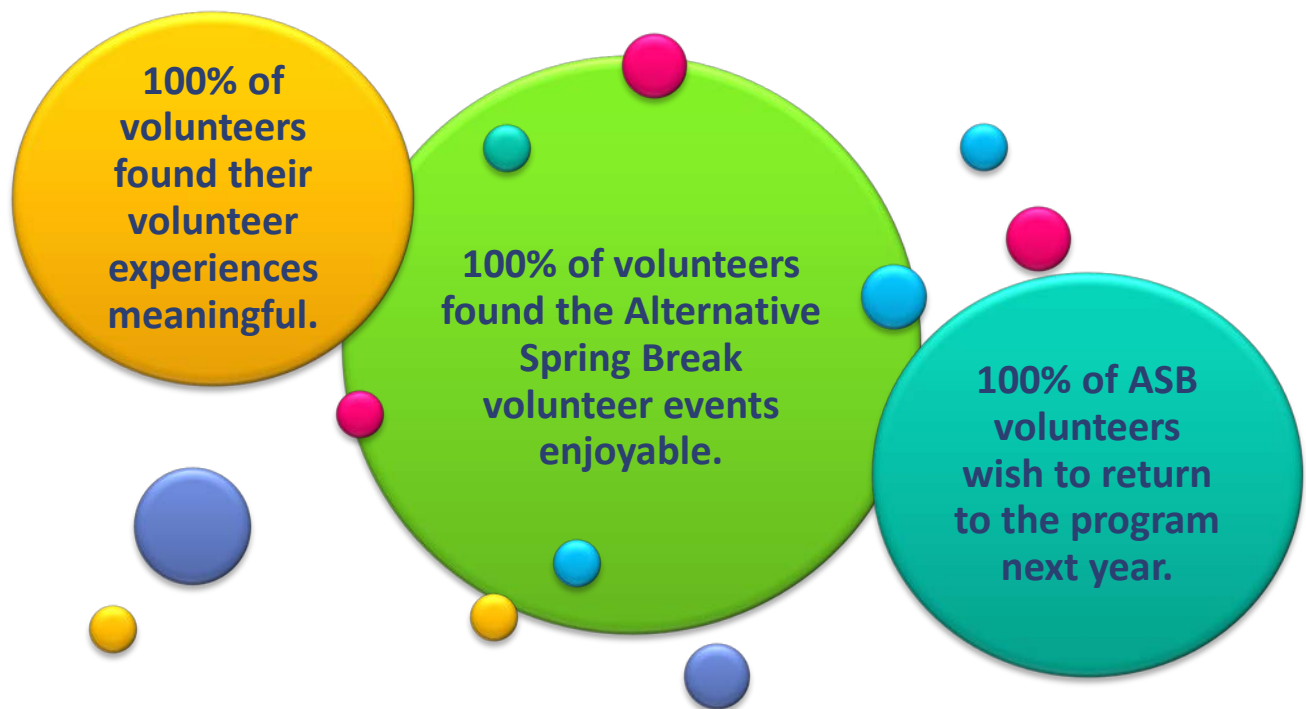
Program Description

Alternative Spring Break links undergraduate students to non-profit organizations in Calgary. Over Reading Week, 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

	# Volunteers	Volunteer Hours
		20 hours on average
Total	15 volunteers	294

ASB Volunteer Year End Survey Results



Key Points

- This year, ASB took place between February 21st and 23rd.
- ASB included nine service-learning group volunteering events, which were held in conjunction with the Calgary Drop-In and Rehab Centre, Calgary Reads, Catholic Family Service, Children's Cottage Society, Community Kitchen Program of Calgary, HIV Community Link, LINKAGES Society, Women in Need Society and YWCA.

Breakfast Program (BP)

Program Coordinators: Allison Iriye & Amy LeBlanc

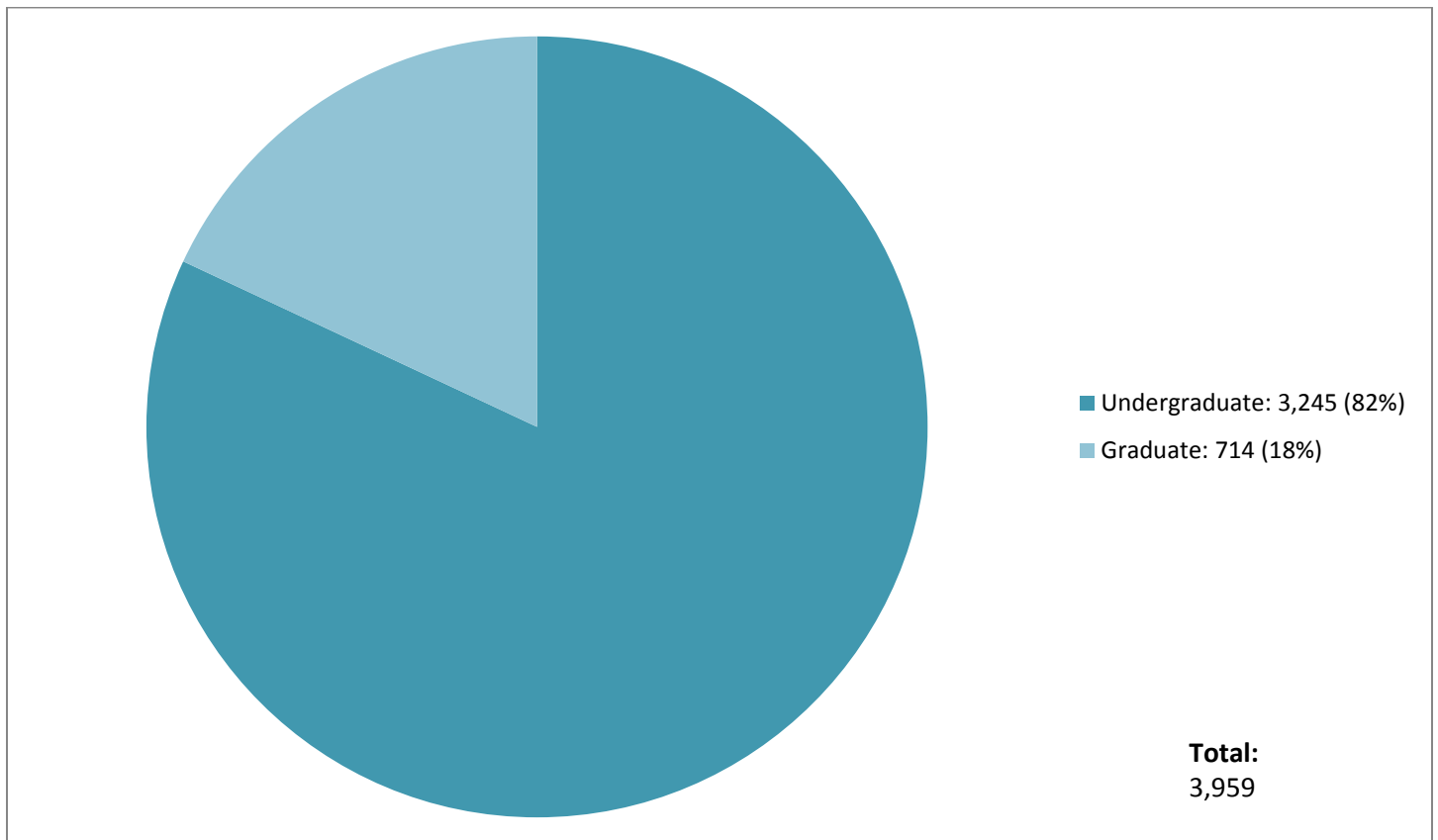
Program Description

On Tuesdays and Wednesdays, the Breakfast Program provides undergraduate and graduate students with a free meal 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

