

Feds Student Food Bank

# END OF TERM REPORT INTERNAL

*Winter 2017*

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(Service Coordinators)  
April 2017

## Table of Contents

### **TABLE OF CONTENTS**

#### **INTRODUCTION**

#### **VOLUNTEER MANAGEMENT**

COORDINATOR AND EXECUTIVE RECRUITMENT AND SELECTION

VOLUNTEER RECRUITMENT

TRAINING INFORMATION AND REVIEW

MEETINGS

VOLUNTEER RETENTION AND ENGAGEMENT

VOLUNTEER RECOGNITION AND APPRECIATION

EXECUTIVE RECOGNITION AND APPRECIATION

DISCIPLINARY ACTIONS

COMMUNICATION

#### **EVENTS AND ACTIVITIES**

WATERLOO WARRIORS FOOTBALL GAME (AUGUST 30)

FEDS SHOWCASE "PRICE IS RIGHT" EVENT (SEPTEMBER 8)

EXECUTIVE MEETINGS (SEPTEMBER 13 – NOVEMBER 29)

FEDS OPEN HOUSE (SEPTEMBER 19)

CAMPUS LIFE FAIR (SEPTEMBER 21)

GENERAL MEETING (SEPTEMBER 27)

TRICK OR EAT (OCTOBER 31)

HOLIDAY FEAST (DECEMBER 6)

EOT APPRECIATION (DECEMBER 2)

PARTNERSHIPS/COLLABORATIONS

#### **BUDGET & FINANCES**

OVERVIEW

#### **OPERATIONS**

SCHEDULE AND OFFICE HOUR ADJUSTMENT

HAMPERS

FOOD STOCK

FREEZER STORAGE

SHORT-TERM SUGGESTIONS, PLANS AND GOALS

LONG-TERM OBJECTIVES, SUGGESTIONS AND PLANS

#### **RECOMMENDATIONS**

FOR FEDS

FOR SERVICES MANAGER

FOR VP INTERNAL

FOR MARKETING

## **IMPORTANT CONTACTS**

### **APPENDICES**

APPENDIX A: ATTENDANCE SUMMARY REPORT

APPENDIX B: OFFICE USE AND STATISTICS

APPENDIX C: OFFICE SUMMARY REPORT

APPENDIX D: DONATIONS AND RESEARCH SUMMARY REPORT

APPENDIX E: FREEZER USE FORM

APPENDIX F: PROMOTIONS AND COMMUNICATIONS SUMMARY REPORT

APPENDIX G: SURVEY FOR VISITORS

APPENDIX H: TRANSITION AND ADVOCACY SUMMARY REPORT

### **APPENDIX I: Raw Log Book Data**

APPENDIX J: EVENT FORM SUMMARIES

APPENDIX K: PASSWORDS AND LOGIN INFORMATION

APPENDIX L: FALL 2016 KEYLIST

## Introduction

The Winter 2017 term was run by returning coordinators Chelsea Hillier and Leila Dzinic. Chelsea Hillier spent her last 4 co-op terms in coordinator roles and Leila Dzinic had been a food bank volunteer and ICSN (International and Canadian Student Network) executive prior to becoming a coordinator. The main focus this term was to both bring awareness to the food bank and reduce the stigma associated with using one. This was done by running a few small promotional events on campus, using social media more often to relay information and taking part in Feds events and collaboration with other services. Our other goals for the term were to improve executive-volunteer-visitor communication and to improve the efficiency of our service.

## Volunteer Management

### Coordinator and Executive Recruitment and Selection

Interviews for executive positions were held by the current coordinators (Chelsea Hillier and Leila Dzinic) on Thursday November 24th 2016. The Winter 2017 executive team was well chosen and consisted of one previous coordinators, four returning executives, and four new executives that were previously general volunteers in the Food Bank.

The executive team for the Winter 2017 term was comprised of the following individuals:

- Chelsea Hillier (Service Coordinator)
- Leila Dzinic (Service Coordinator)
- Daniel Siu and Vanessa Wildeman (Office)
- Bonnie Lu (Attendance)
- Laavanya Dharma, Besjana Avdiaj and Natisa Jeyakanthan (Donations and Research)
- Zohal Azizi (Promotions and Communications)
- Fredrick VanRooyen (Promotions and Communication)
- Steven Choi (Transition and Advocacy)

Daniel Siu was an office executive in Fall 2016 and an attendance executive in Spring 2016. Zohal Azizi was a promotional executive in Winter 2016 and again in Fall 2016. Freddy VanRooyen was a promotions executive in Fall 2014 and committed food bank volunteer. Steven Choi was a service coordinator in both Spring 2016 and Winter 2016 as well as a transition and advocacy executive in Fall 2016. Laavanya Dharma was our trick-or-eat project lead in Fall 2016. We decided to choose new executive members for the rest of the positions to give opportunity to students who were interested in getting more involved. Particularly, Vanessa Wildeman has some great ideas on how to ensure that students feel comfortable and not judged when seeking our services. From choosing executives with a mix of experience, we have formed a strong executive team.

Weekly executive meetings were held on Monday evenings in MC 4044 from 5:30 PM - 6:00 PM to keep the team updated and to plan for upcoming events. Traditionally, executive meetings

are booked for one hour however the coordinators decided to cut the time in half because of scheduling conflicts and because meetings rarely run this long. The coordinators delegated appropriate tasks to each team member at these meetings. These meetings also consisted of brainstorming for scheduled as well as proposed events. A main component of being a part of the executive team was being actively involved in all events that occurred throughout the term and thus, events were seen as mandatory for all executive members.

## Volunteer Recruitment

The majority of Fall 2016 general volunteers were recruited in the Fall 2016 term. Recruitment for Winter 2017 volunteers also began in Fall 2016. The service coordinators identified an issue in the Fall 2016 term where volunteers would sign-up for shifts midterm (unavoidable due to drop-outs occurring throughout the term) and then complain that they did not receive the necessary information and/or training conducted at the beginning of the term. In order to circumvent this issue, Chelsea and Leila will be having the attendance executive send out a comprehensive email explaining everything from attendance rules to operational procedures to FAQ to instructions on how to stay in contact with the food bank in case he/she does NOT make it on the volunteer schedule at first to ALL volunteers upon signing up on leads. This email will be sent out to volunteers again once they sign-up for a shift on the volunteer schedule. These changes will serve to ensure that the food bank has enough volunteers to replace drop-outs and that all volunteers are educated appropriately. This email will be documented in the Winter 2017 google drive.

