

Students' Union, University of Calgary

# **SU Volunteer Services Annual Report**

2017-2018



## Table of Contents

<b>By the Numbers</b> .....	3
<b>A Message from the Coordinator, Volunteer Services</b> .....	4
<b>Committee of 10,000</b> .....	5
<b>Program Overviews</b> .....	7
Administrative Volunteer Program (AVP).....	7
Alternative Spring Break (ASB).....	8
Breakfast Program (BP).....	9
SU Campus Food Bank (CFB).....	11
Dr. Seuss in the Park (DSP).....	14
Information Centre/Lost & Found (ICLF) .....	15
Into the Streets (ITS).....	17
Q Centre.....	19
Students for Literacy (SFL) .....	22
ucalgarycares Homelessness at Home.....	24
Volunteer Tax Program (VTP) .....	25
<b>Volunteer Appreciation</b> .....	27



## By the Numbers

Volunteer Numbers	Volunteer Hours	# of Volunteers
Administrative Volunteer Program	1,407	34
Alternative Spring Break	306	14
Breakfast Program	281	11
SU Campus Food Bank	1,785	35
Dr. Seuss in the Park	443	19
Information Centre/ Lost & Found	2,322	49
Into the Streets	997	47
Q Centre	2,435	44
Students for Literacy	1,578	36
ucalgarycares Homelessness at Home	216	6
Volunteer Tax Program	3,339	124
<b>Total</b>	<b>15,109</b>	<b>419</b>



*Upper left to bottom right: Sarah Reid, Gabby Wagner, Tony Gu, Meagan Fong, Pratiksha Gurung, Tabatha Wallace, Shannon Hawthorne, Jon Espayos, Mansi Calapatti, Allison Iriye, and Anabel Cardenas Rivas.*

## A Message from the Coordinator, Volunteer Services

Students' Union Volunteer Services has 11 programs that give undergraduate students the chance to volunteer on campus and throughout the city. 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.

2017-2018 was a big year for Volunteer Services, as reflected in our successes and challenges. Our primary focuses for the past twelve months have been on sustainable growth and, as always, community.

Over the past several years, the Campus Food Bank and its associated programming have experienced a massive increase in demand. To keep up, we had to get creative, revisiting many of our policies and procedures. We partnered with other agencies, such as the Leftovers Foundation, to continue distributing food to our clients at a lower cost. We also made greater efforts to emphasize the need for monetary donations whenever soliciting. This is reflected in a 54% increase in monetary donations from the year before. And thanks to an anonymous donor and the University of Calgary, the food bank will be receiving guaranteed support for a number of years to come.

Because the ucalgarycares program we typically take part in, Building Healthy Communities – New Orleans, was not offered this year by the university, we instead participated in Homelessness at Home. Offered in partnership with Leadership and Student Engagement, this service-learning program gave students the chance to understand what it means to be homeless in Calgary from a holistic perspective.

Coming into this role, I wanted to uphold the strong sense of community that our past fearless leader instilled in Volunteer Services. We continued to post group photos on social media, and 115 attendees enjoyed our 80s-themed Volunteer Appreciation Party. The best part was seeing many friendships grow and flourish among volunteers and coordinators.

More detail on the initiatives outlined above and others are captured in this report, which covers Volunteer Services' activity from May 2017 to April 2018. It begins by discussing the Committee of 10,000. Next, it shares information about our programs, and it ends by providing an overview of our volunteer recognition and appreciation.



- Allison Iriye

## 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

- Hilary Jahelka, Vice-President Student Life (Chair)
- Allison Iriye, Coordinator, Volunteer Services (Staff Lead)
- Frank Finley (SLC)
- Kayla Huggard (SLC)
- Joseph Mercado
- Tobechi N Nwabuogot
- Briana Stallcup
- Masooma Tahir
- Tracy Tapang

### Major Decisions

- Sixteen non-profit organization projects were funded.
- Total allocated funds: \$21,000

### Non-Profit Organizations Approved for Funding

Organization Approved for Funding	Funding Amount
Calgary Inter-faith Food Bank Society	\$1,000.00
Making Changes Employment Association	\$1,000.00
Helping Families Handle Cancer	\$750.00
The Leukemia and Lymphoma Society of Canada	\$1,000.00
Closer to Home Community Services	\$1,000.00
Between Friends	\$1,000.00
Kids Up Front Foundation	\$1,000.00

Pet Access League Society	\$1,500.00
Distress Centre Calgary	\$1,000.00
Inn from the Cold Society	\$1,000.00
Métis Nation Local 87	\$3,000.00
The Downstage Performance Society	\$2,000.00
Calgary Alpha House Society	\$2,500.00
Calgary Reads	\$1,250.00
CommunityWise Resource Centre	\$1,000.00
Synergy Youth Development Society	\$1,000.00



*Pictured are Committee of 10,000 member Briana Stallcup, grant recipients Svetlana Miftahov-Rapoport and Dawn Catoor from the Inn from the Cold Society, and Committee of 10,000 chair Hilary Jahelka.*

## Program Overviews

### Administrative Volunteer Program (AVP)

Program Coordinator: Allison Iriye

#### 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
		41 hours on average
<b>Total</b>	<b>34 volunteers</b>	<b>1,407</b>

#### Key Points

- During the 2017-2018 school year, AVP volunteers were also stationed at the Students' Union front desk and were supervised by Michael Hedgecock, Coordinator, Student Support.
- Volunteers assisted with planning the Volunteer Appreciation Party, including choosing the theme, assisting with donation solicitation, and decorating.



*Pictured are AVP volunteers Egan Hamill, Angel Aulakh, Kim Pasamonte, Valerie Lennox, Natasha Blanchard, Kristen Fequet, Monique Dyson and Volunteer Services Coordinator Allison Iriye at the Volunteer Appreciation Party.*

## Alternative Spring Break (ASB)

**Program Coordinators: Sarah Reid & Tony Gu**

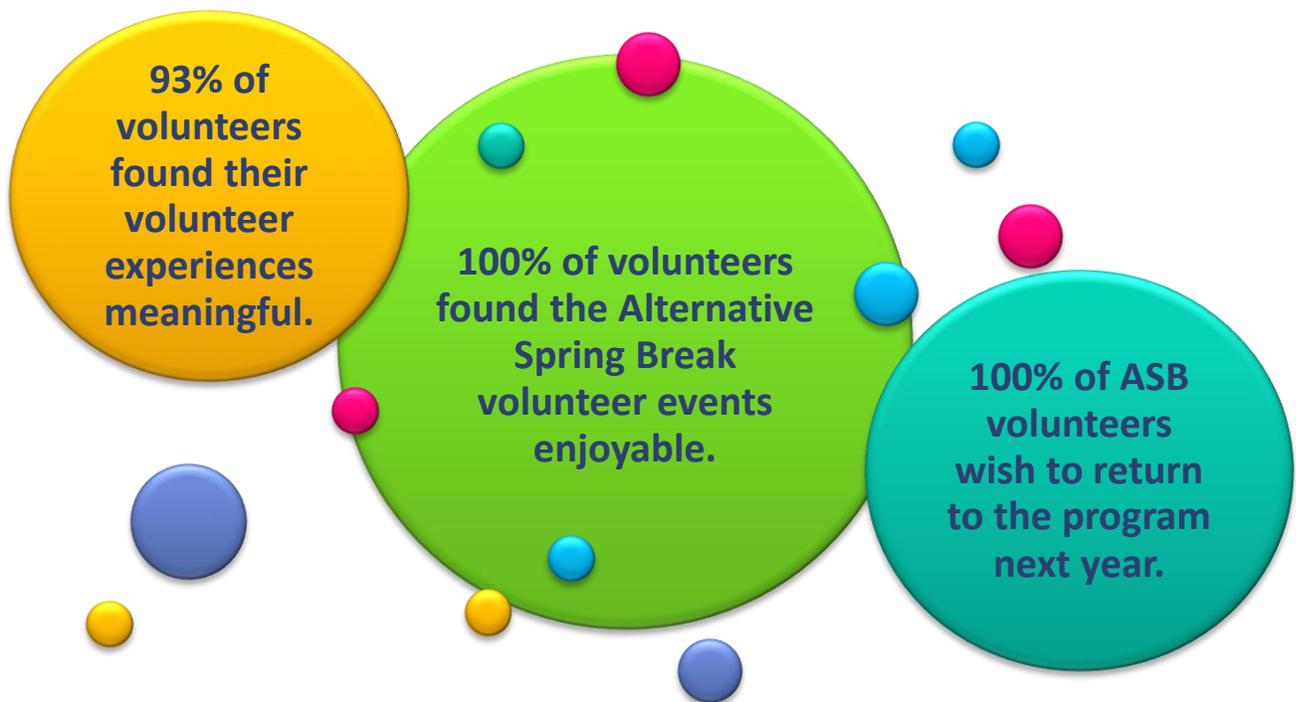
### Program Description

Alternative Spring Break links undergraduate students to non-profit organizations in Calgary. Over Reading Week, the students volunteer at 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
		22 hours on average
<b>Total</b>	<b>14 volunteers</b>	<b>306</b>

