

Students' Union, University of Calgary

SU Volunteer Services Annual Report

2018-2019



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By the Numbers

Volunteer Numbers	Volunteer Hours	# of Volunteers
Administrative Volunteer Program	1177	32
Alternative Spring Break	117	16
Breakfast Program	325	11
SU Campus Food Bank	1707	36
Dr. Seuss in the Park	296	16
Information Centre/ Lost & Found	2351	49
Into the Streets	789	42
Q Centre	2228	46
Students for Literacy	1051	25
ucalgarycares Homelessness at Home	0	0
Volunteer Tax Program	3,896	117
Total	13,937	391



*Back Row: Monique Dyson, Tabatha Wallace, Shannon Hawthorne, Lucas Harrison, Gurleen Gill, Anabel Cardenas Rivas, Sara Cho
Front Row: Katie LeBlanc, Brian Chu, Charlotte Woo, Alyssa Carruthers, Chelsea Tolppanen, Valerie Lennox.*

A Message from the Coordinator, Volunteer Services

As I started my role as Coordinator, Volunteer Services this January, I was excited to return to a place that had been so supportive, nurturing, and encouraging to me as a student staff member in the past. I gained so many skills, relationships, and experiences during my time with the Q Centre and I was excited to contribute to that experience for current students. I was not disappointed by what I found at VS, and I find myself continually impressed by the dedication and kindness of the student staff and volunteers. The community of the Volunteer Services team is so genuinely supportive and allows for so much personal and professional growth in its participants.

The 2018-2019 academic year was not without its challenges for the VS programs, as they faced increasing operational demands with tight budgets, inclement weather and faulty google maps, and volunteers who don't check their emails. However, each program achieved at least some of the goals they had set if not all of them, and have contributed to establishing policies and procedures that will contribute to the success of next year's operations. All of this is on top of providing constructive and rewarding volunteer experiences for 391 student volunteers who contribute so much to our programs and to the campus community.

In a referendum question during the SU election, 62 percent of students voted in favour of increasing by \$0.75 per semester (for full time students) the fee collected to support the Volunteer Services. This will greatly enhance the sustainability of our operations and ensure our ability to meet demand for our services moving forward.

Looking forward I plan to use my management skills and experience in VS to increase the individual support for our program coordinators, enhance the volunteer experience through appreciation initiatives, and focus our programming goals so that we can achieve great things in the coming years. The 2018-2019 year provided a great base from which to improve our operations from great to amazing.

- Katie LeBlanc

Committee of 10,000

Committee Overview

Comprised of undergraduate students, the Committee of 10,000 fosters positive relationships between the SU 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. 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

- Nabila Farid – Vice-President Student Life (Chair)
- Katie LeBlanc – Coordinator, Volunteer Services (Staff Lead)
- Raquel Jackson (SLC)
- Ioana Rontu (SLC)
- Joseph Mercado
- Jasleen Brar
- Justine Keefer
- Sara Peppinck
- Cameron Wong
- Adden Malik



Laura Conrad (HIV Community Link) with Committee of 10,000 Chair Nabila Farid (SU Vice-President Student Life).

Major Decisions

- Thirteen non-profit organization projects were funded.
- Total allocated funds: \$22,500

Non-Profit Organizations Approved for Funding

Organization Approved for Funding	Funding Amount
Alberta Guide Dogs, a division of British Columbia Guide Dog Services	\$1500.00
HIV Community Link	\$1500.00
Cerebral Palsy Association in Alberta	\$1750.00
Ronald McDonald House Charities Alberta, Ronald McDonald Care Mobile	\$2500.00
RESET Society of Calgary	\$2000.00
Alberta Animal Rescue Crew Society (AARCS)	\$1300.00
Vecova Centre for Disability Services and Research	\$500.00
Springboard Performance	\$1250.00
Variety – The Children's Charity of Alberta	\$2000.00
Bridges Social Development	\$3450.00
Sunrise Community Link Resource Centre	\$1500.00
Kids Up Front Foundation	\$1000.00
Making Changes Employment Association of Alberta	\$2250.00

Program Overviews

Administrative Volunteer Program (AVP)

Program Coordinator: Katie LeBlanc

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
		37 hours on average
Total	32 volunteers	1,177

Key Points

- During the 2018-2019 school year, AVP volunteers were also stationed at the Students' Union front desk and were supervised by Michael Hedgecock, Coordinator, Student Support.
- All the Volunteer Services programs benefited from the work of the AVP volunteers, as they assisted all the Coordinators with reference checks and volunteer file management
- Volunteers assisted with planning the 2019 Volunteer Appreciation Party, including choosing the theme, soliciting donations from 27 local businesses, and decorating.



SFL Coordinator Alyssa Carruthers at the 2019 Volunteer Appreciation Party

Alternative Spring Break (ASB)

Program Coordinators: Sara Cho & Charlotte Woo

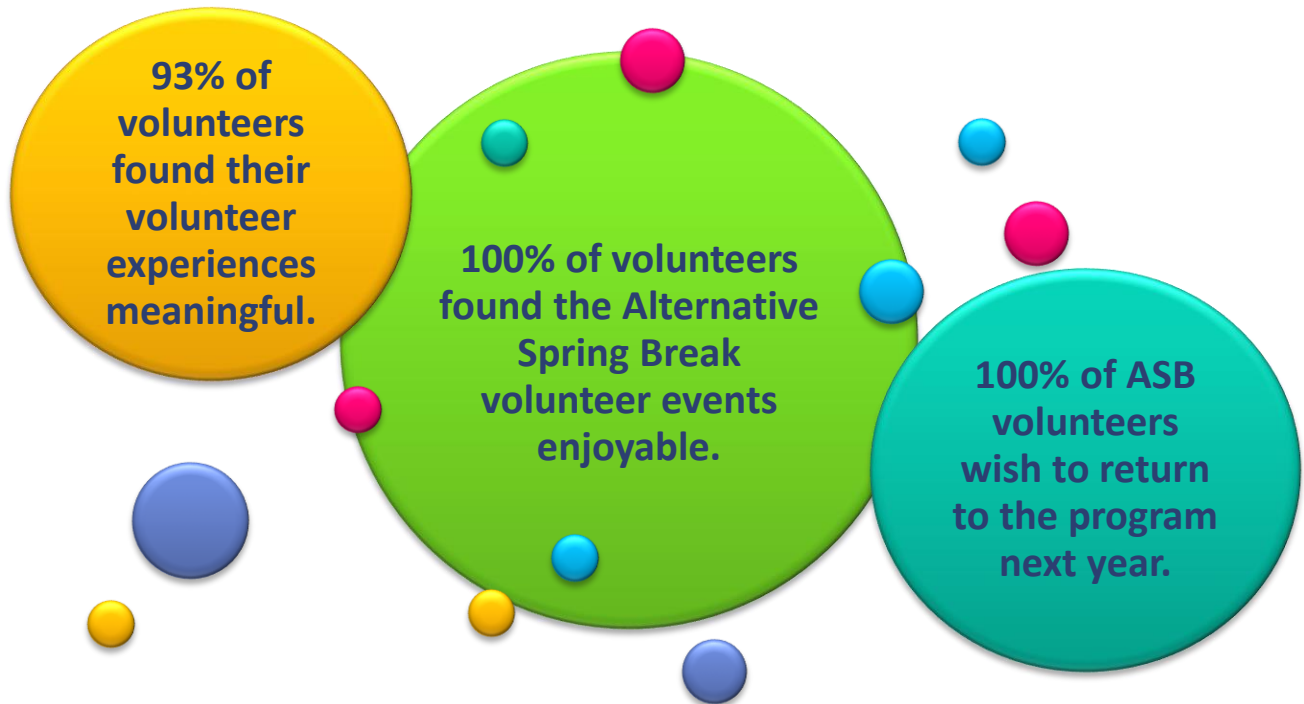
Program Description

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.

Volunteer Statistics

	# Volunteers	Volunteer Hours
		11 hours on average
Total	16 volunteers	177

ASB Volunteer Year End Survey Results



Alternative Spring Break volunteers posing for a photo at the Brenda Strafford Centre.