This term, we utilized the following resources to advertise all of our volunteer opportunities: the "Job Opportunities" page ([leads.uwaterloo.ca](http://leads.uwaterloo.ca)); our Food Bank page ([feds.ca](http://feds.ca)); our Feds Food Bank Volunteers Facebook group (<https://www.facebook.com/groups/fedsfoodbankvolunteers/>); our mailing lists from Fall 2015, Winter 2016, Spring 2016 and Fall 2016; and our social media platforms (Twitter, Facebook and Reddit). Our executive members and coordinators "shared" Food Bank-related media and information on their personal social media platforms. When volunteers signed up on Leads, we emailed the volunteers with a link to our Volunteer Schedule on a Google document. When they wanted to choose a shift, they indicated their preference by commenting on the schedule provided, and shifts were then approved by the Administrative Executive. Please note that it is important NOT to post the volunteer schedule on the volunteer facebook page. This is because volunteers MUST sign-up through leads before signing up on the schedule in order to be added to the keylist. Not all members of the facebook page will have signed up through leads and therefore should not have access to the schedule.

Since Chelsea and Leila are both returning coordinators there was no need to hire new ones. There was a total of 25 executive applicants for the Winter 2017 term. Executive interviews took place in the food bank office on Thursday November 24th. There were a total of 4 applicants interviewed by phone and 3 applicants interviewed in person. Daniel Sui, Zohal Azizi, Laavanya Dharma, Steven Choi and Fredrick Vanrooyen decided to return as executives for the Winter 2017 term. This meant that an attendance, office and 2 research and donation executives

needed to be hired. The service coordinators hired executives based on level of experience and commitment to improving the food bank.

## Meetings

We only had one General Volunteer Meeting at the beginning of the term. This meeting was seen to be mandatory for both volunteers and executives as it was in place to cover general volunteer training which included the explanation of our policies and procedures. General volunteers who were unable to make the meeting were not penalized. Please see the “General Volunteer Meeting Event Form” for more details. The coordinators hosted weekly executive meetings on Monday evenings from 5:30-6:00pm to brainstorm ideas, plan events, provide updates and to ensure overall group cohesiveness. These weekly meetings included all executive volunteers and were mandatory.

## Volunteer Retention and Engagement

To keep volunteer interest, the Food Bank regularly sends out email newsletters informing students of new events, volunteer opportunities, and updates from our service. Our volunteers are typically very receptive to the emails we send and we have seen various new individuals each time events were held. Another way we retain volunteers and promote engagement is through social media. This term we ensured that regular posts were made on our Twitter, Reddit and Facebook accounts. Twitter was managed by our promotion and communications executives. We also found that it was very important to thank volunteers for their commitment to the food bank in every email and post.

## Volunteer Recognition and Appreciation

The EOT Volunteer Appreciation will be held on Monday, April 10th from 5:30pm-6:20pm. We expect that approximately 30 students will attend this event using last terms numbers as an indicator. It is important to note that many more volunteers are becoming interested in being appreciated so we recommend increasing the volunteer/appreciation budget in order to facilitate this increase (See budget section for more information). Further promotion was done through social media, primarily through Facebook. We will order Pizza Pizza and play music through stereo speakers.

## Executive Recognition and Appreciation

For our end of term appreciation we purchased \$30 gift cards for each executive to conestoga mall. Here, they could choose to purchase a variety of luxuries and necessities including food, clothing, household items etc. All executives received their gift cards prior to leaving for the term.

## Disciplinary Actions

This term we continued to utilize the new attendance policy that was created by the Fall 2014 coordinators. The system that was used this term continued to be effective to keep volunteers from abusing the system. The proposed attendance policy was as follows: volunteers are able

to get 3 excused absences through emailing the attendance email 24 hours prior to their missed shift, **or** they are able to have 2 unexcused absences before being taken off the volunteer key list. Unexcused absences include any absences that were not brought to the attention of the attendance executive before the missed shift, or an absence that was announced after the mandatory 24 time period.

The schedule for Winter 2017 was filled from 9:30am-10:20pm 7 days a week with the exception of the exam period. In Fall 2016, we witnessed more volunteers drop-out midterm than in Winter 2017. We believe that this is the case because, this term, we trained and accepted a larger number of volunteers at the very beginning of the term than necessary so that, when inevitable drop-outs did happen, there were people trained and ready to fill the spaces... already a part of the volunteer facebook page and on the email list. We achieved this by including all training and policy information in a welcome email that was sent to everyone at the beginning of the term and again at midterm. This welcome email is archived in the Winter 2017 folder of the Google Drive. As a result, volunteer retention was not as big of an issue as it had been in previous terms. We achieved our goal of ensuring that there were adequate volunteers both registered and trained to take over shifts in an instant when spaces became available honouring the 2 unexcused absences allowed.

We did not take any disciplinary actions this semester with our executive team. We did note that it is essential to ensure volunteers understood the time commitment they were making to their role in the Food Bank as well as understood the level of commitment they were taking on outside of their role at the Food Bank. We HIGHLY recommend that this is discussed individually with executives in the first few weeks of the Winter semester to ensure that this does not become an issue in the future.

## Communication

The vast majority of our communication to volunteers is done through facebook and emails are sent out for important items as to not annoy the recipients too much. Emails and facebook posts are always very thorough and can be sent out easily using the LEADS system. Our emails are mostly irregular and are sent out as we approach important event dates, if we are in need of shift replacements or as campus partners send us opportunities to forward to our mailing list. We strongly recommend leveraging the benefits of social media and creating a Facebook group that includes all volunteers for the term; we have had adequate success communicating with our volunteers through e-mail and Facebook. The other Feds services retweeted or shared our posts on a regular basis. We also posted our events on the events calendar on feds.ca whenever possible. For specific events such as CANpetition, the UW Official Free Food Page is a good place to advertise in addition to frosh pages.

## Events and Activities

### Executive Meetings (January 9 –April 3)

**How did it go:** Executive meetings started on Monday, January 9th, 2017, from 5:30 to 6:00pm and continued to occur weekly at this time, in MC 4044. Each meeting was a chance for all the executives and coordinators to go over what was accomplished the previous week and what needed to be done in the future. All event ideas and planning decisions were made during the meeting to make sure all the executives were informed. During these meetings, the coordinators brought up points that needed to be discussed, and took notes of the group's ideas and suggestions for events. At the end of these meetings, the executives were given specific tasks related to their executive roles.

#### Recommendations:

- It is a great idea to book a room in which to host the meetings weekly in one event form to not. Do so as soon as possible once the team is made
- Create a doodle poll and send it out to all executives via email. Use this to determine the ideal time for your team to meet
- Plan meeting notes/schedule ahead of time. Select a shift that both coordinators can attend to use this time to make meeting notes and to-do-lists
- Try to be as forward and stern as possible – sometimes people don't participate in discussions or task sign-ups.
- Ask about events that happened this term and any updates on their roles. Then go ahead to new tasks and new upcoming events
- It's important to keep reminding people to complete their tasks, as sometimes they will not be completed without a strict deadline.
- Designate someone to be a note taker, as well try to divvy up speaking duties between both coordinators.