### ASB Volunteer Year End Survey Results



### Key Points

- This year, ASB took place between February 20<sup>th</sup> – 23<sup>rd</sup>.
- ASB included nine service-learning group volunteering events, which were held in conjunction with the Calgary Food Bank, the Drop In Centre, URSA Kootenay Residence, the Salvation Army, the Children’s Cottage Society, Inn from the Cold, the Kerby Centre, the Meow Foundation, and the Women In Need Society.

## Breakfast Program (BP)

**Program Coordinators: Jonathan Espayos & Gabby Wagner**

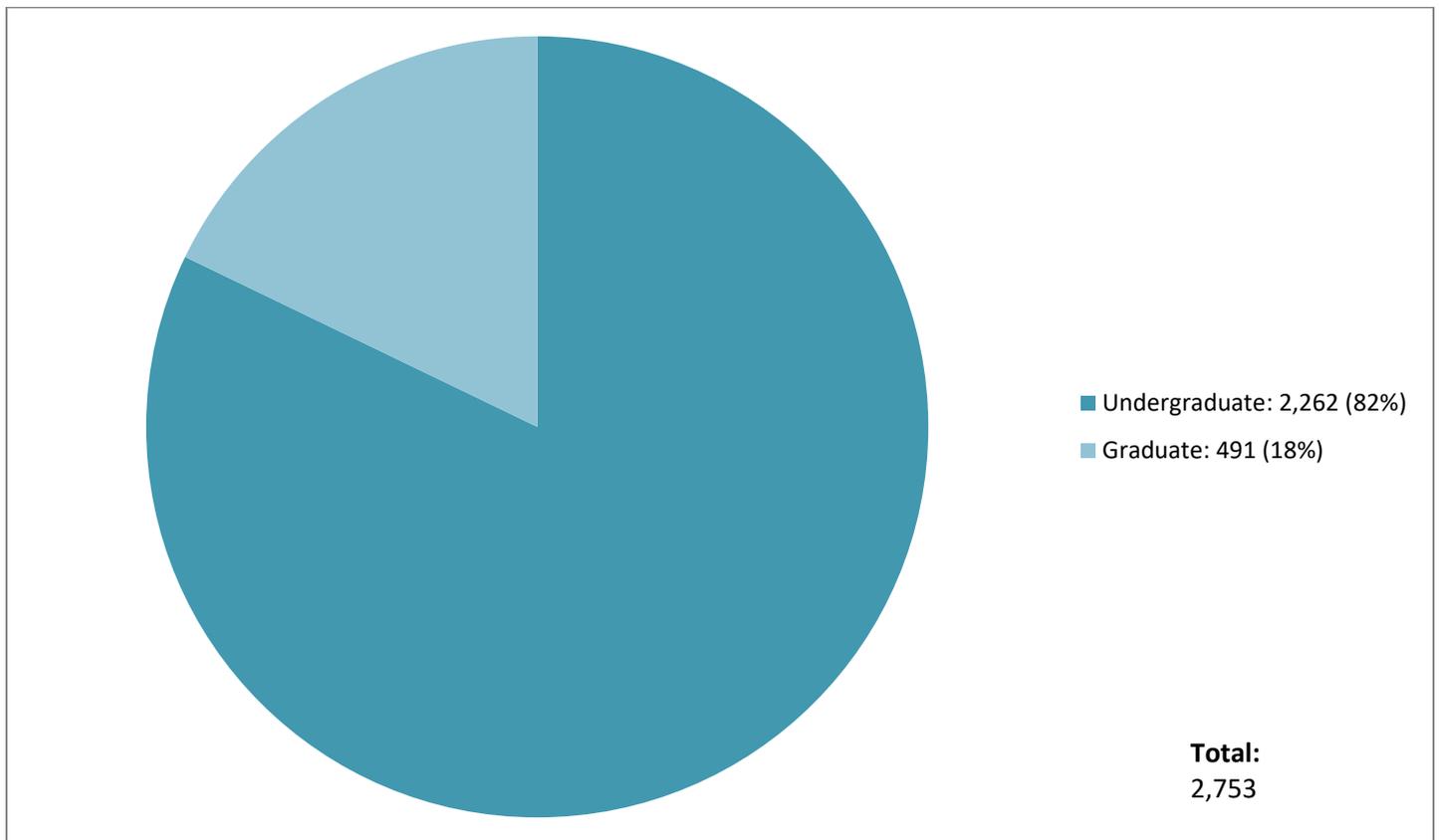
### Program Description

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.

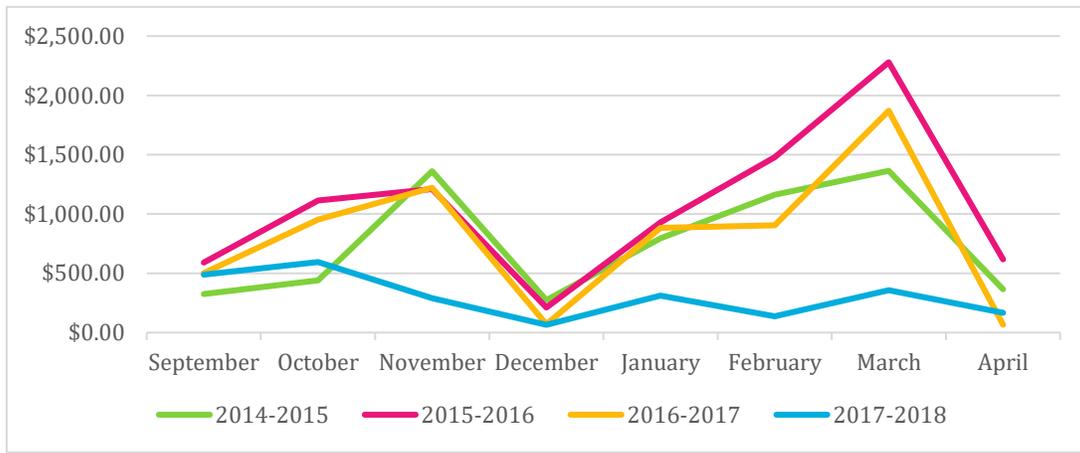
### Volunteer Statistics

	# Volunteers	Volunteer Hours
	2 leadership volunteers	35 hours on average
	9 volunteers	26 hours on average
<b>Total</b>	<b>11 volunteers</b>	<b>281</b>

### Breakfast Program at a Glance – September 2017 to April 2018



**Breakfast Program Annual Spending Summary – 2014 to 2018**



**Key Points**

- During the program’s fifth year, we strategically promoted the Breakfast Program to attract more food insecure students rather than all students. We also changed the menu, relying more on incoming donations from external organizations. Because of these changes, attendance has drastically decreased. The average number of clients was around 60 clients per morning. Last year, that figure was 92 and 117 the year before. However, decreased participation has made the program easier to manage.
- By receiving donations from various programs and organizations, such as the Calgary Food Bank’s Food Link program and the Leftovers Foundations, the Breakfast Program decreased its spending by 63%. Continuing the practices that were established this year will ensure the program’s sustainability. 2,753 students were fed breakfast for \$0.88 per person.