	# Volunteers	Volunteer Hours
	2 leadership volunteers	47 hours on average
	7 volunteers	44 hours on average
Total	9 volunteers	349

Breakfast Program at a Glance – September 2016 to April 2017



Key Points

- During the Breakfast Program's fourth year, attendance decreased, making the program easier to manage. The average number of clients was around 92 clients per morning. Last year, that figure was 117.
- The Breakfast Program spent \$6472.46 during the school year, averaging \$809.06 per month. 3959 undergraduate and graduate students were served a free meal.

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.

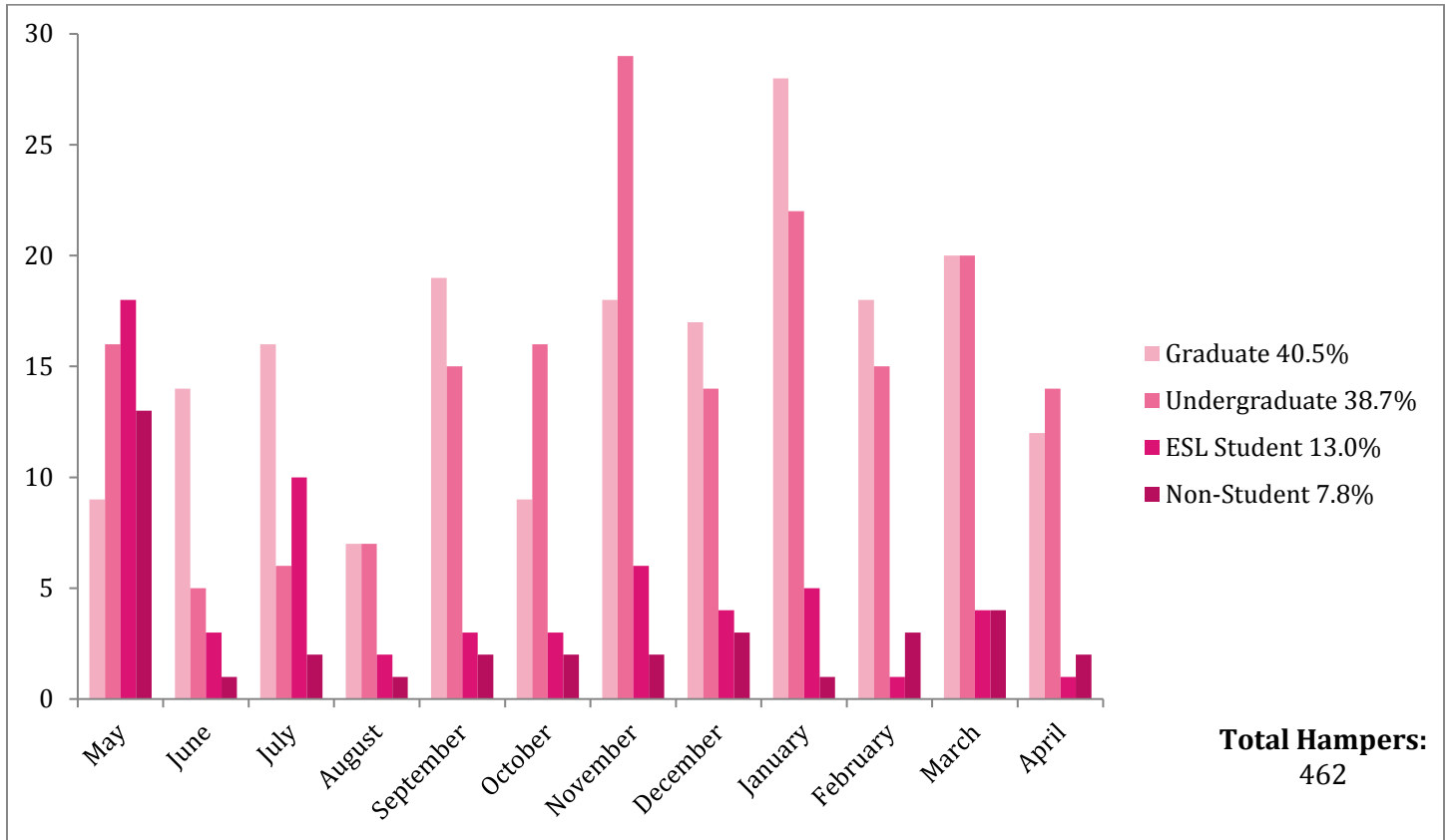
Volunteer Statistics

	# Volunteers	Volunteer Hours
	3 leadership volunteers	131 hours on average
	24 volunteers	58 hours on average
Total	27 volunteers	1,781