Key Points

- This year, ASB took place between February 19th and 21st, 2019.
- ASB included nine service-learning group volunteering events, which were held in conjunction with HIV Community Link, Brenda Strafford Centre, the Drop-In Centre, Silvera Seniors' Home, the Women's Emergency Shelter, the Cerebral Palsy Association, the Alberta Animal Rescue Crew Society, and Brenda's House.

Breakfast Program (BP)

Program Coordinators: Monique Dyson & Valerie Lennox

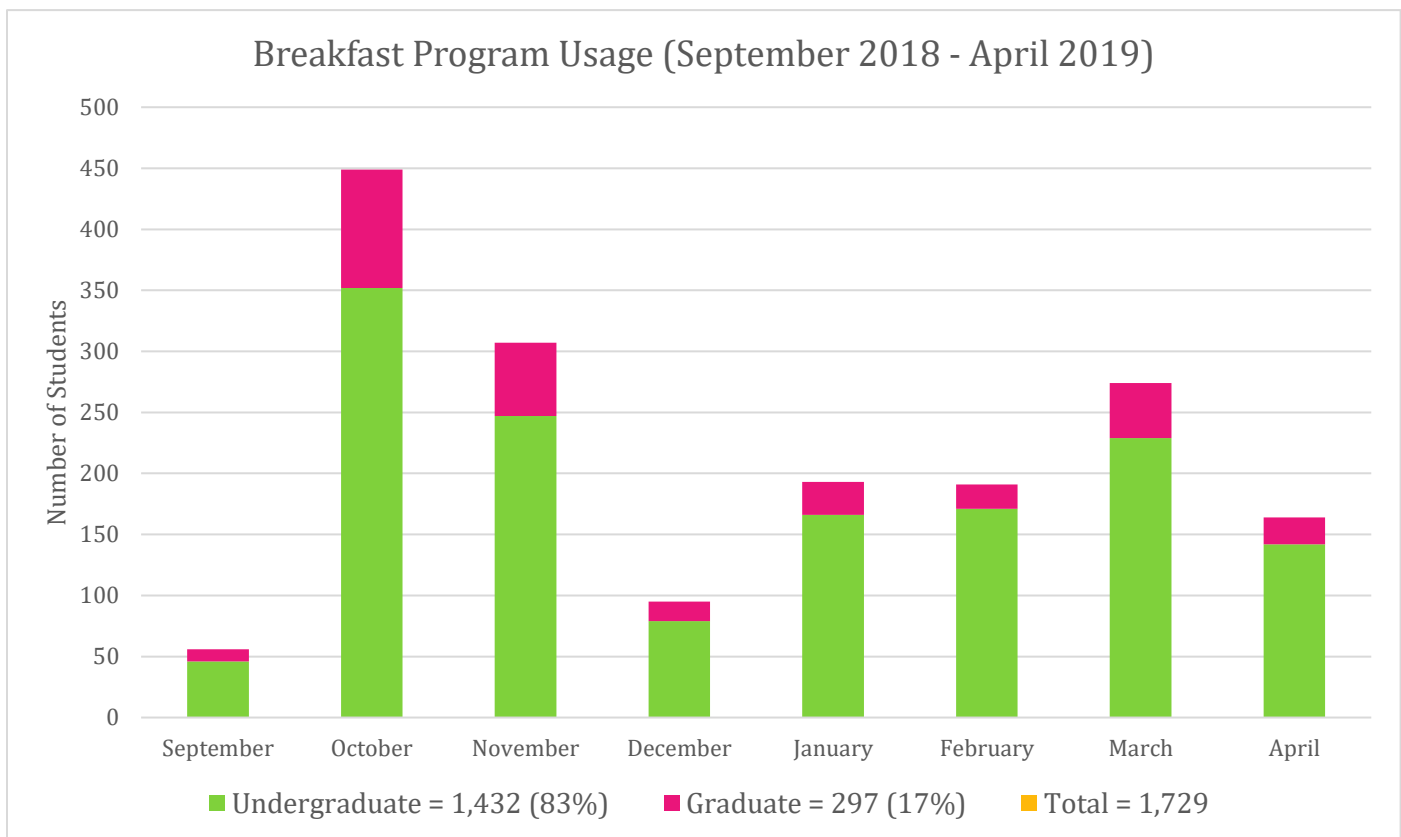
Program Description

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.

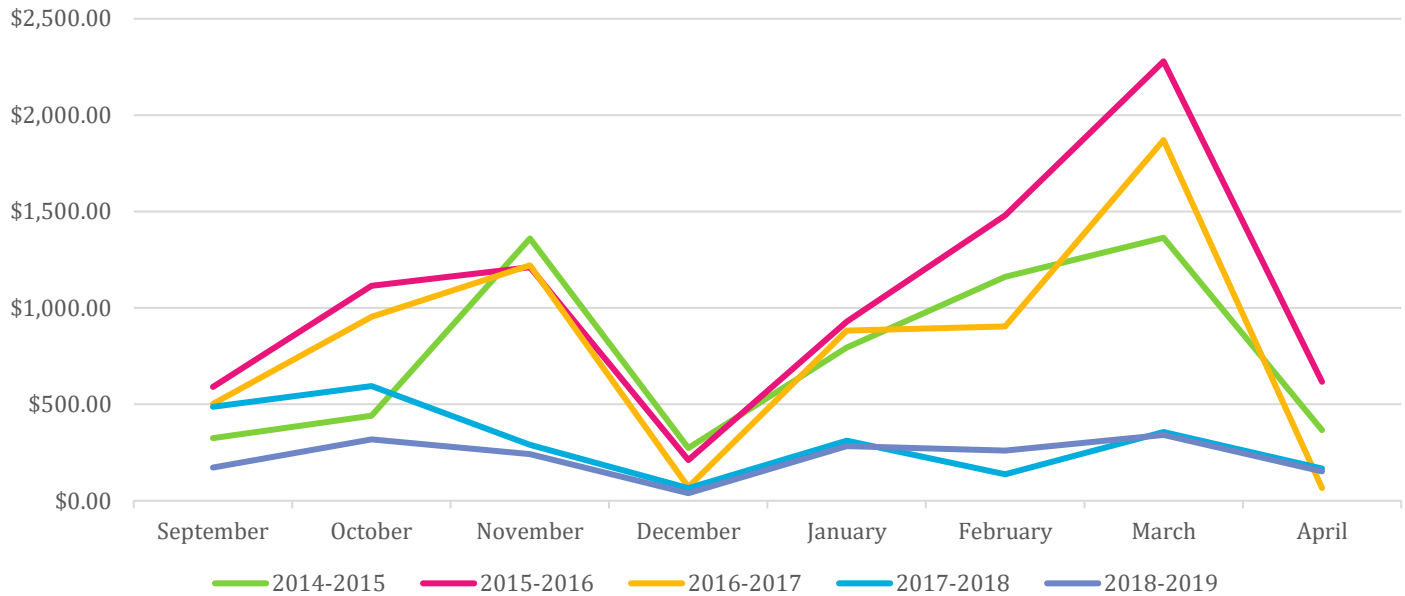
Volunteer Statistics

	# Volunteers	Volunteer Hours
	2 leadership volunteers	30 hours on average
	9 volunteers	30 hours on average
Total	11 volunteers	325

Breakfast Program at a Glance:



Monthly Breakfast Program Spending



Key Points

- During the program's sixth year, we continued to strategically promote the Breakfast Program to attract more food insecure students rather than all students. Attendance decreased year-over-year by 37% as a result. The decrease in participation continues to make the program more manageable.
- By continuing to access donations from various programs and organizations, such as the Calgary Food Bank's Food Link program and the Leftovers Foundations, the Breakfast Program has kept its costs low to ensure sustainability. In the 2018-2019 year 1,729 students were fed breakfast for \$1.05 per person.
- Decreases in attendance alongside relying heavily on donations allowed us to reduce our overall program costs by 25% from the 2017-2018 year.



Breakfast Program Volunteers Jacob Scott, Camila Ching, Brian Nguyen, and Freshta Akbary get ready to serve students in the Q Centre.