*Pictured are Breakfast Program volunteers Catherine Hillaby and Angel Aulakh.*

## SU Campus Food Bank (CFB)

**Program Coordinators: Jonathan Espayos & Gabby Wagner**

### 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 produce available at affordable prices.

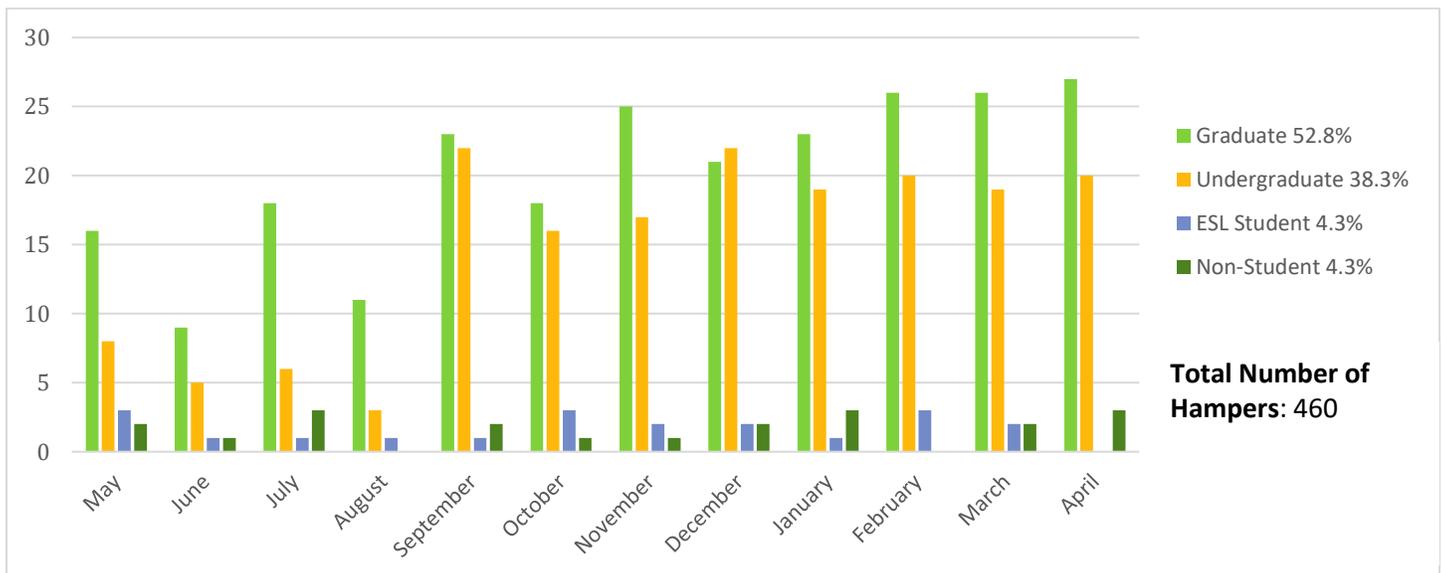
### Volunteer Statistics

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

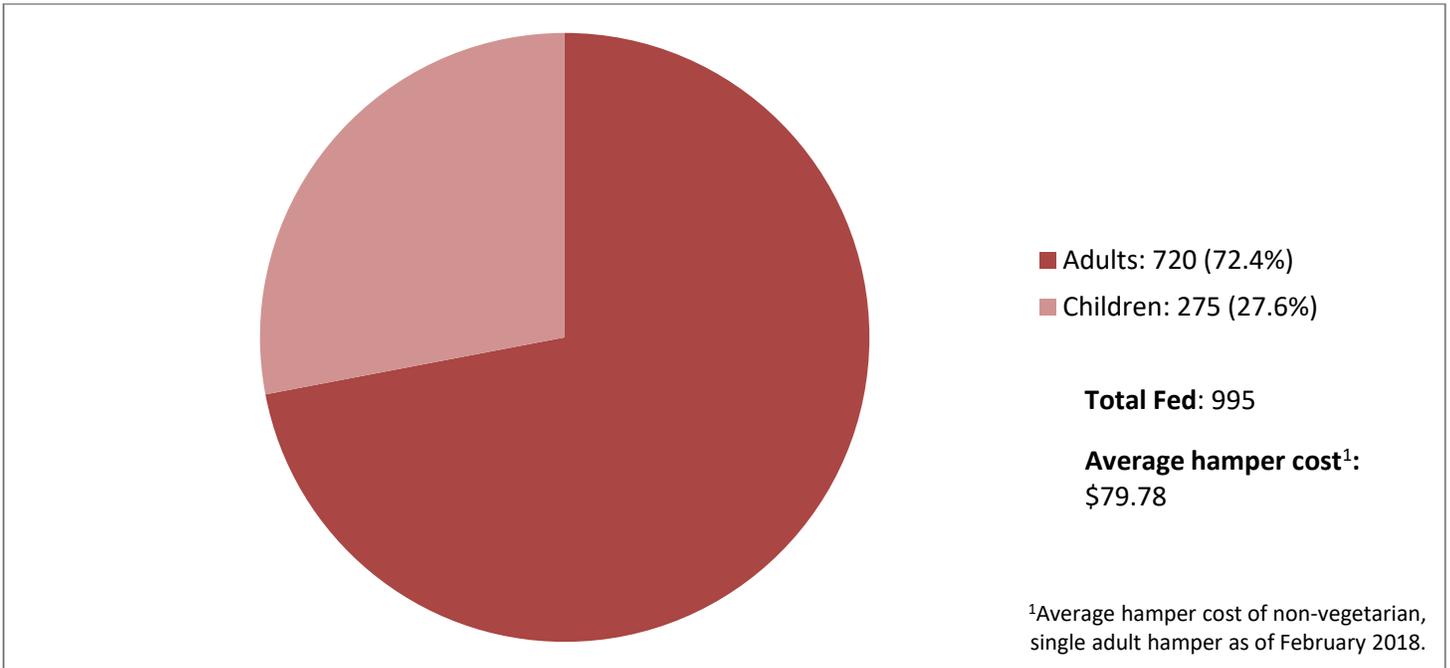


*Pictured are Campus Food Bank volunteers Hanaa Afifah, Gabrielle McGowan, Kaila Gjersten*

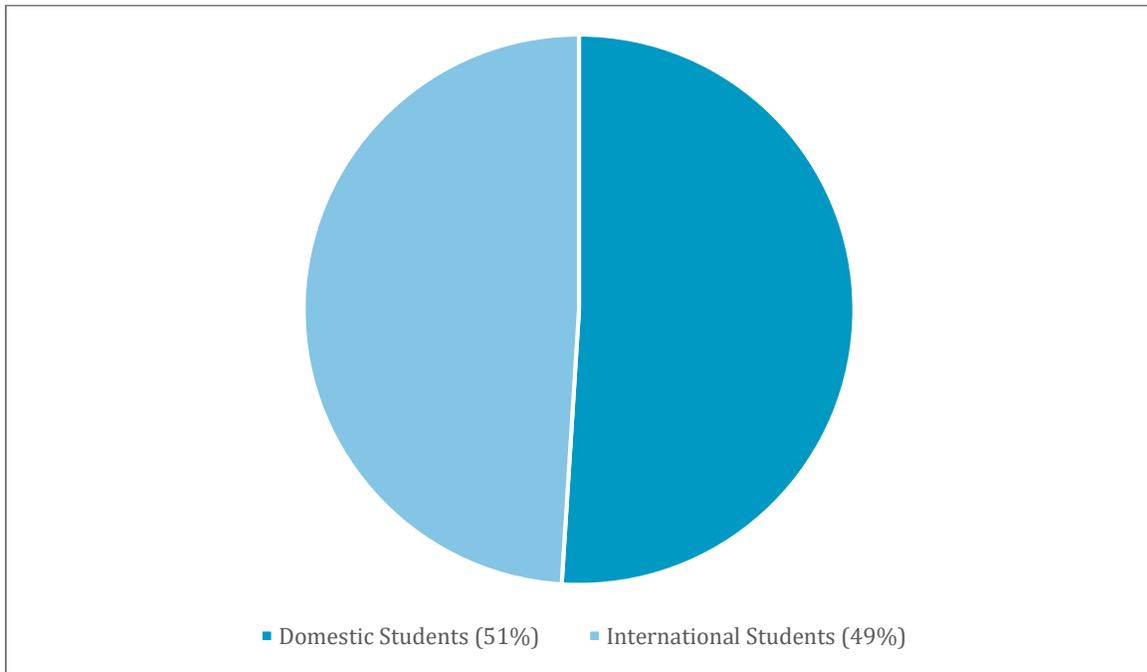
### Hamper Access – May 2017 to April 2018