### Feds Open House (January 11th)

**How did it go:** The Feds Student Food Bank held a booth in the SLC great hall to raise awareness of our service. The theme of the Feds Open House was "bingo" in which each student received a card that was stamped for every service that he/she visited. If a student got a "bingo" he/she would receive both a food and dessert ticket which could be exchanged for a burger and piece of cake. In order to receive a stamp, students had to listen to a 2min speech regarding services location, purpose, offerings and hours of operation. Many students who showed up to the booth were interested in getting involved as a volunteer at the bank. Many did not realize that UW had a food bank on campus.

**Recommendations:** Have execs and interested volunteers run the booth, 2 at a time for 30min intervals from 11am-2pm. Send out a google doc schedule that all who are involved can access so that everyone knows who is relieving who.



## General Meeting (January 23rd)

**How did it go:** The General Meeting was set in the third week of school, giving ample time for volunteers to sign up for the remaining shifts and for the promotion of our General Meeting. The event occurred on the evening of January 23rd, from 5:30-6:30pm in MC 4044. We felt the space in the room was very small but sufficient for the number of volunteers who showed up. Only approximately 25 people attended. We offered pizza (from Campus Pizza) to guests after explaining a bit about our Food Bank and the roles of each of the executives. We then explained the procedure for volunteering at the Food Bank, where the Food Bank was located, and discussed the upcoming events we had for the term. Campus Pizza was expensive compared to other choices such as Pizza Pizza. Campus Pizza was chosen out of convenience in a time crunch. In the future, please use Pizza Pizza or another discount shop. DO NOT use Twice the Deal Pizza, the university does not wish to do business with them.

### Recommendations:

We highly suggest booking rooms that are the proper size for the demand of students. We typically have between 15 - 30 students attend our General Meetings. It is important to choose a room that is cozy rather than overly spacious, like this term's room in MC. A small, cozy space helps us to achieve a sense of community among the volunteers. In order to book such a room, the future coordinators should send in their event form as early as possible to ensure the desired room is available. DO NOT order from Twice the Deal pizza. The University of Waterloo no longer supports this business so we suggest ordering from Pizza Pizza or Bomber instead.

## CANpetition (March 10th - March 24th)

**How did it go:** Typically, the UW FEDS Food Bank holds an annual Can-Build event in conjunction with community relations where teams on campus purchase and build structures out of food items in the winter term. These structures are then judged by spectators and the winners receive prizes. However, this year, community relations withdrew their involvement so we decided to do something new. We held our first annual CANpetition event. Instead of having teams sign-up to build structures, which is a lofty time commitment and may ultimately discourage teams from participating during midterm season, we decided to run a food drive event: CANpetition. We have had organizations around campus collect food for us without us even asking them to in the past, so we thought, why don't we turn these drives into a competition and promote it!

### Running the event (Written by Chelsea Hillier):

#### CANpetition Action Plan:

- February 13<sup>th</sup> – 17<sup>th</sup>
- Make a signup form using Google Forms: have FEDS put the form on their website
  - This is the sign-up form for CANpetition. Once registered, you and your team will be competing against other teams across campus to collect as many cans as

possible before the deadline of March 17<sup>th</sup> in support of the UW food bank. You may start collecting as soon as your team has registered!!!

- o Organization/Team Name: (Input Field)
- o Contact Name: (Input Field)
- o Contact Email: (Input Field)
- o Do you require us to deliver boxes to your location for CAN collection? (Yes/No)
- o Where on campus are you located? (Input Field)
- o How many boxes will you require? (1-2, 3-4, 5-6, 7+)
- o Please select one of the following options
- o I will deliver my donations on the week following March 17<sup>th</sup> to the food bank office in SLC 2104
- o I require pick-up of my donations on the week following March 17<sup>th</sup>
- o Amount of Cans Collected (please fill out at the end of CANpetition as this number will represent your final total) (Input Field)
- o Don't forget to like us on Facebook! (add link to main page and event page)
- Make an "items needed list"
- Reach out to campus organizations/faculty via email and in-person:
  - o Dear xxx, the FEDS Student Foodbank is happy to announce that we will be holding our first annual CANpetition event in support of the UW food bank!!! The rules are simple... register your organization using our online form linked below .... Fill-in all required information... gather as many non-perishable food items as possible by **March 17<sup>th</sup>**. Teams who collect the most amount of product, have the highest diversity of product or who collect the most amount of product from our "needed items list" (also attached below) will receive awards. Please sign-up by February 24<sup>th</sup> to be entered into our CANpetition!!!
- Book promotional booths for following weeks
- Launch CANpetition facebook event and post progress updates/pictures.
- February 19<sup>th</sup> – 24<sup>th</sup>
- Hold promotional booths to entice students. If one is interested... have them leave their email address and send form to student once he/she has had the chance to formulate a team.
- February 24<sup>th</sup>
- Teams have been finalized. Check-in with them and monitor their progress.
- March 17<sup>th</sup>
- Send out CANpetition end email to all teams. Remind all teams to ensure that their final totals are accurate on the sign-up form and that winners will be announced on the facebook page event page. Arrange pick-up/drop-off times for donations. Thank them for competing and send out feedback forms for how the competition ran.

### Success of the Event

In total there were 4 teams who signed up for canpetition. We received appx. 30 medium sized boxes of food from the event. Last year, CanBuild brought in appx. 6,300 non-perishable food items. CanBuild yielded almost 6 times as much food as canpetition did. However, the time commitment involved in running canpetition is a lot less than CanBuild. With more teams, canpetition has the capacity to accrue more food items more efficiently than CanBuild in terms of quantity and diversity. However, with less than 10-15 teams signed-up for canpetition, CanBuild is the better event to run. It is up to next year's' coordinators whether or not they will

choose to run CanBuild or Canpetition or both pending involvement from community relations. Building on this years framework, with an added emphasis on promotion, canpetition will be a big event that can and should be run any term.

### **Recommendations**

- Ensure that marketing is ontop of creating the poster for this event. CANpetition was delayed by 1 week because of poster delays.
- Go to organizations/clubs/faculties on campus and physically deliver a copy of the canpetition promotional poster
- Assign a clear sign-up date so that the canpetition remains fair and that all teams have the same amount of time to collect product
- Have central stores collect the food from canpetition and give them appropriate notice. Thank them for their service, particularly if they travel all the way to pharmacy to pick-up food.
- Do not neglect the pharmacy school, they are very willing to participate and to donate to help our cause.