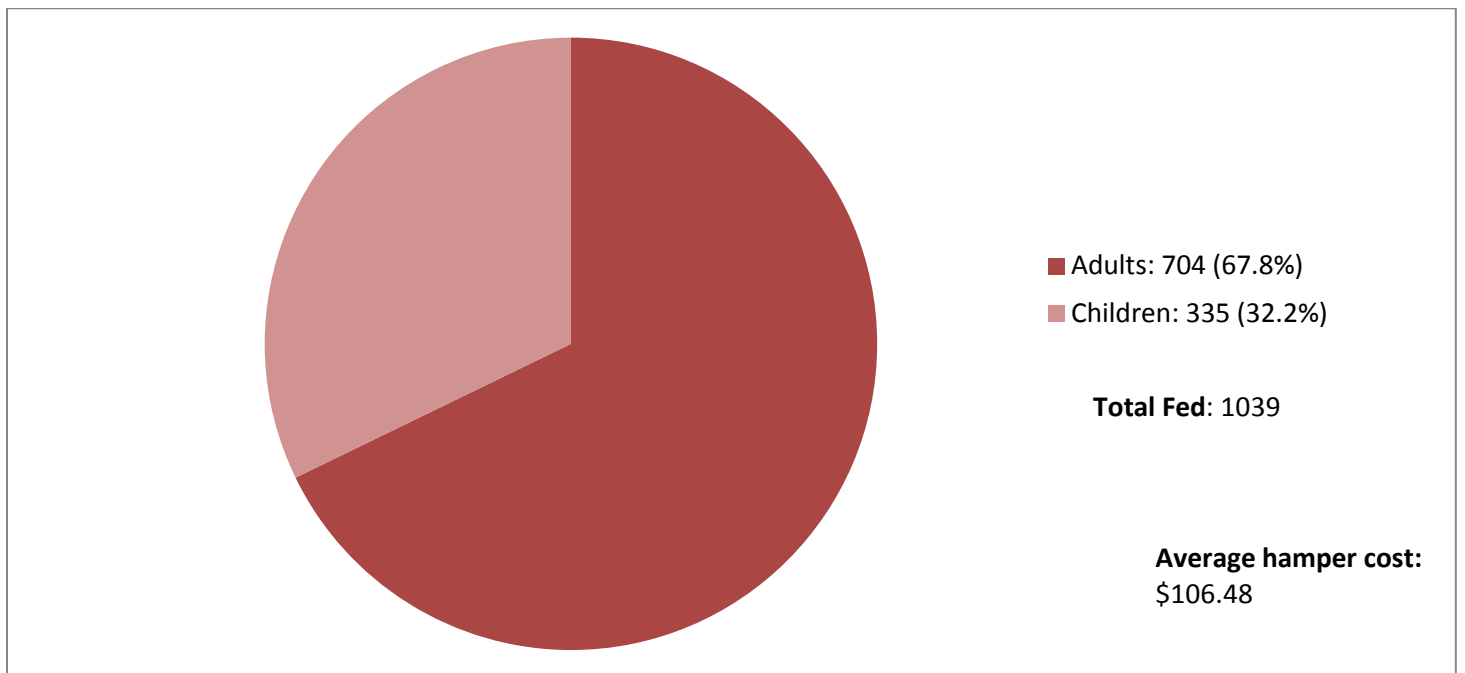


Pictured are CFB Coordinators Amy LeBlanc and Allison Iriye, and CFB donors Jordan Bowles and Erin English from Aramark.

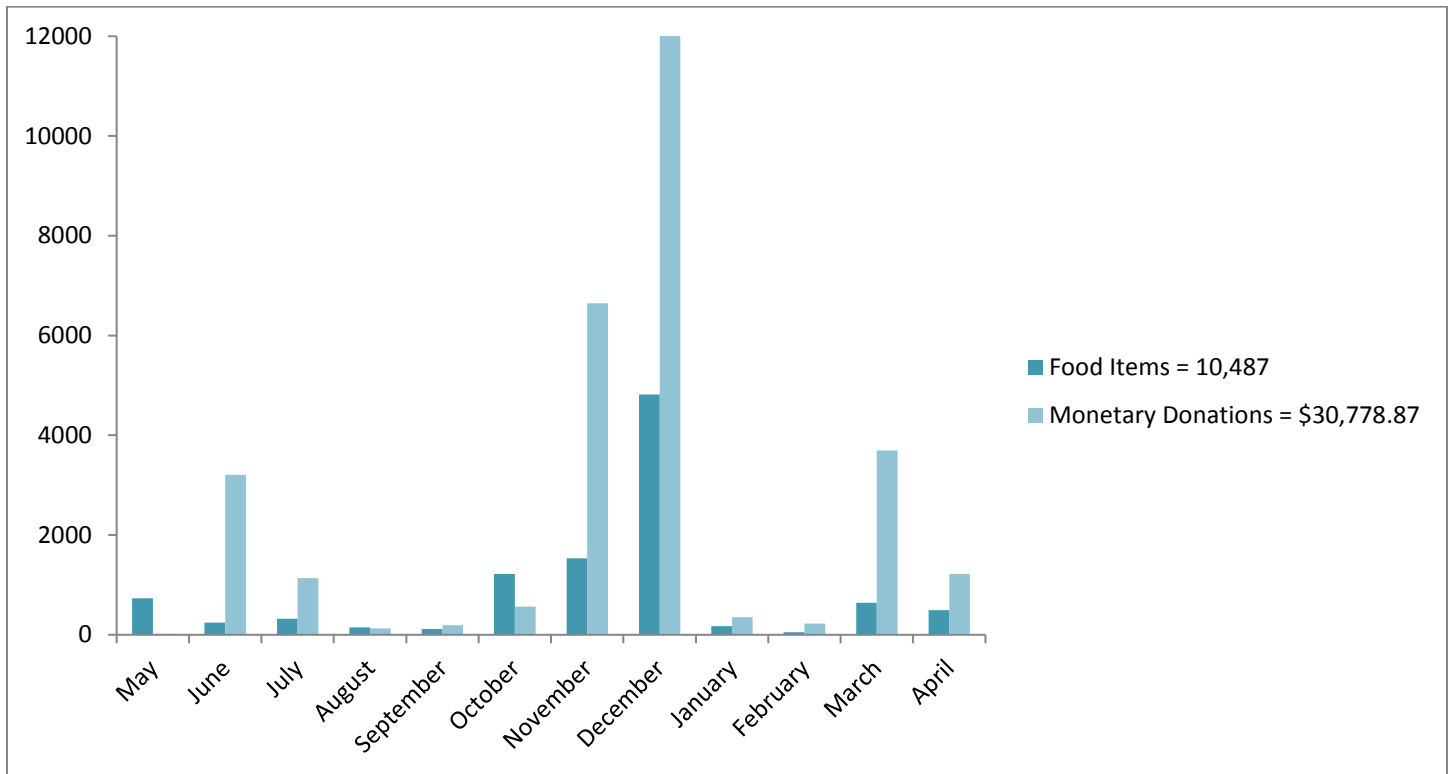
Hamper Access – May 2016 to April 2017



Number of Clients Fed – May 2016 to April 2017



Donations – May 2016 to April 2017



Good Food Box

# Orders	# Bursaries
19 orders per month on average	3 per month
Total 131	

Key Points

- CFB usage continued to go up this year. Between May 2016 and April 2017, the CFB distributed 462 hampers, feeding 1,039 adults and children. During the same period last year, those figures were 367 and 744.
- The CFB saw an increase in monetary donations over the past twelve months. The CFB received \$30,778.87 and 10,487 items between May 2016 and April 2017, and \$25,739.23 and 19,707 items from May 2015 to April 2016.
- During the academic year, the Campus Food Bank organized five major events, including the SU Spring Food Drive, a new donations event. Over the course of four days, campus groups competed against each other to raise the most money and food. In the end, they collected \$2,300 and 107 items.
- This year, 56 holiday hampers were given to clients to make a special turkey dinner during the holiday season. This is a slight decrease, as 60 were given in 2015.
- In May, the CFB contributed to the Fort McMurray wildfire relief efforts by making hampers available to evacuees who sought shelter at the University of Calgary. The summer CFB team gave out 11 hampers to these clients, feeding 39 people, including 18 children.