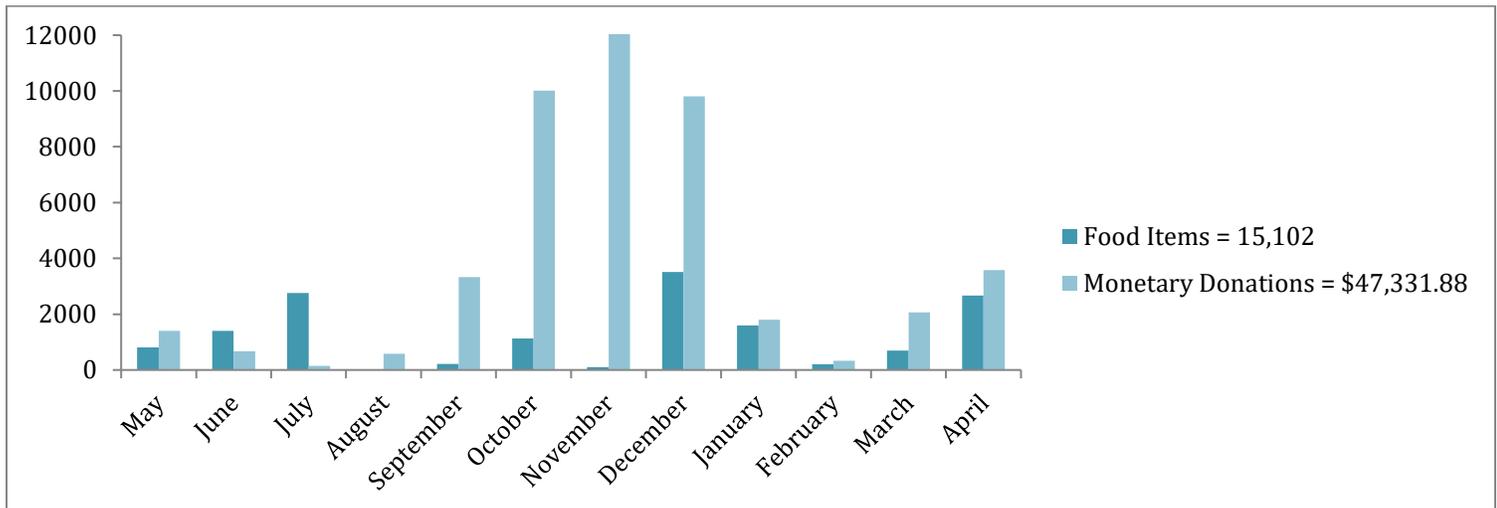
**Number of Clients Fed – May 2017 to April 2018**



**Percentage of Domestic and International Students – May 2017 to April 2018**



## Donations – May 2016 to April 2017



## Good Food Box

# Orders	# Bursaries
20 orders per month on average	3 per month
<b>Total 137</b>	

## Key Points

- Between May 2017 and April 2018, the CFB distributed 460 hampers, feeding 995 adults and children. During the same period last year, those figures were 462 and 1,039. This is the first, albeit minor, decrease in usage the Campus Food Bank has seen in five years.
- The CFB saw a 54% increase in monetary donations and a 44% increase in food donations from the previous year (see donations chart above). 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.
- Thanks to the support of the university and an anonymous private donor, the CFB will be receiving \$25,000 each year for five years to support the costs associated with running programming and services.
- Through revising policies and procedures and soliciting more donations, the average cost per hamper decreased by 8% this year.
- During the academic year, the Campus Food Bank organized five major events. These events included Adopt-a-Family, a program that matches community sponsors with student families to provide these families with gifts over the holiday season. This year, 30 sponsors were matched with 29 families, providing 70 children with gifts. This was one of the busiest years for the program on record.
- This year, 78 holiday hampers were given to clients to make a special turkey dinner during the holiday season. This was a 39% increase from 2016.
- The Campus Food Bank had a successful SU sustainability fund application, which will alleviate costs associated with sustainable practices from September 1, 2018 to August 31, 2021. The fund will cover transportation costs when picking up donations for the Breakfast Program, the purchase of a larger deep freezer, and reusable tote bags for clients' hampers.

## Dr. Seuss in the Park (DSP)

**Program Coordinators: Sarah Reid & Tabatha Wallace**



*Pictured are DSP volunteers at the reading tent.*

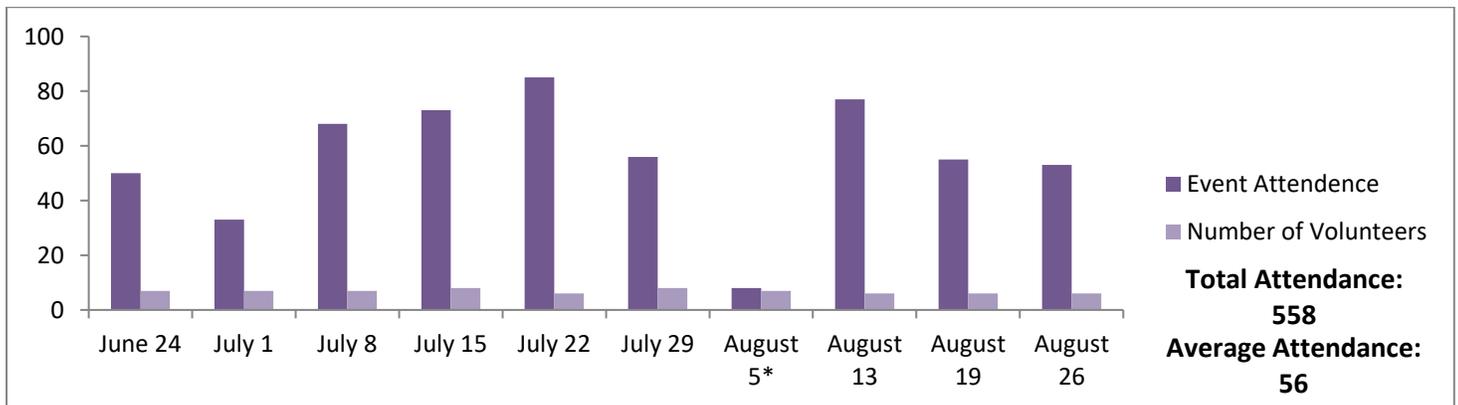
### Program Description

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
		23 hours on average
<b>Total</b>	<b>19 volunteers</b>	<b>443</b>

### Participant Statistics - June to August 2017



\* The event on August 5 had to end midway through the day due to rain.

### Key Points

- In 2017, DSP occurred every Saturday between June 24<sup>th</sup> and August 26<sup>th</sup>. The coordinators and volunteers began set-up at 10:30 am, and finished cleaning up and debriefing by 4:00 pm.
- Attempting to encourage families to return each Saturday, the program coordinators and volunteers distributed “passports” for children and promoted a different theme each week. The children who received the most stamps on their passports were eligible for a draw prize.