### **Canstruction (March 10th)**

**How did it go:** Canstruction is an event that the FEDS Food Bank participated in in collaboration with community relations, the regional food bank and conestoga mall. We built a giant 60 out of canned food items in commemoration of the university's 60th year. As a result, we received exposure as a sponsor to the event and 1,327 food items which we collected from the regional food bank. Please note that our canpetition numbers were not as strong because many UW faculties, such as community relations, chose to participate in this event as opposed to our canpetition in order to gain community exposure in alignment with their mandate at conestoga mall. Community relations may be willing to work with us again next year as it will no longer be the university's 60th year anniversary. At which point, running an event like CanBuild may be more plausible and Canpetition team sign-up numbers will no doubt be stronger.

### **End of Term Cupboard Clean Out (March 31st - April 28th)**

**How did it go:** End of Term Cupboard Clean Out allows students to donate nonperishable foods that they do not take home at the end of the term. This helps to supply the Food Bank for the beginning of next term. You need to contact each residence separately and ask how many boxes they'll need. Contacts can be found in the "Important Contacts" section of this report.

- REV - 10 boxes (ATTN: Drazenka)
- UWP - 30 boxes (ATTN: Debbie)
- CLV - 20 boxes (ATTN: Sheila)
- Village 1/Velocity - 20 boxes (to be dropped off at V1) (ATTN: Wendy)
- MKV - 0 boxes

### **Suggestions:**

- Organize the boxes into stacks and at the front put ATTN TO: the appropriate contact
- Ensure that there are executives, either from the current term or from the next term, available for the pick-up of boxes from the Loading Dock when donations arrive at SLC
- Ask Marketing to make posters; this year we did a split poster with Sustainable Campus Initiative so that both food and clothing could be donated in the same box.
- Emailing each residence contact 2-3 weeks before boxes are to be delivered to each residence.
- The Home Depot in Waterloo is willing to give us as many boxes as we need provided that we give a sponsorship letter with charity number attached. Follow-up with Brendan on this as a source of boxes for future terms. We purchased appx. 200 boxes from Home Depot that are in storage room 0115.

### Partnerships/Collaborations

- **Athletics** – We partnered with Athletics at the start of the term (August 30th) for their first football game of the season. To ensure adequate promotion is done for this event, an email was sent to Jenny McKay in early June to include the Food Bank in the promotional posters. Individuals that came to the game were notified that Feds Food Bank is collecting had to donate either cash or canned goods on the day of the event.
- **UW Housing & Residence** – We partnered with housing to set up the end of term Cupboard Clean Out event for the end of the Winter 2017 term. This was done by setting up boxes in the residences 1-2 weeks before the start of exams. We gave out boxes to each of the residences, including Velocity, at the beginning of the exam session. The boxes were provided to us by Home Depot which we bought.
- **Food Not Bombs** – In the Winter 2017 term, we collaborated with Food Not Bombs by donating our perishable or expired food items which they use to provide the Kitchener-Waterloo community with free meals. We have had no issues communicating with food not bombs.
- **Community Relations** - We partnered with them during Canstruction

### Budget & Finances

#### Overview

#### Expenses

**Total Income:**  
\$0

**Total Donations:**  
\$613.15

**Total Money Added to our Budget in Winter 2017:**  
\$613.15

Expense	Budgeted(\$)	Actual (\$)	
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<b>Volunteer recognition</b>	700	Volunteer EOT food.....	\$100
		Execs EOT event .....	\$270
<b>Entertainment/ Promotions/ Meetings</b>	400	East Side Mario's Giftcard CANpetition...	\$200
		Marketing Banners (x2).....	\$500
<b>Special Projects</b>	625	Fridge.....	\$450
		Cardboard Boxes.....	\$242
<b>Auto</b>	300	.Enterprise Van Rental.....	\$50
<b>General Office/Computer Supply</b>	150	Various Office Supplies.....	\$140
<b>Membership</b>	150	Membership Fee Region of Waterloo	\$150

**Total Expenses for Winter 2017:**  
\$2,102

**Total Reduction in our Budget:**  
\$2,102 was reduced from our budget

### Future Recommendations

- Set up a budget at the start of the term and before big upcoming events. It helps with keeping track of expenses throughout the term and will help you organize/plan the budget for the next term.
- Request a print-out of the budget from Cheryl at the beginning of the term to help you plan your expenses.
- Always get a receipt when you want to get reimbursed.
- Increase budget for special projects. The budget for special projects is not enough for three terms, especially if we want to host at least one major event each term. \$625 is sufficient only for the Fall Terms
- Use CarShare to rent cars if executive members have a membership fee. Feds should consider getting a CarShare membership
- Increase volunteer recognition as more volunteers are becoming interested in being recognized

## Operations

### Schedule and Office Hour Adjustment

Office hours in the Winter 2017 term were from 9:30 am to 10:30 pm. We decided to continue office hour shifts two hours long, with the exception of the shift from 9:30am-10:20am,

10:30am-11:20am, 7:30-8:20pm, 8:30-9:20pm, and 9:30-10:20 pm as we anticipated, and rightly so, that not many people would be interested in a shift at this time, especially not for two hours. We also made morning shifts one hour long, consisting of shifts from 9:30-10:20am and 10:30-11:20am. This shift to two hour long shifts was also done to promote a closer feeling of community and allow the longer office hours to be a productive time for the volunteers to do work. Our exam schedule ran from 11am-2pm and was filled by our volunteers.

Nearly all of our shifts were filled by the end of the second week of the term. We had quite a successful turnout as far as volunteers are concerned, in total we had 104 at the terms end.

### **Hampers**

We designated a Transition executive whose job was exclusively to handle our hampers and create smooth transitions between terms. Steven Choi, our transition executive, took on this role and began his tasks with checking the hampers throughout the exam period. He continued to do this throughout the term. We offered for him to make up to 20 extra Hampers and leave them inside the Food Bank Office. If he was unable to come to school to refill the Hampers, Turnkey staff could go to the Food Bank Office and restock for us.

### **Food Stock**

Food donations at the beginning of the term were moderate and got us through until the end of April. A large influx of food from all of the Regional Food Bank, EOT Cupboard Cleanout and Canpetition replenished our stocks so that we'd be in good shape for Spring 2017.

### **Freezer Storage**

From Spring 2015, there has been a freezer space in our food bank that we've used to store some frozen food for visitors we picked up from the Regional Food Bank. The freezer is semi-full with various meats and vegetables upon completion of the Winter 2017 term as a trip to the Regional Food Bank was just made on March 29th. We've also offered up to two shelves of space for services to store frozen foods that they need for their event. To regulate the use of the freezer, there is a "Freezer Use Form" that allows services to "rent" the freezer shelf for a limited time. To prevent items from being taken, we place signs on the shelves that say "Off Limits, Do Not Take from this Shelf". This form can be found in the Appendixes alongside with the filled in forms. There has been an issue this terms with services NOT placing "do not touch" signs on their food. In order to circumvent these issues we ask that the next coordinators print-out freezer forms that asks storers to sign next to a statement that reads, "I agree to put a "DO NOT TOUCH" sign on all food that is mine in the freezer otherwise I am liable if a visitor takes it". Services can use food bank stationary in order to make these signs.