SU Campus Food Bank (CFB)

Program Coordinators: Monique Dyson & Valerie Lennox

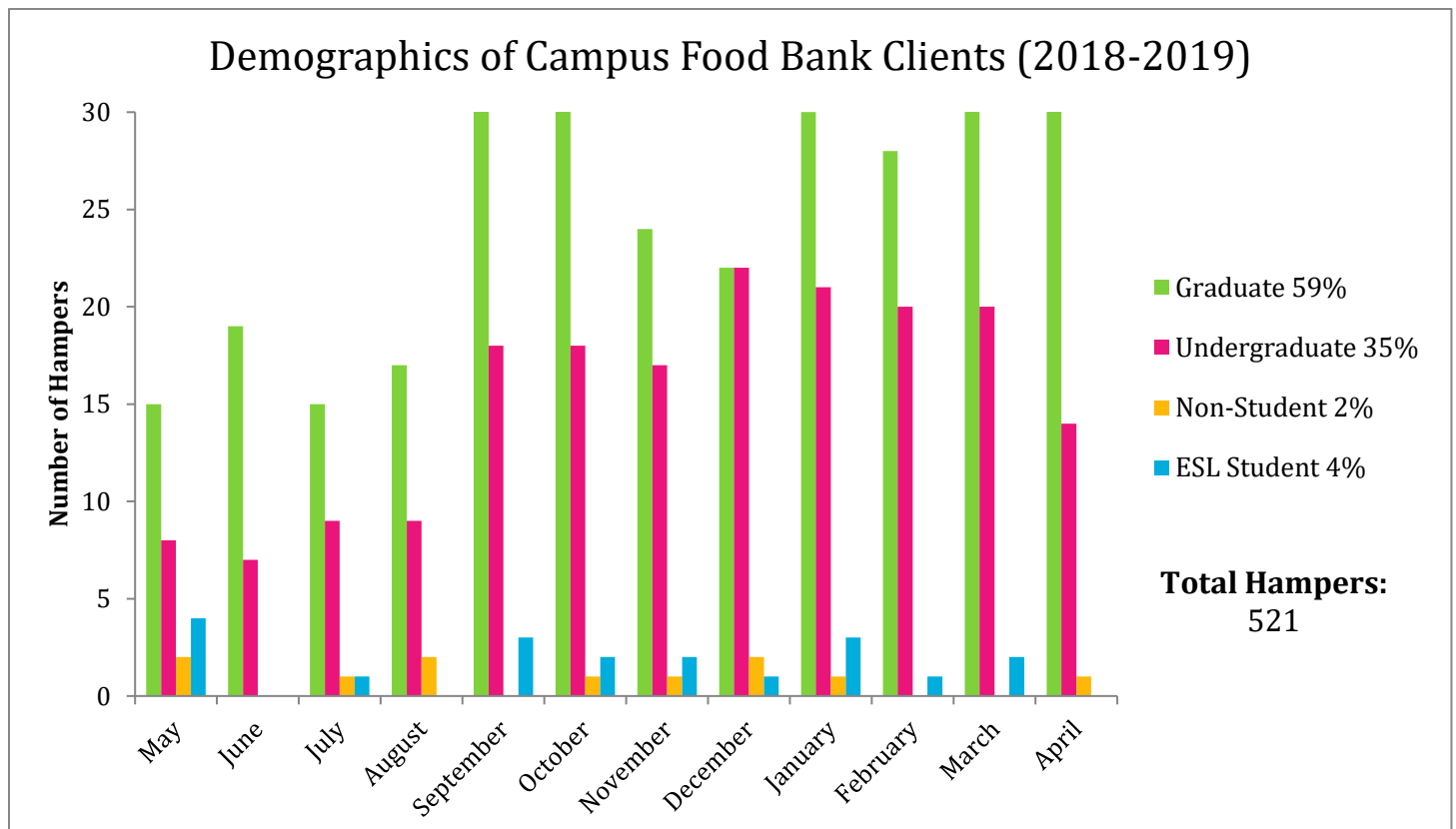
Program Description

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.

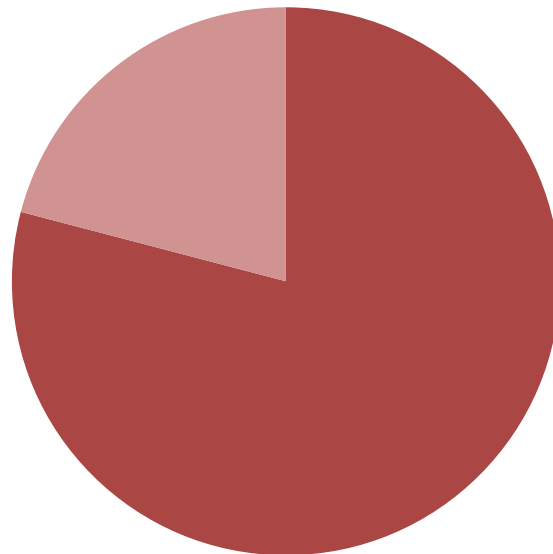
Volunteer Statistics

	# Volunteers	Volunteer Hours
	2 leadership volunteers	92 hours on average
	34 volunteers	48 hours on average
Total	36 volunteers	1707

Campus Food Bank at a Glance:



Number and age distribution of Campus Food Bank Clients (May 2018 - April 2019)



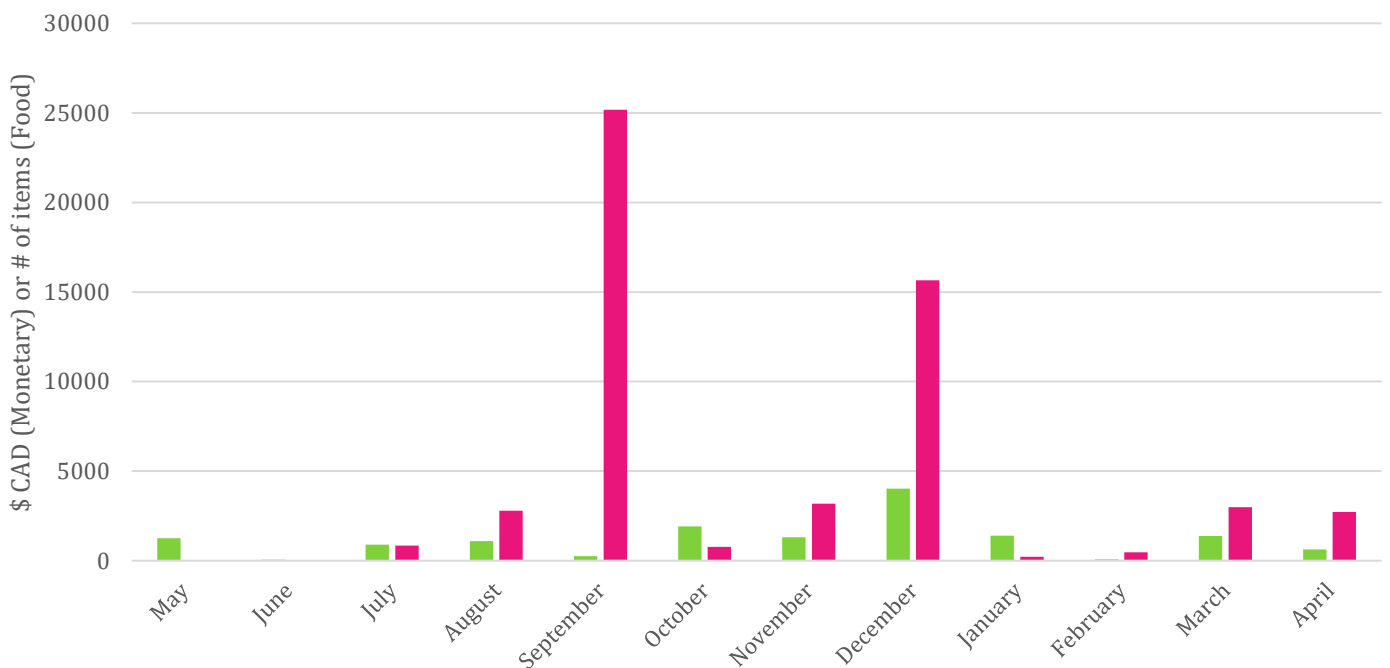
■ Adults: 805 (79%)
 ■ Children: 213 (21%)

Total Fed: 1018

Average hamper cost¹:
 \$77.73

¹Average hamper cost of non-vegetarian, single adult hamper as of May 2019.