Dr. Seuss in the Park (DSP)

Program Coordinators: Keyli Kosiorek & Kirsten Stagg

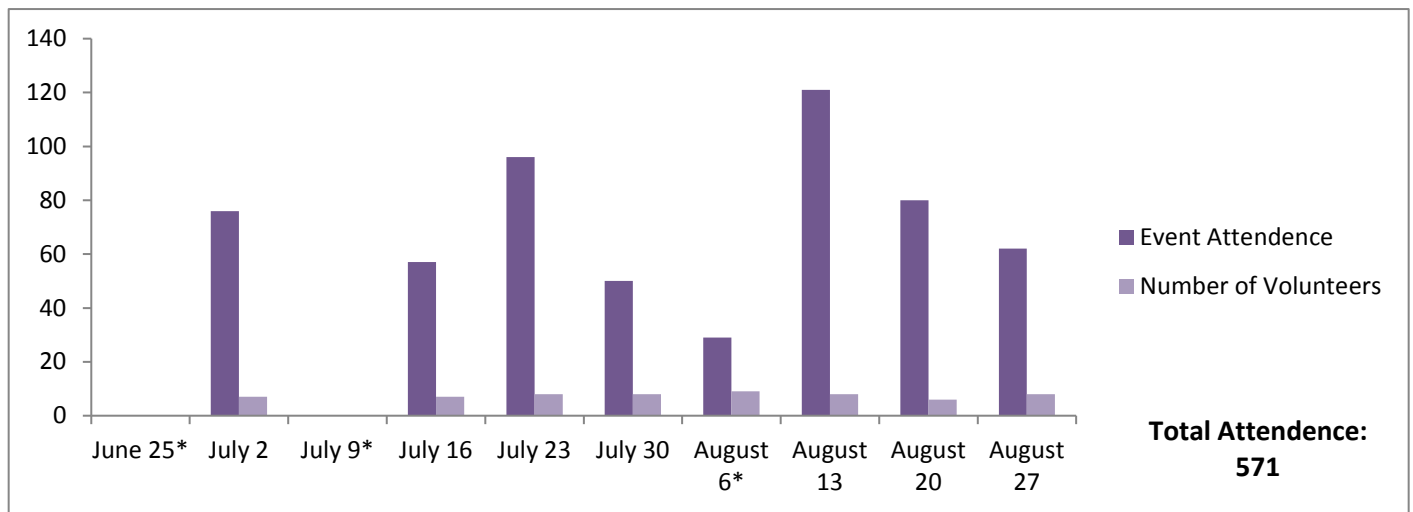
Program Description

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

	# Volunteers	Volunteer Hours
		21 hours on average
Total	19 volunteers	402

Participant Statistics - June to August 2015



* The events on June 25 and July 9 were cancelled due to rain, and the event on August 6 ended early for the same reason.

Key Points

- In 2016, DSP occurred every Saturday between June 25th and August 27th. 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.

- Even though two events were cancelled and one ended early, the program achieved a record number of participants, attracting 119 more children than last year.

Information Centre/Lost & Found (ICLF)

Program Coordinators: Keyli Kosiorek & Kathleen Reeves

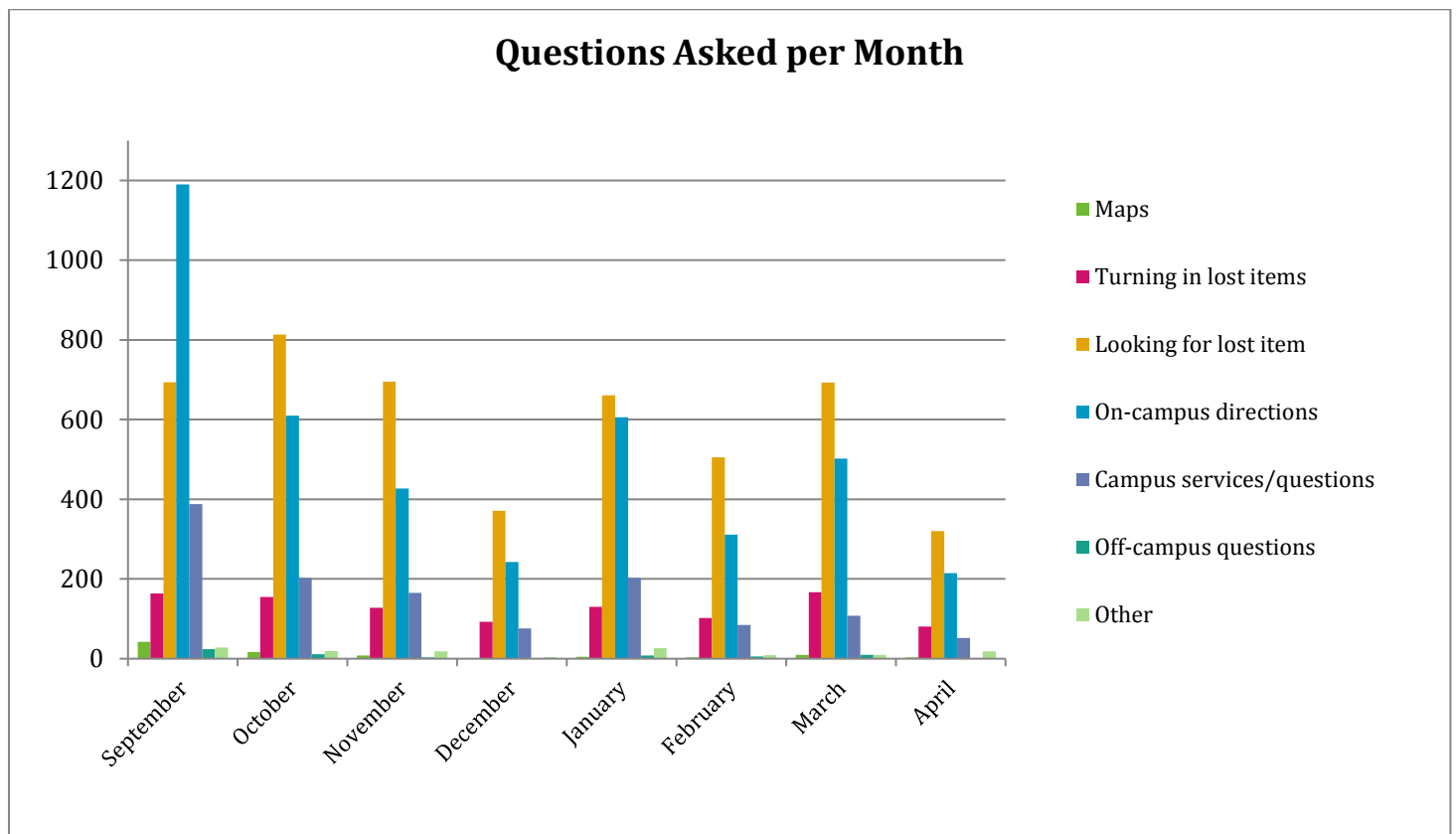
Program Description

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.