### **Fridge Storage**

This term, the UW FEDS Food Bank has purchased a fridge! Much like the freezer, the fridge will be used to store various food items that we pick up from the Regional Food Bank. A trip was made to the Region on March 29th, at which point various fridge items were picked up including

but not limited to: eggs, mushrooms, cucumbers, salad, celery, drinkable yoghurt snacks, jello, collard greens, cheese, peppers etc. Visitors responded positively to the fresh food and most of it was gone within a week or so so having fermenting fruit and veggies in the fridge was not an issue. Furthermore, the eggs disappeared the quickest so it is recommended that eggs be picked up whenever possible.

### Short-Term Suggestions, Plans and Goals

Steven Choi and Vanessa Wildeman will be the coordinators for Spring 2017.

- Continue to increase campus awareness of the Feds Student Food Bank
- Continue to decrease the stigma of using the Feds Student Food Bank
- Participate in Feds Open House
- Participate in Cupboard Cleanout and Feds Showcase
- Collaborate with the UW Cooking Club, OCC, IPS and other service partners
- Increase number of collaborations - contact more individuals
- Run events to engage the public - event inspiration from other services: "blow bubbles" stress relief, waste awareness, sponsored movie (highly suggested as Feds has started to show movies in SLC Great Hall)
- Try to run one large event per term and two or three smaller events
- Record attendance at Food Bank events
- Advise Promotions & Communications Executive to increase social media presence (Twitter, Facebook AND Reddit)
- Advise Attendance Executive on new volunteer recruitment/training process (send more frequent emails to all new mid term sign-ups) Also, advise to check the attendance email more frequently
- Advise Office Executives to keep the shelves looking fuller
- Replace shelving unit in the food bank office
- Obtain a tablet to digitize our surveys
- Make sure to keep careful track of the budget
- Get frozen vegetables from the Regional Food Bank more often
- Increase awareness of fridge in the office, make sure to keep it stocked
- Request new, larger office in SLC expansion
- Implement team of volunteers specifically for large events
- Expand to UW pharmacy campus

### Suggestions

- Determine goals at the beginning of the term (review previous EOT)
- Count hampers
- Partner with the Woman's Center to expand the hygiene section (condoms and pads)
- Contact Sustainable Purchasing near the beginning of the term to determine where we can purchase environmentally friendly products for our events/office that are affordable
- Update the website often. Recognize that web@feds.ca requires several days' notice

- Schedule weekly budget meetings to keep up with the budget

### Long-Term Objectives, Suggestions and Plans

Aside from the lack of campus awareness of the Food Bank's service, the Food Bank, and inherently students, have been struggling with a stigma that only certain individuals are poor enough to use our services. The Food Bank works to inform the student body that they do not need to meet a financial requirement, there are no costs and that they should not feel guilty about using our service. We also noticed that our general volunteers are disconnected from one another due to the lack of opportunities to work together or meet one another. In future terms, the Food Bank should work to improve the cohesiveness between general volunteers and try to create a sense of community and belonging in the Food Bank.

### Suggestions

- Host events for general volunteers AND visitors (i.e. games night or socials) These events should focus on making visitors feel more comfortable around our volunteers and executives. This will create a sense of community with respect to the food bank making the food bank office feel like a safe place.
- Focus on what we want to teach the student body and what initiatives can achieve this goal
- Host more promotional events and educational events (e.g. soup kitchen)
- Collaborate more frequently other Feds or campus services throughout the term.
- Find more locations where students, staff, and faculty can drop off food donations (reclaim drop-off location in South Campus Hall. on pharmacy campus)
- Create a more inclusive, community-centered atmosphere in the food bank
- Update the Feds Food Bank tri-fold to reflect the current information of the Food Bank that will be shared at promotional booths (tri-fold is outdated)
- Look to bring fresh and organic produce into the food bank as well as freezer foods.
- Construct a campaign centered around getting more hygiene products for the food bank

### Recommendations

#### For Feds

- We have had issues with our keylist in the past where volunteers who were on the keylist on our end were denied access by turnkey even though an email was sent out and confirmed weeks later.
- We would like more flexibility in where our posters are put up around campus. We would like to place more of them in more noticeable locations.
- We liked the "plinko" theme of the Feds Open House and think that this should be implemented again as it is interactive and fun for students.
- Quicker turnaround on money reimbursement, or alternative options for paying for service related things because we, as students, often cannot afford to have emptied bank accounts for long amounts of time



### For Services Manager

- Brendan has consistently provided us with support, advice and guidance throughout the term which was a large factor to the success of our several events. He has been essential to our service and events running smoothly.
- One of the best initiatives that Brendan has taken this term was in the creation of automated cheque request forms.

### For VP Internal

- This term, the VP Internal, Deanna, was incredibly helpful offering support and guidance to my co-coordinator and I. She was especially helpful during Trick-or-Eat as she offered to leave her phone number with me in case of an emergency.
- It would be helpful if interactions with the VP Internal occurred more often, as some issues have been mentioned several times without resolution.

### For Marketing

- Jenushika Jeyakumaran sat through most of our meetings with Brendan. This has proved to be an effective way of keeping everyone informed and updated. Having Marketing updated is important in promoting our events ahead of time as well as ensuring deadlines are met. We are very content with the level of assistance we have been provided within and outside of meetings. However, it would be appreciated if communication was more organized and concise.

### Important Contacts

Name & Position	Contacted for	Email
<b>Tanya Snyder</b> <b>Feds Marketing Coordinator</b>	Poster design, poster runs, and promotional materials	marketing@feds.ca
<b>Jacqueline Martinz</b> <b>Feds Communications Coordinator</b>	Updating website, event calendar, and posting volunteer positions at the end of term	web@feds.ca
<b>Katherine MacDuff</b> <b>Agency Orders from the Food Bank of Waterloo Region</b>	Request for food from the regional food bank; Hungercount	agencyorders@thefoodbank.ca 519-743-5576
<b>Dana Lahey</b> <b>Campus Programs Coordinator for the Meal Exchange</b>	Questions about Trick or Eat and to request promotional materials related to Trick or Eat	dana@mealexchange.com
<b>Jenny Mackay</b> <b>Marketing and Events Coordinator for UW Athletics</b>	Setting up start-of-term sport game	jmmackay@uwaterloo.ca 519-888-4567 x37126
<b>CLV –Sheila Goodwin</b>	Setting up end-of-term cupboard cleanout event in each respective residence	sgoodwin@uwaterloo.ca x33391
<b>REV –Drazenka Johnson</b>		d5johnson@uwaterloo.ca x35651