## Information Centre/Lost & Found (ICLF)

**Program Coordinators: Anabel Cardenas Rivas & Shannon Hawthorne**

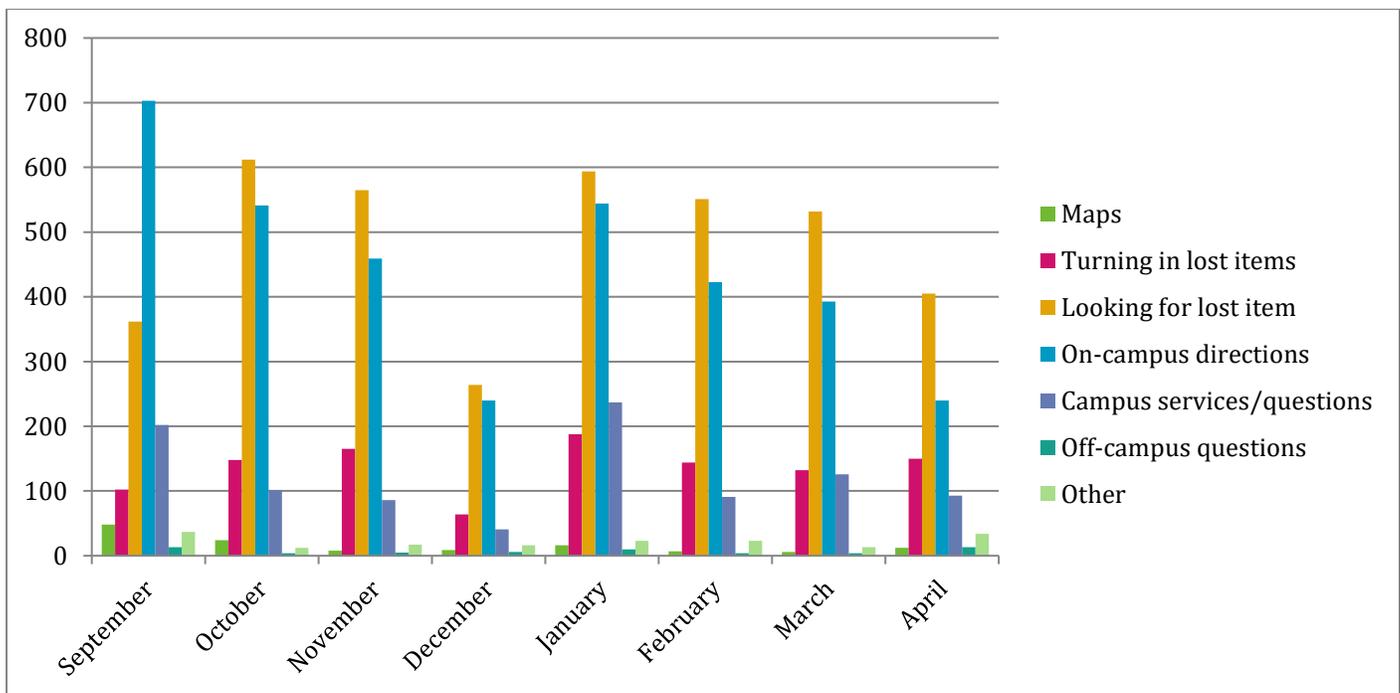
### Program Description

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.

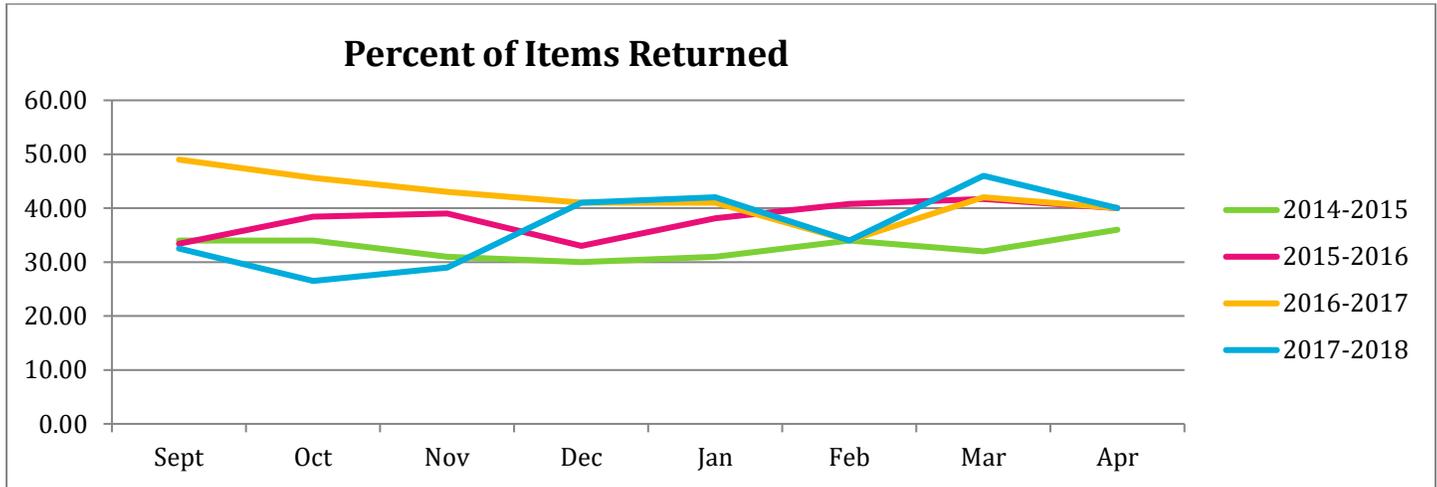
### Volunteer Statistics

	# Volunteers	Volunteer Hours
	3 leadership volunteers	27 hours on average
	46 volunteers	50 hours on average
<b>Total</b>	<b>49 volunteers</b>	<b>2,322</b>

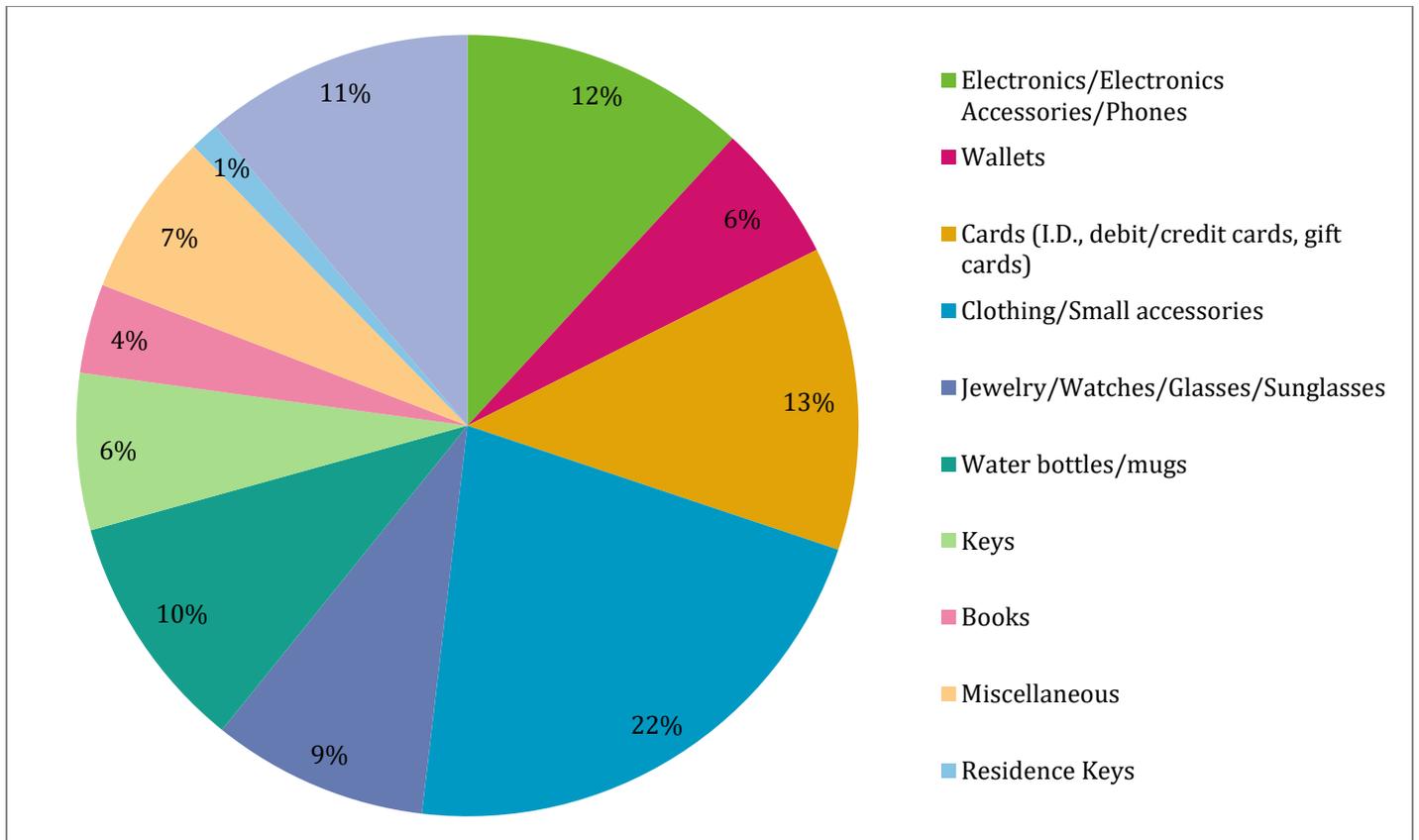
### Distribution and Number of Question Asked at Information Centre/ Lost and Found - September 2017 to April 2018