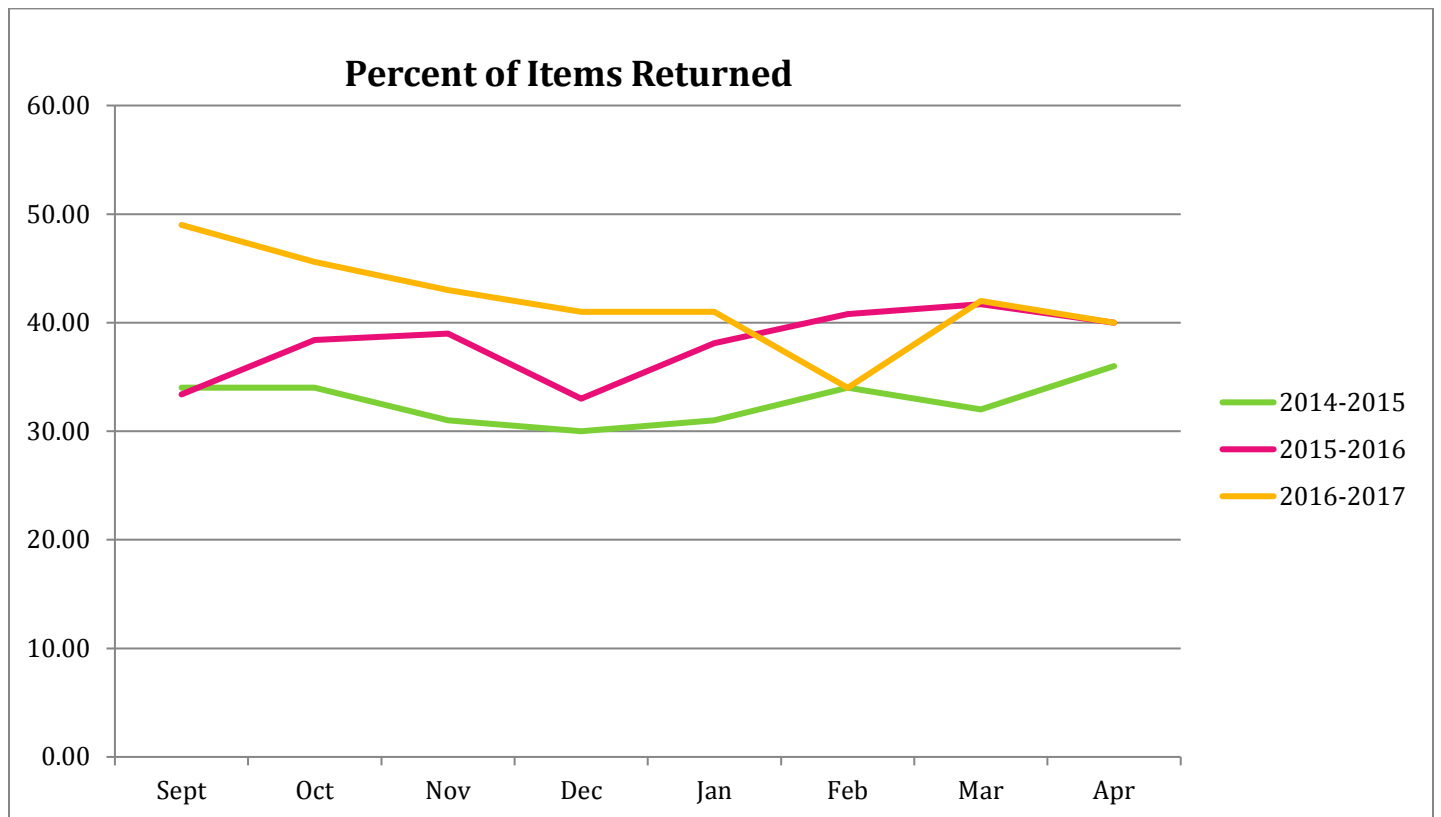
Volunteer Statistics

	# Volunteers	Volunteer Hours
	6 leadership volunteers	44 hours on average
	43 volunteers	47 hours on average
Total	49 volunteers	2,296

Distribution and Number of Question Asked at Information Centre/ Lost and Found - September 2016 to April 2017



Percentage of lost items returned to owner



Key Points

- In September, the ICLF expanded its hours from 9:00 am to 4:00 pm to 8:30 am to 4:30 pm. Thus, the Information Centre is open during full business hours during the school year. Between May and August, it operates on reduced hours, 11:00 am to 2:00 pm.
- This year, the Information Centre continues to work closely with Safewalk. Volunteers from Safewalk are stationed at the Information Centre on weeknights, escorting people safely to their destinations on, and around, campus.

Into the Streets (ITS)