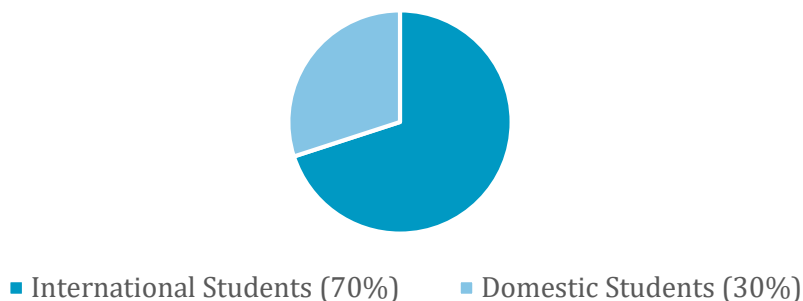
Donations to the Campus Food Bank (2018 - 2019)



■ Food item donations = 14,265

■ Monetary donations = \$54,783.83

Distribution of Campus Food Bank Clients who are Domestic or International students (May 2018 - April 2019)



Key Points

- Between May 2018 and April 2019, the CFB distributed 521 hampers, feeding 1018 adults and children. During the same period last year, those figures were 460 hampers and 995 people fed. 2017-2018 saw the first decrease in use in five years, and this year marked a slight increase from last year's usage.
- The CFB saw a 16% increase in monetary donations to \$54,783.83 and a 6% decrease in food donations to 14,265 items from the previous year. The CFB received \$47,331.88 and 15,102 items between May 2017 and April 2018, \$30,778.87 and 10,487 items between May 2016 and April 2017, and \$25,739.23 and 19,707 items between May 2015 and April 2016.
- Thanks to the support of the university and an anonymous private donor, the CFB received a donation of \$25,000 September 2018 which will be a recurring donation for four more years to support the costs of operation.
- The average cost of an adult non-vegetarian hamper is currently \$77.73, a slight decrease from last year's \$79.78 but this price is subject to fluctuations based on the availability of donations and the cost of produce.
- The proportion of clients who are international students has increased drastically this year from 51% to 70% of our student clientele. This could be due to a wide range of social and economic factors.
- During the academic year, the Campus Food Bank organized five major events. These events included Trick-or-Eat, Adopt-a-Family, Holiday Hampers, the Holiday Food Drive and the Spring Food Drive.
- Adopt-a-Family, a program that matches community sponsors with student families to provide these families with gifts over the holiday season. This year, 23 sponsors were matched with 25 families, providing 54 children with gifts. This is a decrease from last year due to a decrease in requests.
- This year, 59 holiday hampers were given to clients to make a special turkey dinner during the holiday season. This was a 24% decrease from the previous year due to a decrease in requests.
- The remaining events were Trick-or-Eat, the Holiday Food Drive and the Spring Food Drive.
- The Campus Food Bank had a successful SU sustainability fund application, which continues to 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.



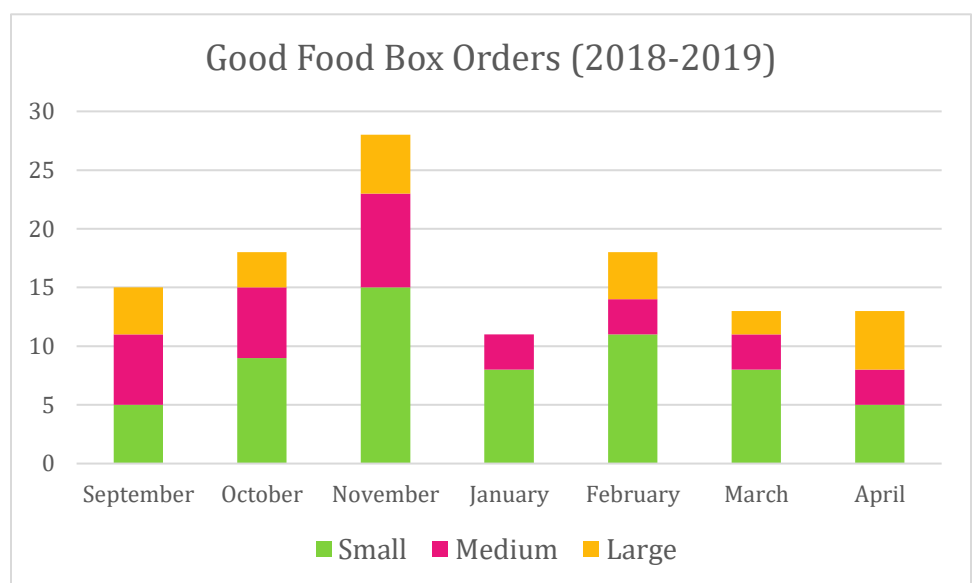
Campus Food Bank Volunteers Bryan Ma and Kunal Kolhatkar soliciting donations for the Spring Food Drive



A group photo from the fall training session for Campus Food Bank Volunteers.

Good Food Box – Key Points

- This year saw an average of 17 orders per month, down slightly from last year's average of 20.
- An additional 3 small bursary boxes each month were provided for randomly selected Food Bank Clients free of charge.
- A total of 116 boxes were ordered this year, a 15% decrease from last year.



Dr. Seuss in the Park (DSP)

Program Coordinators: Sarah Reid & Hannah Sell

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.

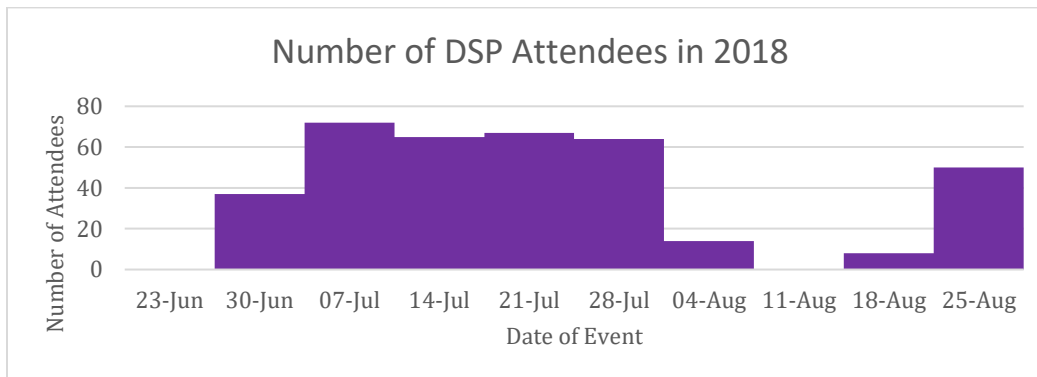
Volunteer Statistics

	# Volunteers	Volunteer Hours
		19 hours on average
Total	16 volunteers	296



Dr. Seuss in the Park Volunteers in the tent at Riley Park.

Participant Statistics - June to August 2018



Total Attendees = 377
Average Attendees = 41

Notes:

- June 23: Cancelled due to rain
- August 11: Cancelled due to smoke index 10+
- August 18: Left early at 12:15 due to thick smoke

Key Points

- In 2018, DSP was set to occur every Saturday between June 23rd and August 25th. The coordinators and volunteers began set-up at 10:30 AM and finished cleaning up and debriefing by 4:00 pm.
- Multiple days had to be cancelled or shortened due to inclement weather or smoke, which is the first recorded year (we have records going back to 2014) that more than one day has needed to be cancelled.
- This year the coordinators hired fewer volunteers than in previous years, which led to better volunteer engagement and satisfaction.