**Percentage of Lost Items Returned to Owner - Sept 2017 – April 2018**



**Types of Items Turned In - May 2017 – April 2018**



**Key Points**

- The Information Centre continued 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: Tony Gu & Sarah Reid

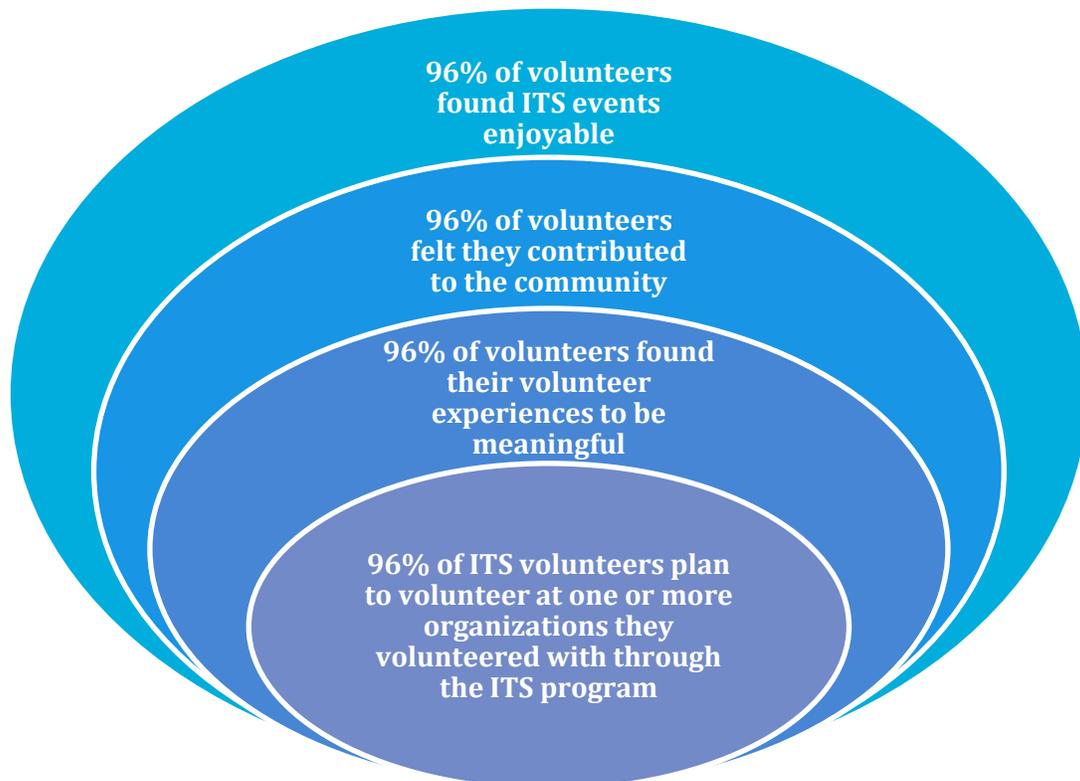
### Program Description

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	30 hours on average
	44 volunteers	21 hours on average
<b>Total</b>	<b>47 volunteers</b>	<b>997</b>

### ITS Volunteer Year End Survey Results<sup>1</sup>



<sup>1</sup> 24 out of 25 volunteer respondents reported positively, while one respondent indicated “neither agree nor disagree”.

**Key Points**

➤ A total of 46 group volunteer events were held at 23 organizations between September 2017 and April 2018.

These organizations were:

- Alzheimer Society of Calgary
- Between Friends
- Calgary Alpha House
- Calgary Dream Centre
- Calgary East Community
- Calgary Food Bank
- Calgary Immigrant Education Society
- Calgary John Howard Society
- Calgary Public Library
- Calgary Zoo
- Catholic Family Service
- Cerebral Palsy Association
- Children’s Cottage Society
- City of Calgary
- CUPS
- Drop-In Centre
- Father Lacombe Care Centre
- Grow Calgary
- Heritage Park
- Hope Mission
- Inn from the Cold
- The Leukemia and Lymphoma Society of Canada
- Meal Exchange

➤ To successfully complete the program, the volunteers must participate in three events per term. This year, ITS had an 94% completion rate, the third highest completion rate during the past ten years.



*Pictured above are Into the Streets volunteers Vlad Semyonov, Jessica Chu, Sydney Taylor, Eden Dale, Michaela Lundquist, Nikayla Goddard, and Cassidee Smith after volunteering with Inn from the Cold.*

## 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
		55 hours on average
<b>Total</b>	<b>44 volunteers</b>	<b>2,435</b>

### Q Centre Original Programming

- **Queer Mentoring:** We offered the Queer Mentoring program for its second year. The initiative matches 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 throughout the winter semester.
- **Discussion Groups:** We continued to offer regular discussion groups, holding six per semester. Volunteers and other guest speakers, such as the Literacy Society, helped engage students in various topics.
- **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. Last year, 15 hours of peer support were provided to guests.
- **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 2017-2018, the group organized one event, “Alphabet Soup”, which took place during Sex Week. Queer U of C received the event venue, equipment and catering from the MacEwan Conference and Event Centre, and funding from the Office of Diversity, Equity and Protected Disclosure.



*Pictured above are Q Centre coordinators Tabatha Wallace and Melanie Trudeau*

**Sex Week: February 5 – 9, 2018**

<b>1. Campus Carnival</b>
Organized by the Students' Union and the Women's Resource Centre, numerous stakeholders come together to celebrate the start of Sex Week with the Campus Carnival. This event provides an opportunity for students to learn about organizations on campus and in Calgary, complete with cotton candy and a dildo ring toss game. This year, the event took place on February 5 <sup>th</sup> in the MacEwan Student Centre North Courtyard.
<b>2. Queer Sex Education</b>
Co-hosted by CASE and the Q Centre and presented by Nolan Hill (Calgary Sexual Health), this interactive workshop focused on providing basic education about consensual sexual activity, STI prevention, and protection from a non-heteronormative lens.
<b>3. Binder Workshop</b>
This interactive workshop, presented by the Little Shop of Pleasures, allowed participants to learn more about gender expression products and to try on binders in a safe environment.
<b>4. Trans 101</b>
Held in collaboration with the student club Queers on Campus, The Q Centre hosted a Halloween party for attendees to take part in fun activities such as a mummy wrapping contest. It took place on October 27 and attracted 45 guests.
<b>5. DRAG</b>
Fake Mustache, Calgary's only drag king troupe, presented a drag performance and information on drag history in That Empty Space. The evening served to explore gender expression in a fun and educational way.
<b>6. Alphabet Soup</b>
Held as a Queer UofC event, this Alphabet Soup presentation was an introduction to LGBTQIA+ terminology and topics for those who lack knowledge of the queer community. Participants were offered a hot lunch to enjoy before the start of the presentation and discussion.
<b>7. BDSM 201: Beyond the Basics</b>
Every year, the Q Centre leads workshops on BDSM. Moving past the typical introductory sessions, presenters from the Calgary Centre for Sex Positive Culture led a seminar on BDSM and kink. Topics covered included negotiation, etiquette, consent, power dynamics, myths and more!
<b>8. BDSM 301: Edge Play and Lifestyle</b>
As a continuation of BDSM 201, presenters from the Calgary Centre for Sex Positive Culture led a seminar on edge play in BDSM and BDSM lifestyles. "How-to" demonstrations were held and participants were encouraged to check out the presenter's equipment.