Program Coordinators: Kerensa Huber & Sarah Reid

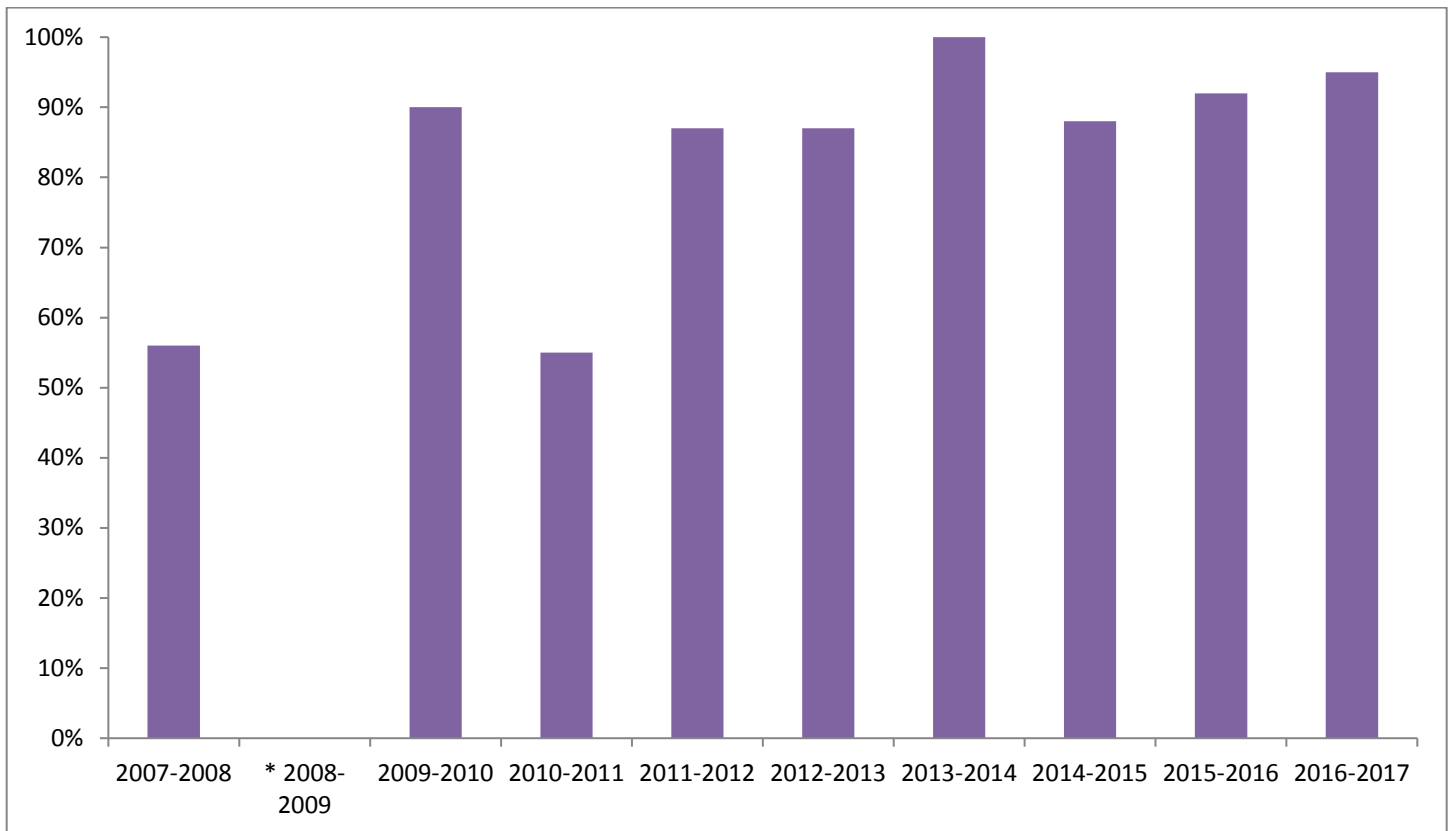
Program Description

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

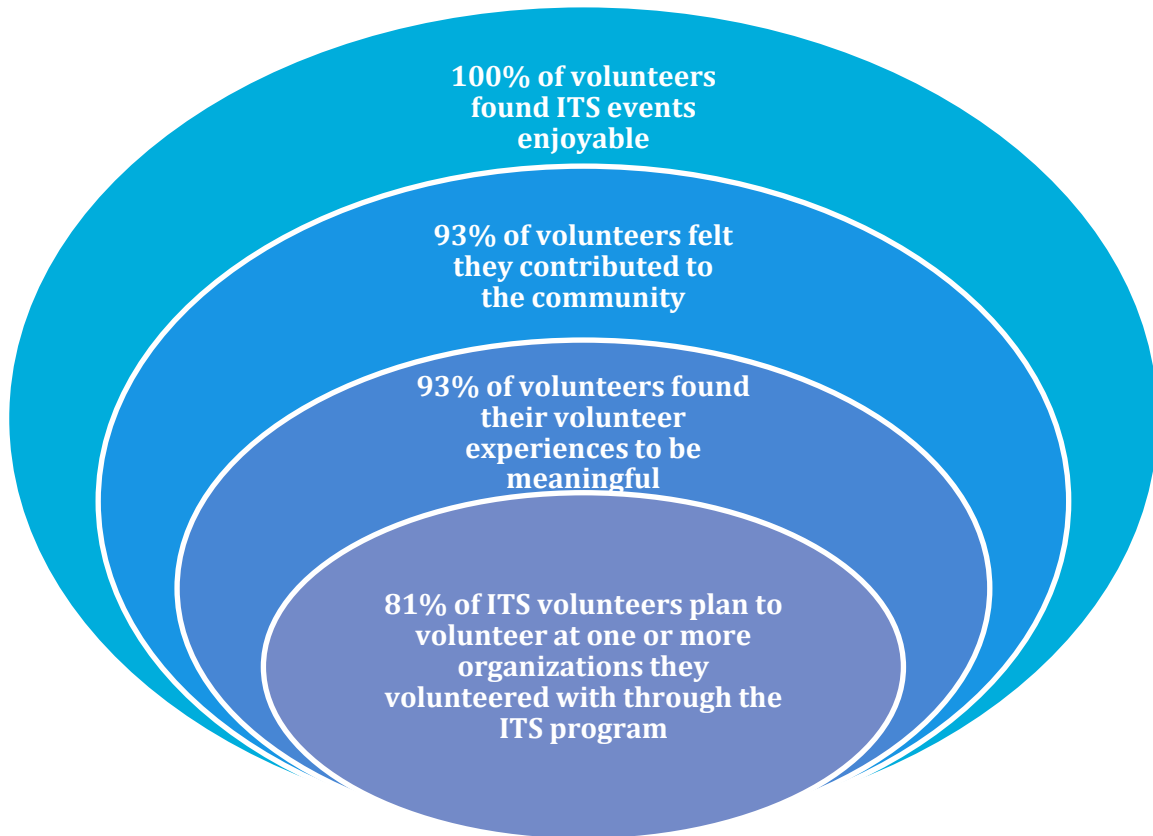
	# Volunteers	Volunteer Hours
	3 leadership volunteers	25 hours on average
	40 volunteers	20 hours on average
Total	43 volunteers	895

Volunteer Completion Rate by Year – 2007-2008 to 2016-2017



*Data for 2008/2009 unavailable

ITS Volunteer Year End Survey Results



Key Points

- A total of 45 group volunteer events were held at 31 organizations between September 2016 and April 2017. These organizations were:
 - Salvation Army
 - Calgary International Film Festival
 - Alzheimer Run and Walk
 - Women's Centre
 - Outrun the Stigma
 - Grow Calgary
 - Inn from the Cold
 - Heritage Park
 - Meal Exchange
 - Mustard Seed
 - KidsUpFront
 - Calgary Zoo
 - Between Friends
 - Cerebral Palsy Kids & Families
 - Children's Cottage
 - Cystic Fibrosis
 - Special Olympics
 - Hospice Calgary
 - Calgary Food Bank
 - Ronald McDonald House
 - Step Up Challenge
 - CUPS
 - Vertigo Theatre
 - Calgary Immigrant Education Society
 - Brenda Strafford Centre
 - Catholic Family Services
 - SU Campus Food Bank
 - Calgary Reads
 - Sunrise Community Link
 - City of Calgary
 - Storybook Theatre
- To successfully complete the program, the volunteers must participate in three events per term. This year, ITS had an 95% completion rate, the second highest completion rate during the past ten years.

Q Centre

Program Coordinators: Melanie Trudeau & Tabatha Wallace

Program Description

Q: The SU Centre for Sexual and Gender Diversity, also known as the Q Centre, 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 LGBTQA+ issues by promoting diversity and organizing educational activities and events. They also offer peer support and direct clients to community resources.

Volunteer Statistics

	# Volunteers	Volunteer Hours
	2 leadership volunteers	47 hours on average
	44 volunteers	44 hours on average
Total	46 volunteers	2,179

Q Centre Original Programming

- **Queer Mentoring:** This year, we offered the Queer Mentoring program for the first time. The initiative matched sexual and gender minority undergraduate students with queer-identified staff and faculty members. The four mentors helped the same number of mentees attain personal and professional goals.
- **Discussion Groups:** Although the Q Centre has held discussion groups in the past, this year was the first year we held frequent discussion groups, offering six per semester. We also did things differently this year by inviting and training guest facilitators.
- **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 2016-2017, the group organized two events, "How to be a good ally" and "A resource and ideas exchange." Queer U of C received event venues, equipment and catering from the MacEwan Conference and Event Centre, and funding from the Office of Diversity, Equity and Protected Disclosure.

Top Five Best Attended Events in 2016-2017

1. Campus Carnival (Sex Week)
Every year, Sex Week kicks off with the Campus Carnival. Organized by the Students' Union and Women's Resource Centre, the event features carnival games and treats, and a resource fair. This year, the event took place on February 6 th in the MacEwan Student Centre North Courtyard. Various stakeholders participated, and approximately 135 students and staff dropped by.
2. Q Centre Open House
Arguably the most fun event we host every year, the Open House is a chance to introduce new members of the campus community to the Q Centre and reconnect with regulars. The program coordinators give short speeches, and guests enjoy pizza and top 40 hits. Approximately 100 individuals came out for the event on September 8.
3. Queer U of C: How to be a good ally
When Queer U of C began, we asked members of the campus community to recommend event topics. Overwhelmingly, students, staff and faculty requested an event on allyship. Held on November 30, "How to be a good ally" was hosted by Dr. Dawn Johnston and featured four panellists. The 50 attendees enjoyed lunch while picking up helpful tips.
4. Trans 101 (Sex Week)
The Q Centre team has noticed an increased interest in, and need for, events and services that support the trans community, and we are glad we can help out. Forming part of Sex Week, one of these events was Trans 101, which provided an introduction to trans topics. It took place on February 8 and attracted 40 guests.
5. Birthday
On November 3, the Q Centre celebrated its sixth birthday. Beforehand, a handful of volunteers decorated the space and compiled a playlist. During the event, the program coordinators said a few words and Vice President Operations and Finance Branden Cave served cake.