<b>UWP – Debbie Holden</b>		d2holden@uwaterloo.ca x37913
<b>MKV – Wade MacAulay</b>		wmacaulay@uwaterloo.ca x37506
<b>Village 1 – Wendy Fritz</b>		wtfritz@uwaterloo.ca x32898
<b>Maaz Yasin</b>	Service support	<a href="mailto:vpin@feds.ca">vpin@feds.ca</a>
<b>VP Internal</b>	Budget allocation/questions	
<b>Taryn Martin</b>	Event collaboration with the	TarynM@thefoodbank.ca
<b>Operations Volunteer</b>	Food Bank	
<b>Coordinator</b>	Dig In	
<b>The Food Bank of Waterloo Region</b>		

## Appendices

### Appendix A: Attendance Summary Report

Appendix A: Attendance Summary Report

Prepared by: Administration Executive (Bonnie He)

My name is Bonnie He and I am currently in my 2B term of Optometry. I am the Winter 2017 Administrative Executive for the Feds Student Food Bank. This was my first time working with the Food Bank as an executive and a second time as a volunteer this year. My role as the Administrative Executive is to oversee all Food Bank Volunteers. I manage the Winter 2017 Volunteering Schedule, the Keylist and the Volunteers. This role entails that I add new members to the schedule, monitor volunteer attendance and enforce the attendance rules when they are not followed. The main task that required upkeep was tracking the volunteer attendance. The attendance rules are as follows: every volunteer is allowed up to 3 excused shifts or 2 unexcused shifts. Volunteers who were let go from the role were emailed and removed from the Keylist and the volunteer schedule. With the current food bank shift I hold of 4 hours, I find it is a sufficient amount of time to update the attendance spreadsheet, email those who have been let go and respond to emails.

#### Statistics

This term, there was a total of 90 active volunteers out of 140 students who signed up on LEADS. There were only a total of 3 volunteers who had emailed and resigned due to scheduling/class conflicts. Surprisingly, no volunteers were let go this term, although there were 2 individuals who had used up their maximum number of excused shifts by the end of March. The schedule consisted of 2-hour time slots from Monday – Sunday from 9:30 AM to 10:20 PM for 2 volunteers to fill. At the beginning of the term, the schedule was completely filled with the exception of a few openings on the weekends and weekday evenings. It was noted that later on into the term, the absences grew on evenings and weekends. Before reading week, the number of absences was approximately 10 per week but after reading week, the number of absences rose to approximately 15 a week. Leading up to exam time in early April, the absences increased even higher to around the 25 a week, although 30% of all absences were reported to the Food Bank attendance email ([fbattendance@gmail.com](mailto:fbattendance@gmail.com)).

### Problems and Suggestions

One of the first problems I noticed was the attendance during the first two weeks of the term; there were a total of 24 absences in the first week. It was brought to our attention that many students could not make it to their shift due to lack of access to the Keylist. This resulted as a combination of publishing the schedule at the beginning of the term on January 9th, waiting for volunteers to sign up and finally waiting 3 business days for the Keylist to be updated.

Furthermore, we had one particular incident where a volunteer had no access to the Keylist until the first week of February as his legal name and common name were different from the LEADS system and what he used to sign up on the schedule. Recommendations to prevent this in the future is to close and review the applications on LEADS before the exam period, and to publish the schedule during exam season to allow for volunteers to sign up well in advance. This also provides time for the Administrative Executive to update the Keylist as the volunteers sign up to ensure they can acquire the Food Bank key when it comes time for their shift at the beginning of the term. Also we would also encourage volunteers to use the same first name/last name that they used on the LEADS system when signing up for volunteer shifts.

Another issue that arose this term was the lack of notice when volunteers could not make it to their shift. Out of all of the absences, only 21 out of 114 total absences (18.4%) were accounted for where they emailed [fbattendance@gmail.com](mailto:fbattendance@gmail.com). Most of the absences came about when volunteers forgot to sign into the log book, but their volunteer partner was able to confirm their presence. In those cases, the honor system was implemented, and volunteers were reminded to always sign in to the log book each time for their shift. Fortunately, there were fewer repeat instances of forgetting to sign in afterwards. Also, there were on numerous occasions when absentees posted on the Facebook Food Bank Volunteering Group assuming it was monitored by the Administrative Executive. In discussing with volunteers who had been let go, they were unaware that they were responsible for letting us know they will be absent or providing us with a valid reason for their absence. In the future, I would suggest taking further action to let the volunteers know that they are to email [fbattendance@gmail.com](mailto:fbattendance@gmail.com) to notify us of their absence and that the Facebook page is not monitored for absences.

Continuing on with the absence issue, 10 instances were posted on the Facebook Page to find someone to cover their shift. I would recommend providing an incentive to encourage students to find others to fill their shift such as having that shift not count as an absence and then having the absent student email us to let us know not to penalize them. Not surprisingly, most of these absences occurred during the second half of the term when midterms and finals were approaching. A suggestion to prevent this in the future may be to shorten the duration of the shifts to 1 hour instead of 2. This suggestion is based off of the students that withdrew from volunteering at the end of the term because the time commitment was too much.

## Appendix B/C: Office Summary Report, Use and Statistics

### Appendix C: Office Summary Report

Prepared by: Office Executives (Daniel Siu and Vanessa Wildeman)

#### Job Description

As the Office Executives for the Winter 2017 term, it was our responsibility to ensure food was always stocked and available to all University of Waterloo students (undergraduate and graduate) as well as staff and alumni in need. Our regular duties included re-stocking shelves weekly, weighing and sorting new donations, and maintaining Food Bank office cleanliness. If certain foods were in high demand but low supply, we would work with the coordinators and transition/advocacy executive to order and transport food from the Regional Food Bank when necessary. Additionally, we were responsible for weighing the donations and re-organizing the basement storage space after major donation drives such as Canpetition.

A new task that has not been implemented yet is to keep in check the foods that are held for other services in the freezer with a bike lock. The office executive(s) will have the key for the bike lock and whenever there is a request to place foods in the freezer or take foods out from the freezer for the other Fed's services, the office executive(s) is notified and will schedule for when they will meet and unlock the bike lock.