Information Centre/Lost & Found (ICLF)

Program Coordinators: Anabel Cardenas Rivas & Lucas Harrison

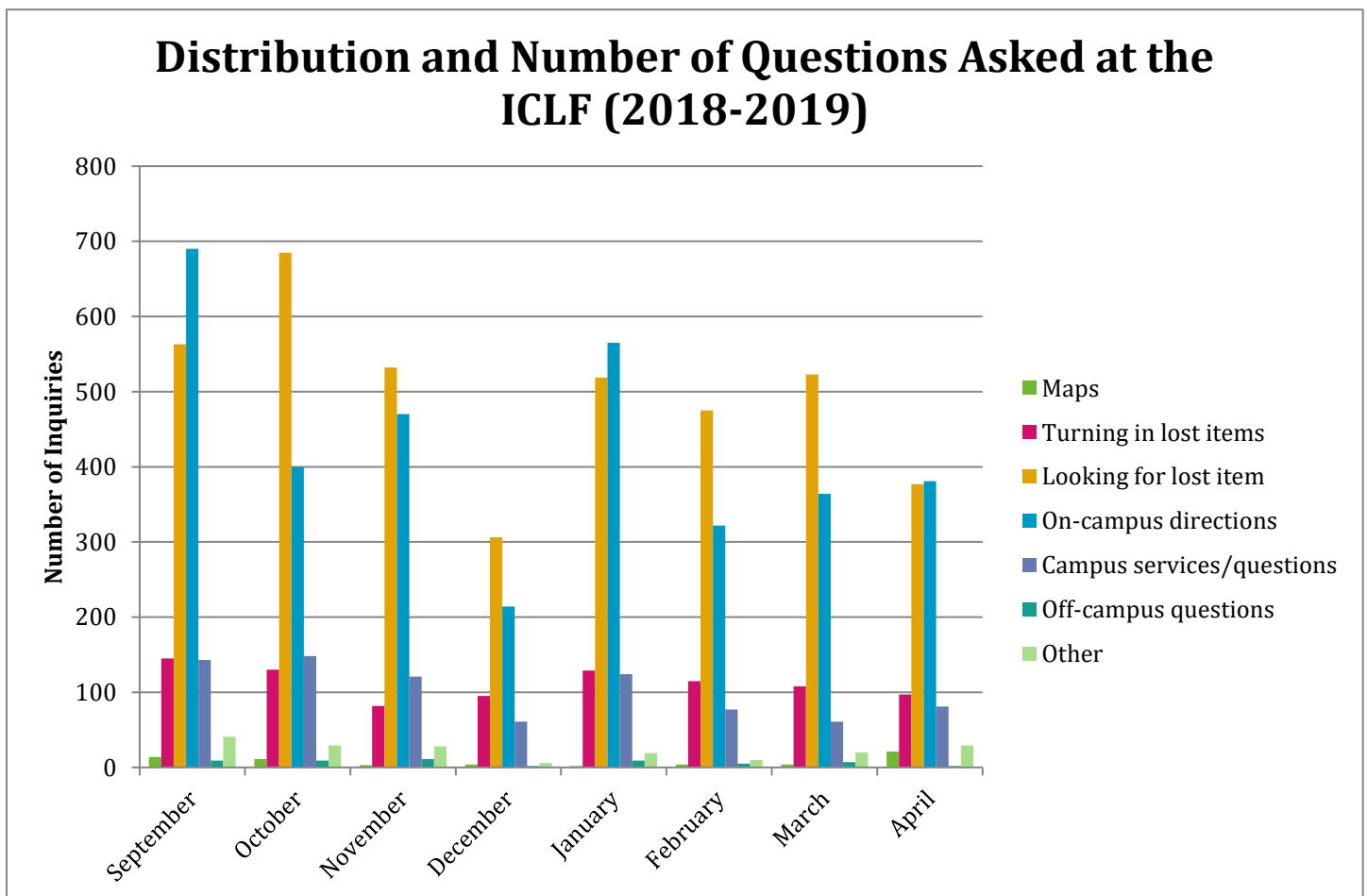
Program Description

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.

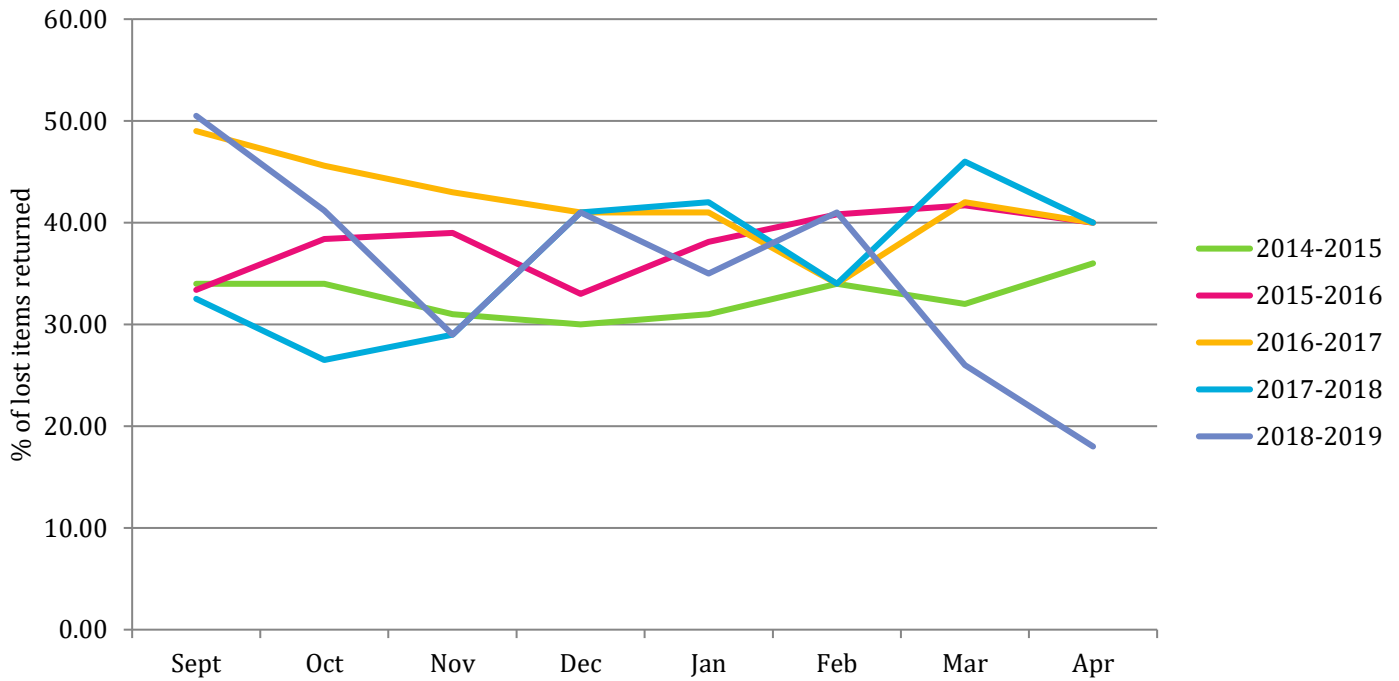
Volunteer Statistics

	# Volunteers	Volunteer Hours
	2 leadership volunteers	57 hours on average
	47 volunteers	48 hours on average
Total	49 volunteers	2351 hours total

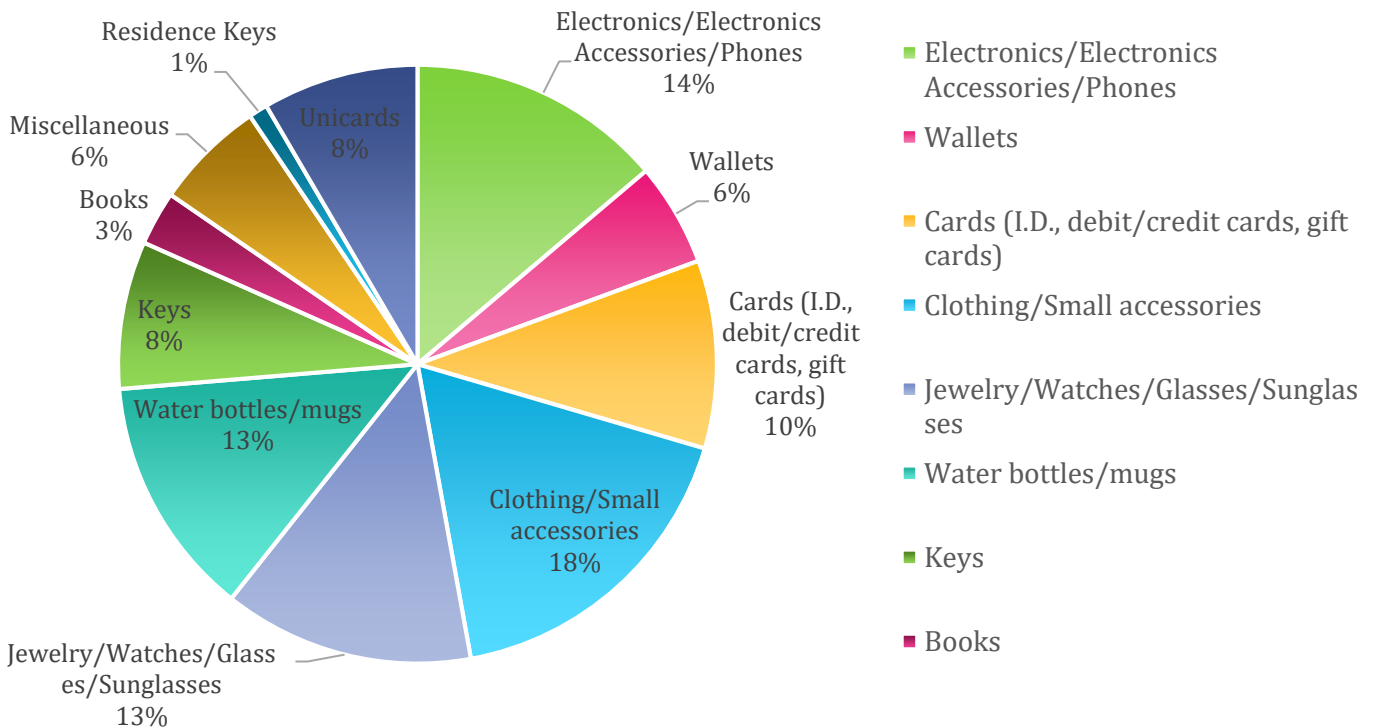
Information Centre/Lost and Found at a Glance:



Percentage of Lost Items Returned to Owner by ICLF



Distribution of Items Recieved by the Lost and Found (September 2018 - April 2019)



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.
- This year the ICLF piloted a program where volunteers collect items from other Lost and Finds across campus on a weekly or semi-monthly basis with the goal of consolidating lost items on campus and improving our client experience. Leadership volunteer positions were introduced to guide the pilot. It is working well and will continue through the summer and next fall.
- The return rate for lost items fluctuated over the course of the year (between 50% and 18%), due largely to the consolidation pilot. A continued effort will be made to improve it further as we continue to become the lost and found hub for the campus community.

Into the Streets (ITS)

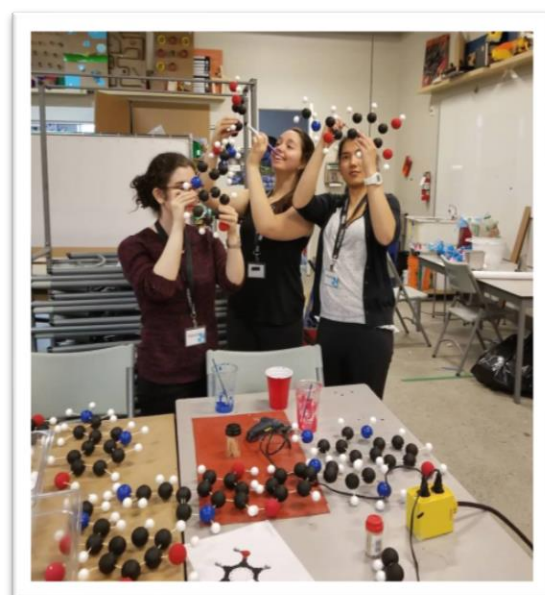
Program Coordinators: Sara Cho & Charlotte Woo

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
	5 leadership volunteers	21 hours on average
	37 volunteers	19 hours on average
Total	42 volunteers	789 hours total



Into the Streets volunteers Niloofar Mirzadzare, Anabel Cardenas Rivas and Asha Bansal feeling the chemistry at Telus Spark.

Key Points

- A total of 46 group volunteer events were held at 21 organizations between September 2018 and April 2019. These organizations were:
 - Aboriginal Friendship Centre of Calgary
 - Calgary Catholic Immigration Society
 - Calgary Drop-In and Rehab Centre
 - Calgary Immigrant Educational Society
 - Calgary Public Library
 - Calgary Philharmonic Orchestra
 - Calgary Zoo (Zoolights)
 - Children's Cottage
 - Closer to Home
 - CUPS Community Health Centre
 - Cystic Fibrosis Canada
 - Grow Calgary
 - Heritage Park
 - Hope Mission
 - Inn from the Cold
 - The Mustard Seed
 - Telus Spark
 - Silvera for Seniors
 - Storybook Theatre
 - Women in Need Society
 - YWCA

- To successfully complete the program, the volunteers must participate in three events per term. This year, ITS had a 100% completion rate, for the first time since the 2013 – 2014 academic year.
- ITS Volunteer Survey Results:



Q Centre

Program Coordinators: Shannon Hawthorne & 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
		48 hours on average
Total	46 volunteers	2228 hours



Q Centre Coordinators Shannon Hawthorne and Tabatha Wallace dressed up for the Sex Week Carnival.

Q Centre Original Programming

- **Queer Mentoring:** We offered the Queer Mentoring program for its third year. The initiative matches sexual and gender minority undergraduate students with queer-identified staff and faculty members. The nine mentors helped the same number of mentees attain personal and professional goals throughout the fall and winter semesters.
- **Discussion Groups:** We continued to offer regular discussion groups, holding six per semester. Volunteers and guest speakers 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, 13 hours of peer support were provided to guests, however this is likely a low estimate as there are ongoing issues with tracking. There will be an increased focus on accurate record keeping next year.
- **The Outlet Project:** Offering more 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. There are no current records for the number of clients or time invested with them for the Outlet Project, but this will be tracked next year.
- **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 2018-2019, the group organized two events, a Queer History Walk in November and an “Alphabet Soup” presentation, 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.
- **Monthly Mindfulness:** A collaboration with two health sciences students, a new initiative this year was the Monthly Mindfulness nights which focused on mental health for the queer community through relaxing social activities in the centre. These included a DIY Slime making night and an origami night, and successfully engaged 34 attendees over 4 evening sessions.
- **Q Centre Pride Scholarship:** Following a successful Quality Money project application last year, the first year of the Q Centre Pride Scholarship was a success. The working group awarded four scholarships of \$1,500.00 each to undergraduate students involved in the LGBTQ+ community, and an awards ceremony was held in April to celebrate the fall and winter semester winners.



Q Centre Pride Scholarship recipients Timber Gillis, Eleonora Rudenko and Adam Retsinas at the Awards Ceremony.

Sex Week: February 11-15, 2019

1. Campus Carnival

Organized by the Students' Union and the Women's Resource Centre, numerous on and off-campus 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 11th in the MacEwan Student Centre North Courtyard and drew approximately 100 attendees.

2. Sex and Gender Panel

This event allowed a panel of professionals to discuss everything related to sex and gender. Questions from participants could be submitted anonymously to question boxes around Mac Hall or asked in person at the event. 11 attendees were present along with panelists from the Centre for Sexuality, The SU Wellness Centre, YYC Voices and Skipping Stone Foundation.

3. BDSM 201: Beyond the Basics

Every year, the Q Centre leads workshops on BDSM. Moving past the typical introductory sessions, two local sex educators led a seminar on BDSM and kink. Topics covered included negotiation, etiquette, consent, power dynamics, myths and more. This perennially successful event drew 25 attendees.

4. Let's Get Knotty: Introduction to Rope Bondage

A new session this year allowed students to explore an introduction to rope bondage basics with individual hands-on practice facilitated by Lady Lilith. Rope was donated by Haven Kink for the participants, who needed to be 18+ to attend and were required to sign a waiver. With 20 attendees, there was great engagement in this event.

5. Alphabet Soup

Held as a Queer UofC event, with Dawn Johnston as a collaborator, this Alphabet Soup presentation was an introduction to LGBTQIA+ terminology and topics for those who lack knowledge of the queer community. All 15 participants were offered a hot lunch courtesy of ODEPD to enjoy before the start of the presentation and discussion.

6. Sex Toys: Tips, Tricks, and How

This session served to extend a basic introduction into educating people on how to safely and healthily use sex toys including vibrators and dildos, the best sex toy material to purchase, lube education, and after-care. Alexa from "Hush: Lingerie and More" facilitated the session for 7 attendees.