Sex Week: February 6 – 10, 2016



Key Points

- Under the Q Centre banner, the Students' Union participated in the Calgary Pride Parade for the second time. Held on September 4th, approximately 25 elected officials, staff members and friends marched.
- Between March 20 and 24, we did something we have not done before. We recorded how many guests used the Q Centre. One hundred thirty-four people came in. That's about 27 people per day.



Pictured is part of the Students' Union contingent at the Calgary Pride Parade.

Students for Literacy (SFL)

Program Coordinators: Mansi Calapatti & Pavit Sidhu

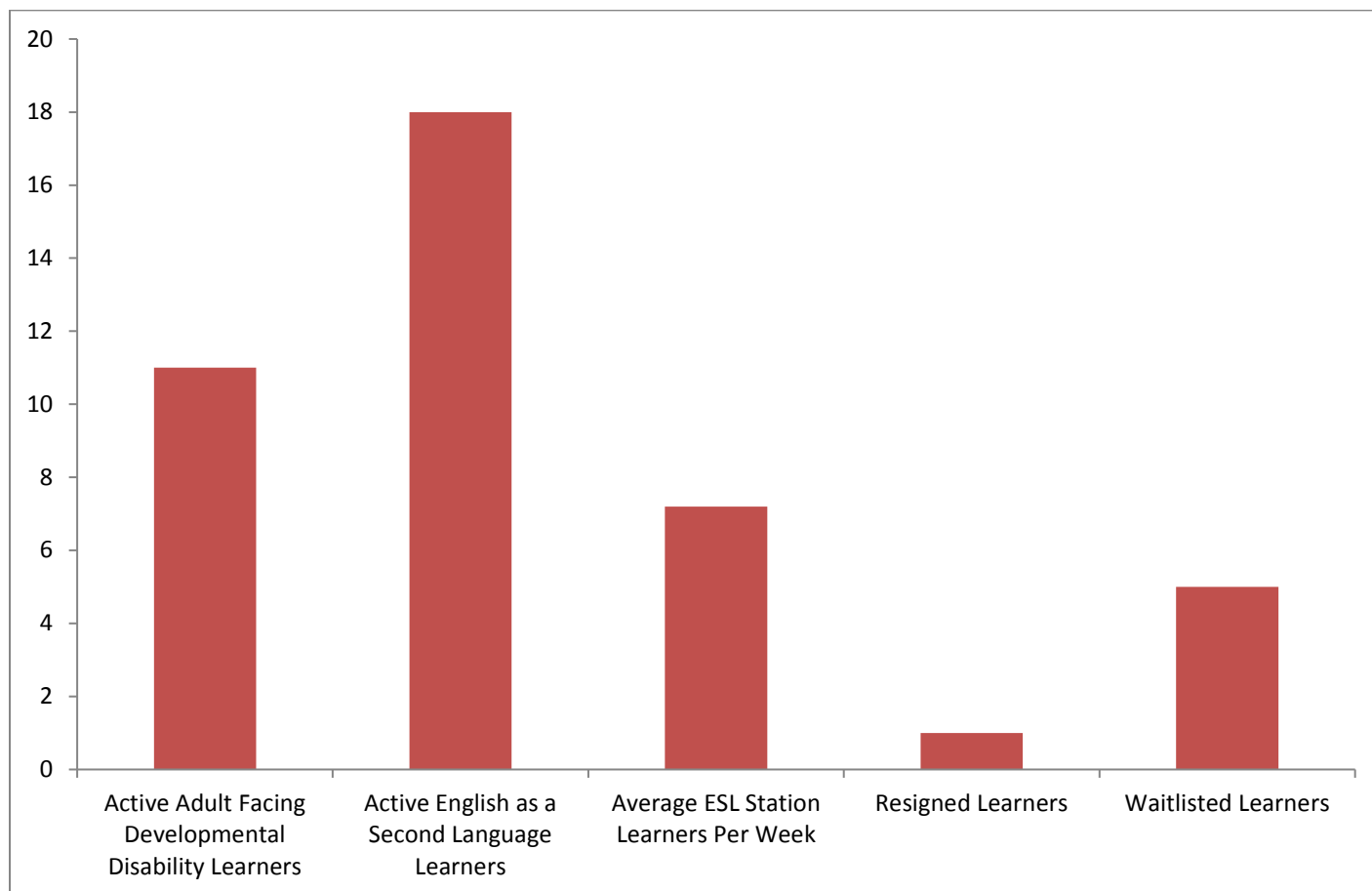
Program Description

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

	# Volunteers	Volunteer Hours
		44 hours on average
Total	32 volunteers	1,398

Learner Statistics



Key Points

- Each week, three or four volunteers operated the ESL Station. Up to 16 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 \$1,145.90. Last year, that figure was \$728.85.
- In addition to the program coordinators, 28 SFL clients and volunteers attended the Learner/Tutor Party on April 26, which gave everyone involved in the program the opportunity to socialize, enjoy a dinner and win draw prizes.



Pictured are SFL Coordinators Pavit Sidhu and Mansi Calapatti at the Learner/Tutor Party.

ucalgarycares New Orleans, Louisiana (NOLA)

**Project Leaders: Andrew Barry, Alycia Lauzon Program Coordinator: Alycia Lauzon
Program Assistant: Michelle Pellicano**

Program Description

Every year, Volunteer Services partners with the Leadership and Student Engagement office to make an ucalgarycares program possible. In 2017, Volunteer Services was excited to get behind the New Orleans, Louisiana (NOLA), initiative for the second time. Over Reading Week, the participants travelled to the United States of America and stayed in a bunkhouse. Provided with a rare service-learning opportunity, the volunteers expanded their knowledge of social determinants of health, and lent a hand helping a diverse group of civil society organizations. 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

	# Volunteers	Volunteer Hours
		31.25 hours on average
Total	20 volunteers	625

Key Points

- Prior to their departure, the volunteers participated in three pre-service workshops, preparing them for the trip.
- The students volunteered for five non-profit organizations, Communities in Schools of Greater New Orleans, Grow Dat Youth Farm, NOLA Tree 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 20 volunteers, successfully completed all tasks requested by its partner agencies.

Pictured are NOLA project assistant Michelle Pellicano, and participants Shana Césaire, Akshat Khairnar, and Jena Hemraj.