#### Goals and tasks for this term:

The main priorities were to:

- 
- Stock food shelves with donations by food category (e.g. canned vegetables, beans in sauce, etc.)
- 
- Organize stock so products that expire first were at the front of the shelves;
- 
- Order new labels and fun facts for shelves with outdated or worn labels;
- 
- Organize food donations in the storage space to make navigation more easy, reduce clutter and put as many products in plastic instead of cardboard boxes
- 
- Go through the foods in the basement and separate them in their year of expiry;
- 
- Food that will be expired in the current year are immediately placed on the shelves and take down the foods from the shelves that did not expire as soon;
- 
- Collect and dispose of expired food and work in conjunction with Donations and Research to donate expired items (within a reasonable time of expiration) to "Food not Bombs" soup kitchen;
-

- Discard unwanted office items to improve cleanliness
- 
- Create task list for future office executives

**Additional roles as an executive:**

- 
- Partake in boothing at Services Fair and Feds Open House for the promotion of volunteering opportunities and our service
- 
- Helped introduce the role of the office executive to volunteers during the first general meeting and answer any questions related to the role
- 
- Coordinated organization and storage of food items in the basement storage by labelling plastic bins in the storage
- 
- Regularly tallied total weight of all donations by specific categories, recoded the statistics on a spreadsheet and reported stats to coordinators
- 
- Took inventory of all foods – noted food items that are low in stock, reported this at meetings and placed orders for food from the Regional Food Bank if necessary
- 
- Moved surplus food (such as new donations) to basement storage areas by group
- 
- Cleared old supplies and moved seldom used decorations and stationery to the basement (separated one side for promotional items and one side for food storage)
- 
- Weighed and stored foods from events (EOT, Canpetition, Canstruction)

**Suggestions for the next executive:**

- 
- The role requires regular and active presence around the food bank office (2-3 times a week is recommended for continued and effective maintenance and will make the role easier if there are 2 office executives)
- 
- This role requires significant physical strength for weighing and transporting goods to and from the office and the basement storage area in a timely fashion

**Tips & tricks for the role**

- 
- Really be able to determine a system at the beginning of the term and have everything organized at the beginning
-

- It would be helpful to have a shift with another executive for them to stay in the office as the Office exec goes to take food from the storage to stock and the other executive can help out when stocking
- - 
  - Otherwise, the best time to sort items and restock shelves is when the food bank closes
  -
- 
- Possession of a car and driver's license is an asset as food may need to be picked up from the regional food bank when stocks are low
- 
- Instant foods, stews/chilli, snacks, Kraft Dinners, beans in sauce, and sauces should be limited to 3-4 items per week on the shelf, as they are limited commodities.
- 
- Put vegetables and fish on the shelf as much as possible; we have an abundance of these items in storage
- 
- Use a stocking checklist to help out with making the decision of what to stock and how often
- 
- To help ensure the general cleanliness and order of the food bank, the office executive should perform general cleaning duties. It is also expected for the general volunteers to help take out the recycling and keep the food bank in good condition
- 
- Surplus food should be stored in the basement in clean plastic bins to avoid cluttering the office. Special event decorations should be stored in the basement. All expired food that is deemed reasonable for donation should be placed in cardboard boxes labeled "EXPIRED" in the basement and office. When Donations and Research executive(s) hears back from Food Not Bombs, all expired food from the boxes should be transferred to the food bank office for the agency representative to pick up.
- 
- If you do not have sufficient physical stamina/ strength to carry the boxes, use the trolley located in the office to transport the food items to and from the basement.

**Suggestions for the food bank and the facilitation/tasks designated to the individual under this role (does this role take on too much)?**

This role is fairly time-intensive and requires moderate physical stamina to complete. It is a manageable job for one person, given that this individual is driven, hard-working, motivated and can manage their time well. However, having two executives is a definite advantage for organizing large events such as Canpetition when there is a lack of general

volunteers. Creative thinking is also helpful when looking for ways to improve the food bank layout or the organization of basement food stocks.

Thoughts on your role, the Food Bank and events we ran.

Given the academic load of the executives, the number of events run was appropriate. The promotion events were moderately successful and reached new members of the student population. Our major event, Canpetition, and our partnership with Community Relations and the Regional Food Bank in Canstruction allowed us to receive a wide variety of foods for this term and the upcoming terms.

**Suggested goals for next term (for Spring - both role and Food Bank)**

- 
- The current office set-up is excellent in our opinion. However, if the next executive(s) wants to rearrange the office space, we encourage any creative and innovative ideas. The current basement storage organization should be maintained or improved to ensure efficient access to food for re-stocking.
- 
- It would be nice to find stronger and more efficient bins for transportation and storage for canned foods. This can help the executives that may not be as strong.
- - 
  - Executives that are not as strong should limit how much food to carry at once, particularly if the elevator is out of service.
  -
- 
- More labels for boxes and larger labels for the shelves would be helpful. Labels on plastic boxes will increase the efficiency of finding items to stock and for storing items.
- 
- Velcro stickers are a useful investment and more can be used instead of tape on shelves and bins
- 
- Perhaps keep stationary in a more hidden area of the office (from both volunteers and visitors), as these items are often subject to theft

**Suggested goals for long term (both role and Food Bank)**

- 
- The production codes guide should be continuously updated (and hopefully mostly complete at some point in the future) as new food items without expiry dates are donated.
- 
- A list of contact information for the companies that manufacture products without expiry dates could also be compiled. The expiry checklist template should be implemented for general volunteers to check the food

stocked on the shelves during their office shifts, and its effectiveness should be evaluated.

- - 
  - Depending on the success of the initiative, this practice can be continued, stopped, or improved on as necessary.
  -
- 
- To increase the efficiency for each term and its transition into the new term, it will be best for the office executive to make a system for him/herself at the beginning of the term so stocking and storing will not take a long time.
- 
- To have a system for volunteers to collect cash donations in a secure manner
- - 
  - For example, a stationary lockbox in which anyone can simply put in the cash, and do not have to leave their information
  - 
  - Only the coordinators will have the key to the lockbox
  - 
  - The coordinators will not always be available to come by the office to collect the cash donations, which may result in the donors feeling uncomfortable in donating or potentially even theft from the volunteers
  -

**Donations for Winter 2017 Term**



Totals

Source	Weight



	<b>(lb)</b>
<b>Dry Pasta/Rice</b>	<b>204.1</b>
<b>Canned Meat/Fish</b>	<b>64.7</b>
<b>Soup</b>	<b>166.35</b>
<b>Sauces/Canned Pasta</b>	<b>168.85</b>
<b>Beans</b>	<b>192.4</b>
<b>Canned Vegetables &amp; Fruit</b>	

	<b>124.4</b>
<b>Breakfast Foods</b>	<b>143.6</b>
<b>Snacks</b>	<b>131.1</b>
<b>Hygiene</b>	<b>5.5</b>
<b>Instant Food</b>	<b>79.4</b>
<b>Other</b>	<b>5.85</b>
<b>Total</b>	<b>1286.25</b>