7. Non-Binary Panel

This panel provided a space for voices from the Non-Binary community to educate people on their identity and help provide resources for those interested in learning more. Representatives from Queers on Campus, Calgary Pride and Calgary Queer Arts Society fielded questions from 13 attendees and facilitated an engaging group discussion.



Q Centre Volunteer Becca Zdunich participating in the CFB Spring Food Drive as a part of the Q Centre team.

Q Centre's 5 Best Attended Events in 2018-2019

Campus Carnival (Sex Week)

~100 participants

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

Last Lecture Series

20 participants

The Last Lecture Series (organized by the Leadership and Student Engagement office) encourages engagement between students and professors. This lecture, presented by Dr. Rebecca Sullivan in collaboration with the Q Centre and Queer U of C, aimed to confront the attendees' beliefs and values, and introduce new ways of seeing the world. Dr. Sullivan's lecture looked back at some key moments in her teaching and research that led to the development of her "braver space" pedagogy.

Open House

45 participants

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

Consent and Relations

20 participants

By collaborating with CASE and SADAA, the Q Centre hosted an engaging conversation with the LGBTQ2IA+ community about the importance of consent, healthy relationships, and the impacts of gender-based violence.

Q Centre Birthday Party

62 participants

On November 2nd, the Q Centre celebrated its seventh birthday. The space was decorated, and a party was held complete with cake!

Key Points

- The Q Centre hosted events in collaboration with a variety of campus groups this year including Queers on Campus, the Consent Awareness and Sexual Education club (CASE), the Students Against Domestic Abuse Association (SADAA), the Faculty of Arts Students' Association (FASA), Leadership and Student Engagement (LSE) and the Indigenous Students' Council (ISC). These allowed us to expand our reach and our diversity of programming while bringing new people into the centre.
- This year, the Q Centre continued "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 continues to be well received by visitors.
- Initial delays in design and unexpected site conditions have delayed construction of the gender-neutral change rooms in the kinesiology complex, which are being constructed as a part of a Quality Money application submitted in collaboration with the Q Centre. Construction will extend into the Fall 2019 semester while possibly requiring further extensions to deliver the most accessible design possible.

Students for Literacy (SFL)

Program Coordinators: Alyssa Carruthers & Chelsea Tolppanen

Program Description

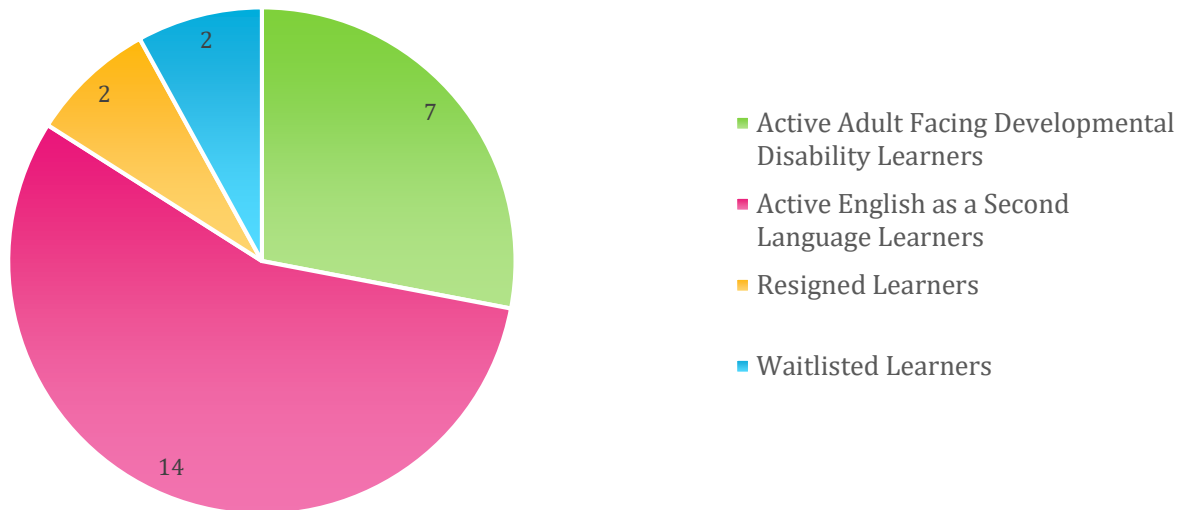
Students for Literacy is a program that aims to pair undergraduate volunteer tutors with learners who are learning English as a Second Language (ESL) or have developmental disabilities (DD). The program operates three branches: (1) one-on-one tutoring for ESL learners, (2) one-on-one tutoring for DD 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
	3 ESL Station volunteers	63 hours on average
	22 one-on-one tutors	39 hours on average
Total	25 volunteers	1051

Learner Statistics

Distribution of SFL learners in 2018-2019

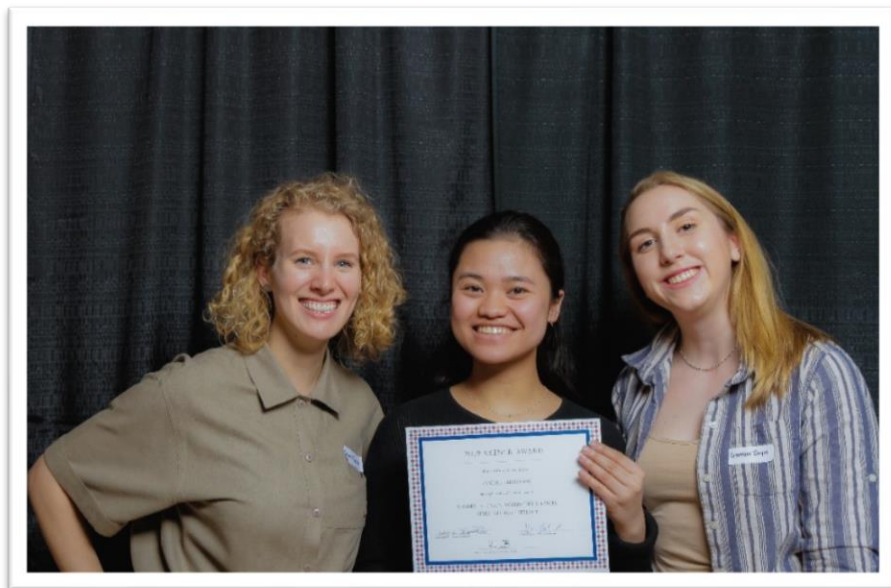


Key Points

- The drop-in ESL Station was moved to Clubs West (Workroom 7) from the Q Centre to provide a more welcoming and accessible environment for all learners in a neutral space. ESL station also continued the stamp card for attendance and prizes this year, which continues to be well received by the learners.
- ESL Station attendance decreased from an average of 15 weekly learners in the Fall 2018 semester to an average of 5 weekly learners in the Winter 2019 semester. More targeted promotions and the collection of an email contact list of drop-in learners will help us mitigate this drop-off next year. Feedback continued to be 100% positive despite the lower attendance.
- SFL ran its annual book sale during the second week of February to raise funds for the program. This year, the event raised \$433.
- In addition to the program coordinators, 20 SFL clients and volunteers attended the Learner/Tutor Party on April 25th, 2019 which gave everyone involved in the program the opportunity to socialize, enjoy appetizers and receive appreciation gifts along with entering in draw prizes.



Students for Literacy Volunteers Damanji Sandhu and Harmehar Dhillon at the annual SFL Book Sale.



SFL Coordinators Alyssa Carruthers and Chelsea Tolppanen (left and right respectively) with volunteer Kandace Peroramas at the 2019 Volunteer Appreciation Party

ucalgarycares Homelessness at Home

Program Coordinator: Andrew Barry

Program Description

Traditionally, Volunteer Services partners with the office of Leadership and Student Engagement to make one of the ucalgarycares programs possible. Historically this has been an international volunteer opportunity in Costa Rica or more recently New Orleans (NOLA). In 2018, Volunteer Services took part in Homelessness at Home, where participants worked with the Mustard Seed and stayed in a downtown church. Provided with a 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 and volunteered at the Mustard Seed's sorting facility and emergency shelter, inspiring participants to continue making an impact in their community.