Volunteer Tax Program (VTP)

Program Coordinators: Rajvir Dhindsa & Gurleen Gill

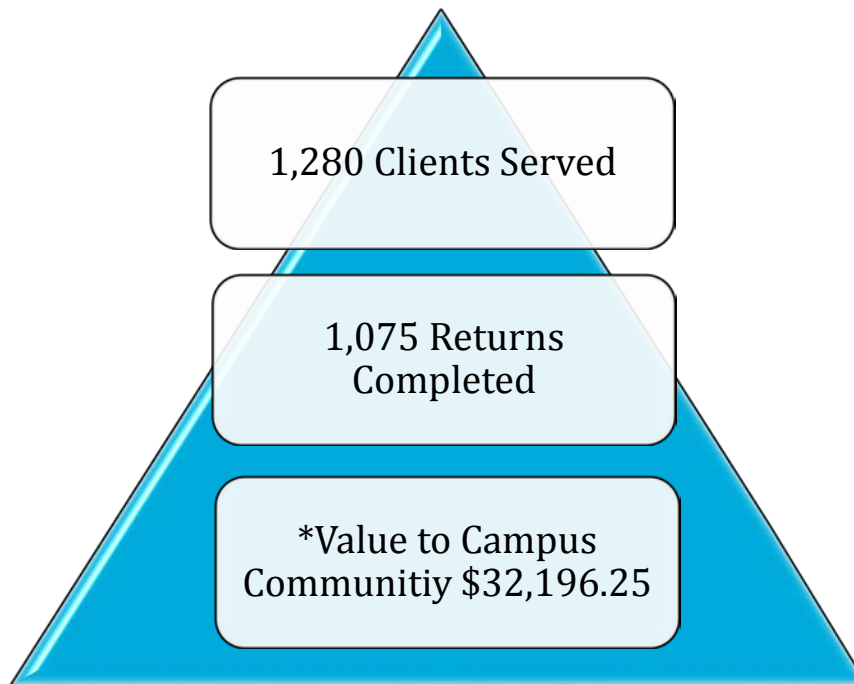
Program Description

The Volunteer Tax Program, a free income tax completion service, is run by two program coordinators and 102 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 team leads (leadership volunteers).

Volunteer Statistics

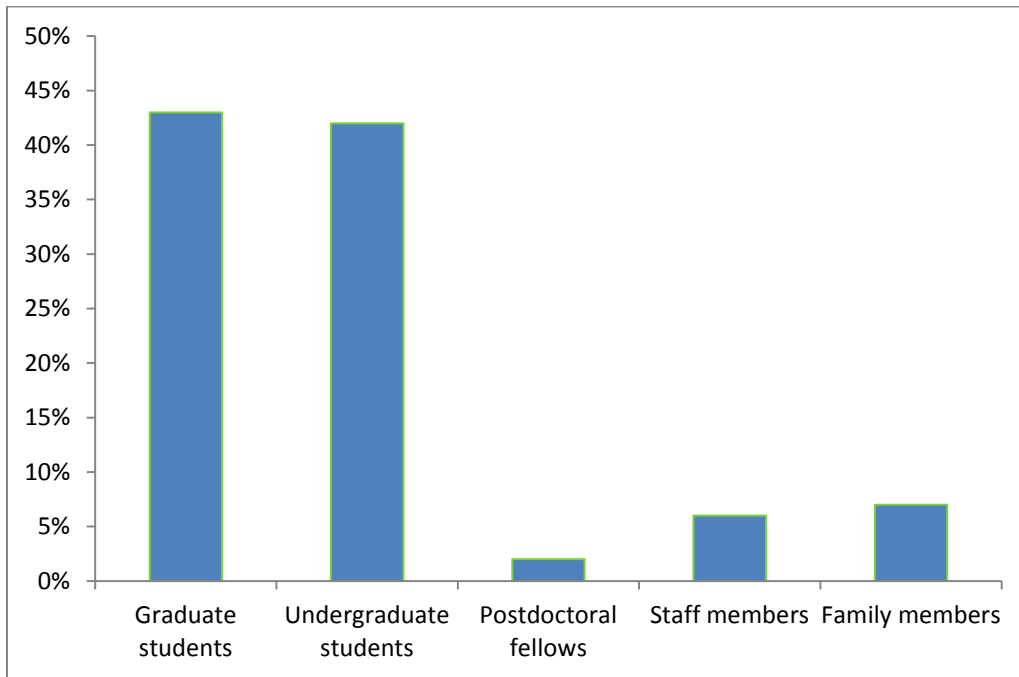
	# Volunteers	Volunteer Hours
	13 team leads	97 hours on average
	89 volunteers	24 hours on average
Total	102 volunteers	3,460

Client Statistics



*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



43% were graduate students
 42% were undergraduate students
 2% were postdoctoral fellows
 6% were staff members
 7% were family members

*These are the demographics for the 637 clients who eFiled their returns.

Key Points

- Six companies, the Arrow Group, CPA Alberta, Ernst & Young, H&R Block, KPMG and PwC, sponsored the Volunteer Tax Program this year. Donating \$4,250 in cash and \$700 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 27th and April 7th.
- The program coordinators planned the 2017 VTP Volunteer Appreciation Party, which was Volunteer Services' second largest event of the year. The celebration provided the 82 guests with the opportunity to socialize, enjoy a buffet dinner and opportunities to win draw prizes, ranging from iPads to gift cards.

Volunteer Appreciation

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 the centre's volunteers.

Volunteer Appreciation Party

On March 30, 2017, Volunteer Services hosted its annual Volunteer Appreciation Party. Held in the Shirley Anastasia Robertson Lounge from 5:00 pm to 8:00 pm, the Pajama Party themed event attracted 112 attendees. Volunteers enjoyed a broad selection of food and drinks, and were eligible for nine draw prize packages. The event also saw the presentation of the Volunteer of the Year Award, and the Portfolio and Keener Awards.

Volunteer of the Year Award

Comprised of Students' Union elected officials, the Volunteer of the Year Award Committee selected Jon Espayos, an SU Campus Food Bank (CFB) and Information Centre volunteer, as this year's recipient. Jon contributed 125 volunteer hours to the former program over the spring and summer, assisting his supervisor with record breaking traffic. During the school year, Jon gave an additional 221.25 volunteer hours to both programs and took on extra responsibilities as a CFB Leadership Volunteer. His duties included managing a volunteer Facebook page, planning appreciation events and assisting coordinators with general volunteer management. We are excited to announce that Jon will be an even bigger part of the Volunteer Services family next year. He will be one of the SU Campus Food Bank Coordinators.

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.

Alternative Spring Break Camille Antioquia	Administrative Volunteer Program Sanjul Vaish
Administrative Volunteer Program Veniecia Laylor	Breakfast Program Hanaa Afifah
SU Campus Food Bank Sarah Campbell	Information Centre/Lost and Found Heather Lee
Into the Streets Tony Gu	Q Centre Kailee Mears
Students for Literacy Andrea Weglo	Volunteer Tax Program Meagan Fong

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 next table.

Administrative Volunteer Program Daniela Heger	Breakfast Program Catherine Hillaby
SU Campus Food Bank Therese Servito	Information Centre/Lost and Found Carly Leung
Into the Streets Jordan Cormack	Q Centre Tayler VanWeeteringen
Students for Literacy Astha Gautam	Volunteer Tax Program Laura Cobos



Pictured are program coordinators and guests at the Volunteer Appreciation Party.