*Pictured are Campus Food Bank coordinator Jon Espayos, Q Centre coordinators Tabatha Wallace and Melanie Trudeau, and Q Centre volunteers during Sex Week.*

**5 Best Attended Events in 2017-2018**

**Campus Carnival (Sex Week)**

100 participants

Every year, Sex Week kicks off this collaborative event featuring carnival games and treats, and a resource fair.

**Open House**

82 participants

Every year, the Open House takes place to introduce new members of the campus community to the space and connect with peers.

**Resource Mixer**

35 participants

This year, the Q Centre brought in several organizations that offer LGBTQ resources for students to learn more about what's available in the great Calgary community. A clothing swap also took place, and gender affirming items were available for purchase from the Little Shop of Pleasures.

**Q Centre/Queers on Campus Halloween Party**

45 participants

Held in collaboration with the student club, Queers on Campus. Hosted in the Q Centre, attendees took part in fun activities such as a mummy wrapping contest.

**Q Centre Birthday Party**

65 participants

On November 3<sup>rd</sup>, the Q Centre celebrated its sixth birthday. The space was decorated, and a party was held complete with cake!

**Key Points**

- Queers on Campus and the Q Centre successfully collaborated on more events this year than previously before, including the Halloween Party and a Movie Night.
- This year, the Q Centre introduced "Quiet Hours", two hours each week during which general noise levels are kept lower. This is to encourage a comfortable and inclusive space for everyone, and has been well received by visitors.
- Queer activist Pam Rocker and trans advocate Stephanie Shostak were two new guest speakers brought in by the Q Centre. Both discussions were informative and well attended.
- The Q Centre collaborated on two Quality Money project applications that were approved, a queer scholarship worth \$18,300 and construction of gender neutral change rooms in the kinesiology complex. These change rooms are expected to be ready for use by the upcoming fall semester.

## Students for Literacy (SFL)

**Program Coordinators: Mansi Calapatti & Pratiksha Gurung**

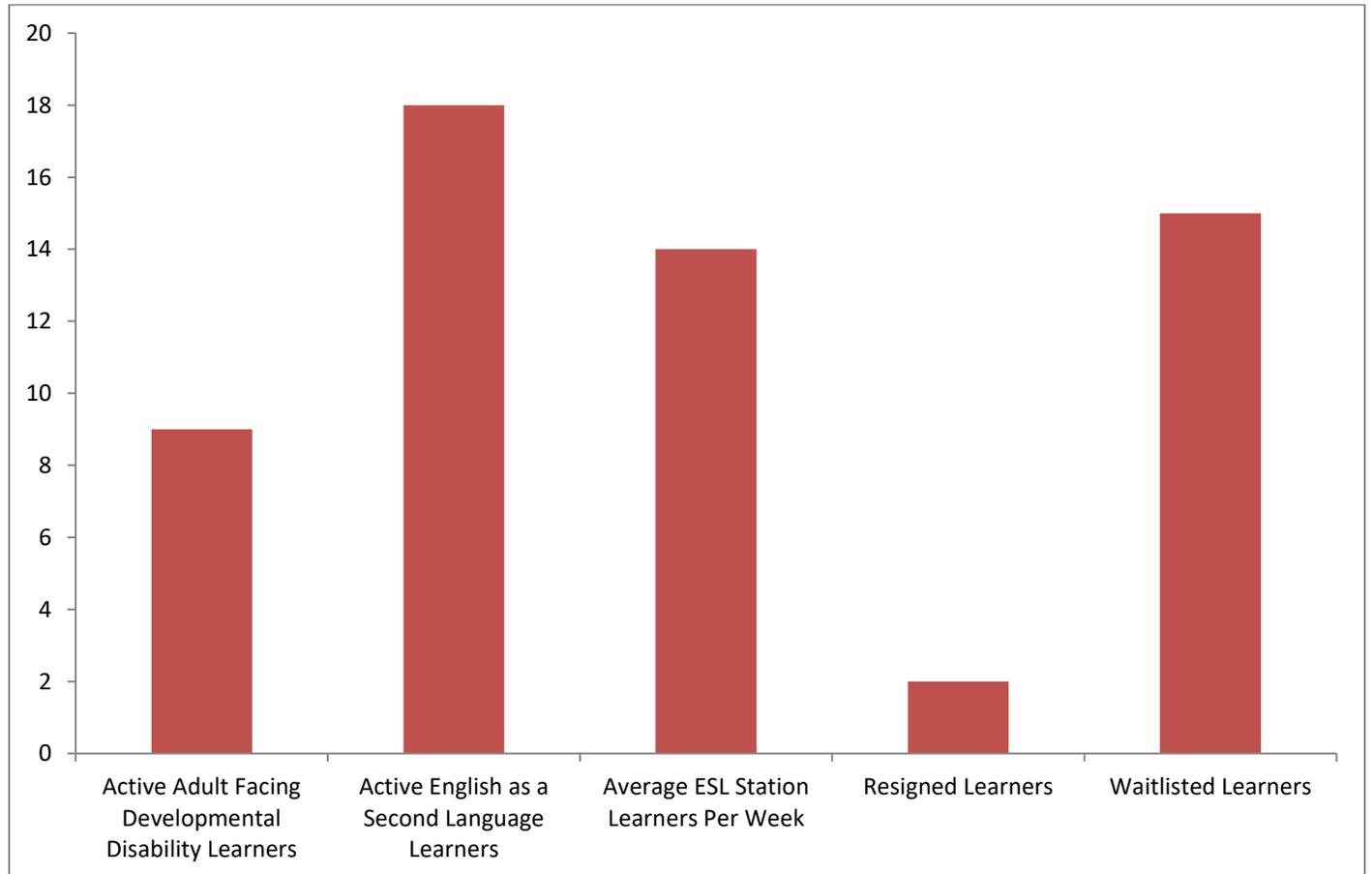
### Program Description

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
	6 ESL Station volunteers	38 hours on average
	30 one-on-one tutors	45 hours on average
<b>Total</b>	<b>36 volunteers</b>	<b>1,578</b>

### Learner Statistics



**Key Points**

- This year, the ESL Station introduced stamp cards for learners to track their visits. Completed stamp cards were entered into a draw for a small prize at the end of the winter semester. This, combined with increased strategic promotion, led to a 38% increase in attendance, with up to 21 learners joining the drop-in lessons operated by three or four volunteers.
- SFL ran its annual book sale during the first week of February to raise funds for the program. This year, the event raised \$535.
- 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 ESL Station volunteers Mica Marbil, Tyra Cassie, Alyssa Carruthers and SFL coordinators Mansi Calapatti and Pratiksha Gurung.*

## ucalgarycares Homelessness at Home

**Project Leaders: Allison Iriye & Kala Ortwein**

**Program Coordinator: Andrew Barry**

**Program Assistant: Gabby Wagner**

### Program Description

Every year, Volunteer Services partners with the office of Leadership and Student Engagement to make one of the ucalgarycares programs possible. In 2018, Volunteer Services was excited to take part in Homelessness at Home for the first time. Over Reading Week, the participants worked with the Mustard Seed and stayed in a downtown church. Provided with a rare-service-learning opportunity, students expanded their knowledge, getting to hear firsthand accounts from those who have experienced homelessness and how multifaceted this issue is. The group took part in workshops, such as learning how to use a Naloxone kit, and other activities, such as learning about available supports in Calgary. They also volunteered at the Mustard Seed’s sorting facility and emergency shelter. Faced with difficult subject matter, the group bonded together and came away inspired to continue making an impact in their community.

### Volunteer Statistics

	# Volunteers	Volunteer Hours
		36 hours on average
<b>Total</b>	<b>6 volunteers</b>	<b>216</b>

### Key Points

- Prior to their departure, the volunteers participated in three pre-service workshops, preparing them for the trip.
- The students took part in multiple volunteer opportunities during the week. For example, the residents of the Mustard Seed 1010 centre enjoyed a taco dinner prepared by the students.
- During their stay, the group, consisting of two project leaders, one program assistant and 6 volunteers, successfully completed all tasks requested by the Mustard Seed.