Key Points

- Due to the timing of the ucalgarycares Homelessness at Home program and my start date in the position of Coordinator, Volunteer Services, VS did not participate in the program this year. Additionally, we have suspended our collaboration with ucalgarycares until they are offering a suitable international volunteer opportunity, as we did not feel the Homelessness at Home program was serving our program goals and enhancing the portfolio of what we can offer to students. Into the Streets and Alternative Spring Break offer similar service-learning opportunities and is a part of our regular programming.
- If the NOLA program is resumed by Leadership and Student Engagement (dependant on travel restrictions to the United States) we will collaborate with them on that program. If another international volunteering program is proposed, we will consider how the goals of the program align with our mandate and likely resume our collaboration.

Volunteer Tax Program (VTP)

Program Coordinators: Brian Chu & Gurleen Gill

Program Description

The Volunteer Tax Program (VTP), a free income tax completion service, is run by two program coordinators, 14 lead volunteers and 103 general 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 the volunteers are undergraduate students from various faculties who receive specialized training from the program coordinators and lead volunteers.

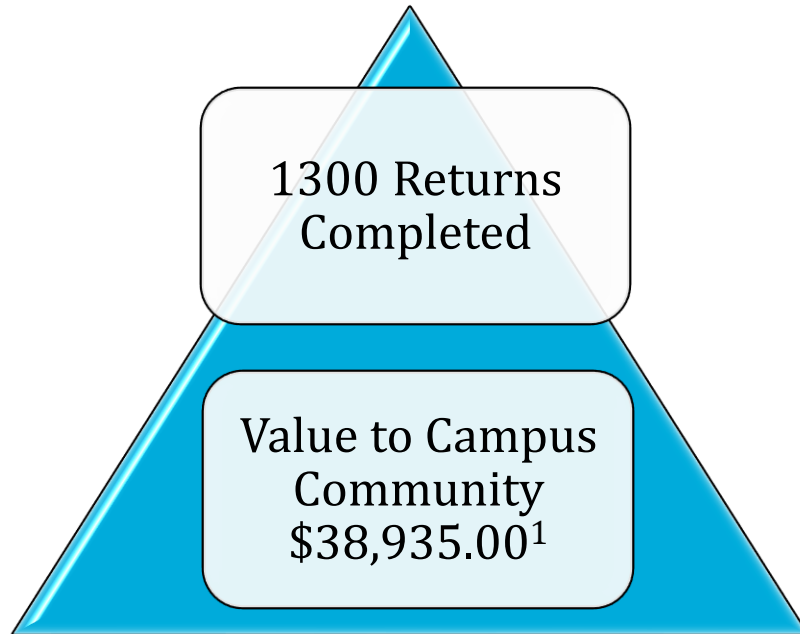


VTP Coordinator Gurleen Gill assists new volunteers at training day.

Volunteer Statistics

	# Volunteers	Volunteer Hours
	14 team leads	43 hours on average
	103 volunteers	24 hours on average
Total	117 volunteers	3896 hours

Client Statistics



¹ 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

Key Points

- Located in Clubs East in MacEwan Hall, the Volunteer Tax Clinic was open between February 25th and April 5th.
- The ongoing effects of the Quality Money grant for the Clubs East renovation are tremendous. The separate entrance for clubs to access lockers, better lighting, and permanent storage cabinets for VTP supplies allow the program to continue providing an essential support service to campus community members in a comfortable and inviting space.
- This year, PricewaterhouseCoopers LLP (PwC) was the program's exclusive industry sponsor, as the only accounting firm to sponsor the program. 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.
- CPA Alberta, the professional organization for chartered professional accountants in Alberta, was a gold level program sponsor this year.

- Donating \$5,500.00 in total, the program's two sponsors made many aspects of the program, ranging from the training sessions to client relations, possible. This was a decrease of \$1,500.00 from last year's sponsorship amounts, as H&R Block did not return as a repeat sponsor.
- The program coordinators planned the 2019 VTP Volunteer Appreciation Party, which was Volunteer Services' largest event of the year. The celebration provided 80 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.



The VTP Team Leads and Coordinators after a successful training day.

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 28, Volunteer Services hosted its annual Volunteer Appreciation Party. Held in the Shirley Anastasia Robertson Lounge from 5:00 pm to 8:00 pm, the "TV Night" themed event attracted 68 attendees. Volunteers enjoyed a broad selection of food and drinks, and were eligible for five 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. We award the Most Dedicated Award to recognize the volunteer who contributes the most hours across all programs. The recipient was Valeria Marino who contributed 181 hours volunteering for the Information Centre/Lost and Found, Campus Food Bank and Administrative Volunteer Program.



Pictured are VTP Volunteers (Back row) Dominic Krile, Brandon Murphy, Katharina Kiseleva, (Front Row) Jeffrey Liu, Madison Propp.

Volunteer of the Year Award

Comprised of the Students' Union Executives, the Volunteer of the Year Award Committee selected Brandon Murphy, a Volunteer Tax Program (VTP) volunteer, as this year's recipient. In his third year with the program and his second as a Lead Volunteer, Brandon consistently acted as a mentor to newer leadership volunteers and was committed to the program's success. He went above and beyond in his role, and even took it upon himself to promote the tax clinic on social media through his marketing business. We are excited to have Brandon on our team as one of our VTP coordinators next year.

Portfolio Awards

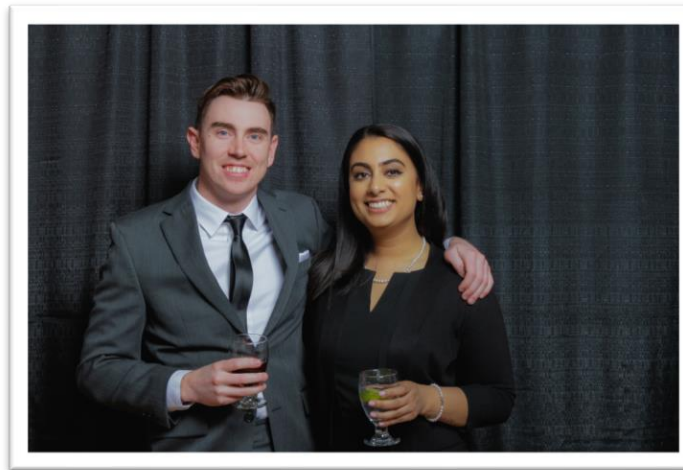
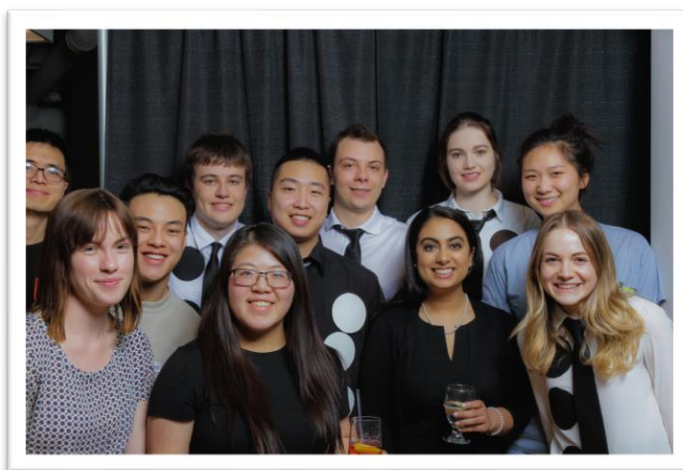
On an annual basis, one volunteer from each program receives a Portfolio Award, which recognizes their outstanding commitment and contribution to Volunteer Services. The recipients are listed in the table below.

Alternative Spring Break Kali Hoogenboom	Administrative Volunteer Program Amarpreet Minhas
Breakfast Program Camila Ching	SU Campus Food Bank Pascale Eng
Information Centre/Lost and Found Cody Harbidge	Into the Streets Melia Alcantara
Q Centre Timber Gillis	Students for Literacy Challen Julian
Volunteer Tax Program Dominic Krile	Dr. Seuss in the Park Jusnoor Aujila

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 Michaela Seal	Breakfast Program Leon-Long Huynh
SU Campus Food Bank Adrian Handy	Information Centre/Lost and Found Carmen Caplette
Into the Streets Hayley Cleveland	Q Centre Cameron McDonald
Students for Literacy Kandace Peroramas	Volunteer Tax Program Katharina Kiseleva
Dr. Seuss in the Park Dan Zhang	



Pictured are program coordinators and volunteer guests at the 2019 Volunteer Appreciation Party.