*Pictured are participants Emily Wildman, Olufunto Arowobusoye, Deanne Melgar, and Syed Jafri.*

## Volunteer Tax Program (VTP)

**Program Coordinators: Meagan Fong & Gurleen Gill**

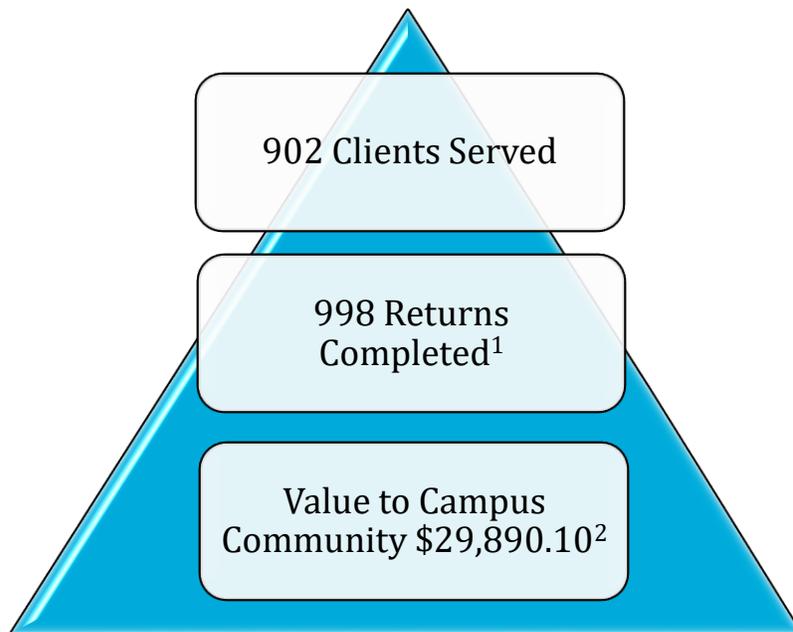
### Program Description

The Volunteer Tax Program (VTP), 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
	14 team leads	64.7 hours on average
	110 volunteers	22 hours on average
<b>Total</b>	<b>124 volunteers</b>	<b>3,339</b>

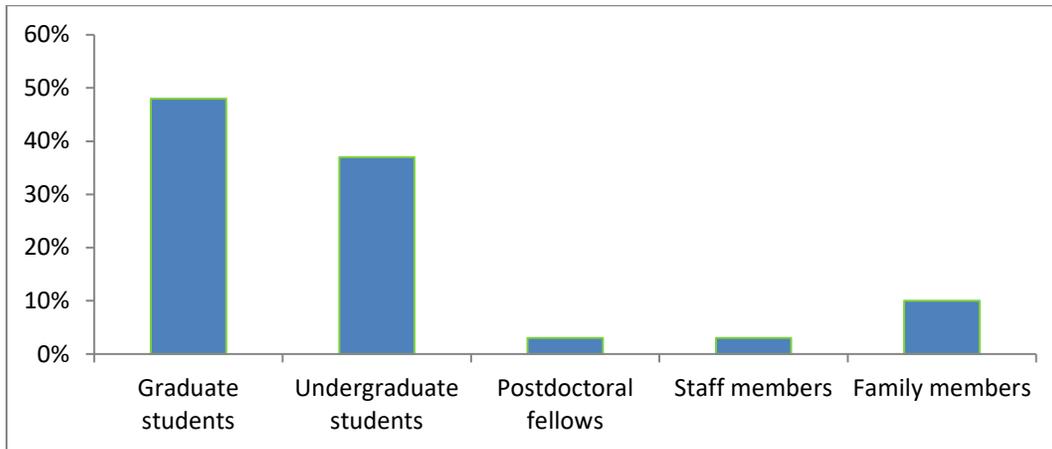
### Client Statistics



<sup>1</sup> Each client could have multiple returns processed depending on the tax year they are filing for or how many individuals are in their household.

<sup>2</sup> 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**



48% were graduate students  
 37% were undergraduate students  
 3% were postdoctoral fellows  
 3% were staff members  
 10% were family members

\*These are the demographics for the 978 clients who filed for 2017

**Key Points**

- Located in the MacHall building, the Volunteer Tax Clinic was open between February 26<sup>th</sup> and April 6<sup>th</sup>.
- Thanks to a Quality Money grant, Clubs East underwent a major renovation last summer. Such improvements including adding a separate entrance for clubs to access lockers, installing better lighting, and adding permanent storage cabinets for VTP supplies. This redevelopment allowed the program to continue providing an essential support service to campus community members in a more comfortable and inviting space.
- This year, PricewaterhouseCoopers LLP (PwC) was the program’s exclusive gold level sponsor. In exchange for their generous support, they received numerous forms of recognition, including website presence and signage in the clinic, as well as opportunities to engage with student volunteers at events.
- H&R Block was the program’s referral sponsor, meaning clients who did not meet VTP eligibility were referred to their services. CPA Alberta was also a program sponsor this year.
- Donating \$7,000 in total, the program’s three sponsors made all aspects of the program, ranging from the training sessions to client relations, possible. This was an increase of 41% from last year’s sponsorship amounts.



- The program coordinators planned the 2018 VTP Volunteer Appreciation Party, which was Volunteer Services’ second largest event of the year. The celebration provided the 78 guests with the opportunity to socialize, enjoy a buffet dinner and opportunities to win draw prizes, ranging from Starbucks gift cards to Calgary Flames tickets.

*Pictured are VTP coordinators Meagan Fong and Gurleen Gill, and VTP team lead volunteers.*

## Volunteer Appreciation

### Volunteer Appreciation

Without our volunteers and their contributions, we would be unable to provide our extensive range of essential programming to the campus community. To ensure all their hard work and dedication are properly acknowledged, Volunteer Services recognizes and rewards volunteerism in many ways, such as using 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 29, Volunteer Services hosted its annual Volunteer Appreciation Party. Held in the Shirley Anastasia Robertson Lounge from 5:00 pm to 8:00 pm, the 80's themed event attracted 115 attendees. Volunteers enjoyed a broad selection of food and drinks, and were eligible for seven draw prize packages and a best costume award. The event also saw the presentation of the Volunteer of the Year, Most Dedicated, Portfolio, and Keener Awards.

### Most Dedicated Award

Many of our volunteers contribute to multiple programs and make a significant contribution to Volunteer Services. This year, we introduced the Most Dedicated Award to recognize the volunteer who contributes the most hours across all programs. The recipient was Asha Bansal who contributed over 146 hours volunteering for the Information Centre/Lost and Found, Into the Streets, Students for Literacy and the Volunteer Tax Program.

### Volunteer of the Year Award



Comprised of Students' Union elected officials, the Volunteer of the Year Award Committee selected Chloe Lee, an SU Campus Food Bank (CFB) volunteer, as this year's recipient. Since September 2015, she volunteered nearly 250 hours to the CFB and has been one of the program's most dedicated volunteers in recent history. As a leadership volunteer for 2017-2018, she played a large role in the training and supervision of the other volunteers and coached them when necessary. She also went above and beyond on a regular basis by taking on extra responsibilities, such as reorganizing storage space, and using her experience to inform changes with the coordinators. We were lucky to have had Chloe on staff, and wish her the best of luck in med school next year.

*Picture here are CFB coordinators Jon Espayos and Gabby Wagner, and Volunteer of the Year recipient Chloe Lee.*

**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.

<b>Alternative Spring Break</b> Joshua Nevelos	<b>Administrative Volunteer Program</b> Kim Pasamonte
<b>Administrative Volunteer Program</b> Huzaifa Amar	<b>Breakfast Program</b> Catherine Hillaby
<b>SU Campus Food Bank</b> Valeria Marino	<b>Information Centre/Lost and Found</b> Stephany Victorine
<b>Into the Streets</b> Vlad Semyonov	<b>Q Centre</b> Greyson Mannella
<b>Students for Literacy</b> Mica Marbil	<b>Volunteer Tax Program</b> Christie Chalifoux

**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.

<b>Administrative Volunteer Program</b> Hoi Anh Nguyen	<b>Breakfast Program</b> Tianhua Gu
<b>SU Campus Food Bank</b> Sarah Reid	<b>Information Centre/Lost and Found</b> Gabrielle Rivera
<b>Into the Streets</b> Marissa Logan	<b>Q Centre</b> Margaret Patterson
<b>Students for Literacy</b> Sama Khan	<b>Volunteer Tax Program</b> Jason Jong



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