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**Jan 3, 2017**

<b>Source</b>	<b>Weight (lb)</b>
<b>Dry Pasta/Rice</b>	<b>44.7</b>
<b>Canned Meat/Fish</b>	<b>28.7</b>
<b>Soup</b>	<b>51.35</b>
<b>Sauces/Canned Pasta</b>	<b>31.15</b>

<b>Beans</b>	<b>48</b>
<b>Canned Vegetables &amp; Fruit</b>	<b>35.25</b>
<b>Breakfast Foods</b>	<b>86.75</b>
<b>Snacks</b>	<b>45.3</b>
<b>Hygiene</b>	<b>0.5</b>
<b>Instant Food</b>	

<b>Other</b>	
<b>Total</b>	<b>371.7</b>

**Jan 4, 2017**

<b>Source</b>	<b>Weight (lb)</b>
<b>Dry Pasta/Rice</b>	<b>94.25</b>
<b>Canned Meat/Fish</b>	<b>14.65</b>

<b>Soup</b>	<b>23.35</b>
<b>Sauces/Canned Pasta</b>	<b>24.1</b>
<b>Beans</b>	<b>37.75</b>
<b>Canned Vegetables &amp; Fruit</b>	<b>13.95</b>
<b>Breakfast Foods</b>	<b>40.9</b>
<b>Snacks</b>	<b>14.95</b>

<b>Hygiene</b>	
<b>Instant Food</b>	<b>57.6</b>
<b>Other</b>	<b>5.85</b>
<b>Total</b>	<b>327.35</b>

**Jan 5, 2017**

<b>Source</b>	<b>Weight</b>  <b>(lb)</b>
---------------	----------------------------------

<b>Dry Pasta/Rice</b>	<b>23.4</b>
<b>Canned Meat/Fish</b>	<b>5.5</b>
<b>Soup</b>	<b>42.1</b>
<b>Sauces/Canned Pasta</b>	<b>46.8</b>
<b>Beans</b>	<b>27.4</b>
<b>Canned Vegetables &amp; Fruit</b>	<b>26.05</b>



<b>Breakfast Foods</b>	<b>4.3</b>
<b>Snacks</b>	<b>19.85</b>
<b>Hygiene</b>	
<b>Instant Food</b>	<b>18.35</b>
<b>Other</b>	

<b>Total</b>	<b>213.75</b>
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**Jan 12, 2017**

<b>Source</b>	<b>Weight (lb)</b>
<b>Dry Pasta/Rice</b>	
<b>Canned Meat/Fish</b>	<b>6.25</b>
<b>Soup</b>	<b>8.55</b>

<b>Sauces/Canned Pasta</b>	<b>24.7</b>
<b>Beans</b>	<b>19.55</b>
<b>Canned Vegetables &amp; Fruit</b>	<b>8.45</b>
<b>Breakfast Foods</b>	
<b>Snacks</b>	<b>28.25</b>
<b>Hygiene</b>	

<b>Instant Food</b>	
<b>Other</b>	
<b>Total</b>	<b>95.75</b>

Jan 13, 2017

<b>Source</b>	<b>Weight</b> <b>(lb)</b>
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<b>Dry Pasta/Rice</b>	<b>4.15</b>
<b>Canned Meat/Fish</b>	<b>0.2</b>
<b>Soup</b>	<b>8.1</b>
<b>Sauces/Canned Pasta</b>	<b>11.15</b>
<b>Beans</b>	<b>15.3</b>
<b>Canned Vegetables &amp; Fruit</b>	<b>8.65</b>

<b>Breakfast Foods</b>	<b>4.3</b>
<b>Snacks</b>	<b>1</b>
<b>Hygiene</b>	<b>5</b>
<b>Instant Food</b>	
<b>Other</b>	

<b>Total</b>	<b>57.85</b>
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**Jan 19, 2017**

<b>Source</b>	<b>Weight (lb)</b>
<b>Dry Pasta/Rice</b>	
<b>Canned Meat/Fish</b>	
<b>Soup</b>	<b>2.25</b>

<b>Sauces/Canned Pasta</b>	<b>6.85</b>
<b>Beans</b>	<b>1.1</b>
<b>Canned Vegetables &amp; Fruit</b>	<b>2.9</b>
<b>Breakfast Foods</b>	
<b>Snacks</b>	



<b>Hygiene</b>	
<b>Instant Food</b>	
<b>Other</b>	
<b>Total</b>	<b>13.1</b>

**Feb 2, 2017**

<b>Source</b>	
---------------	--

	<b>Weight</b>  <b>(lb)</b>
<b>Dry Pasta/Rice</b>	<b>11</b>
<b>Canned Meat/Fish</b>	<b>0.5</b>
<b>Soup</b>	
<b>Sauces/Canned Pasta</b>	<b>1.2</b>
<b>Beans</b>	<b>17.3</b>

<b>Canned Vegetables &amp; Fruit</b>	<b>4.4</b>
<b>Breakfast Foods</b>	
<b>Snacks</b>	<b>1.9</b>
<b>Hygiene</b>	
<b>Instant Food</b>	

<b>Other</b>	
<b>Total</b>	<b>36.3</b>

**Feb 17, 2017**

<b>Source</b>	<b>Weight</b> <b>(lb)</b>
<b>Dry Pasta/Rice</b>	<b>6.35</b>

<b>Canned Meat/Fish</b>	
<b>Soup</b>	<b>3.4</b>
<b>Sauces/Canned Pasta</b>	
<b>Beans</b>	<b>9.5</b>
<b>Canned Vegetables &amp; Fruit</b>	<b>7.95</b>
<b>Breakfast Foods</b>	

<b>Snacks</b>	<b>0.9</b>
<b>Hygiene</b>	
<b>Instant Food</b>	<b>0.35</b>
<b>Other</b>	
<b>Total</b>	

	<b>28.45</b>
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**Mar 3, 2017**

<b>Source</b>	<b>Weight (lb)</b>
<b>Dry Pasta/Rice</b>	
<b>Canned Meat/Fish</b>	
<b>Soup</b>	<b>2.15</b>

<b>Sauces/Canned Pasta</b>	
<b>Beans</b>	
<b>Canned Vegetables &amp; Fruit</b>	<b>4.6</b>
<b>Breakfast Foods</b>	
<b>Snacks</b>	



Hygiene	
Instant Food	3.1
Other	
Total	9.85

Mar 9, 2017

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Source	Weight  (lb)
Dry Pasta/Rice	
Canned Meat/Fish	3.25
Soup	2.9
Sauces/Canned Pasta	3.4
Beans	

	<b>3</b>
<b>Canned Vegetables &amp; Fruit</b>	<b>2.1</b>
<b>Breakfast Foods</b>	
<b>Snacks</b>	
<b>Hygiene</b>	
<b>Instant Food</b>	

<b>Other</b>	
<b>Total</b>	<b>14.65</b>

**Mar 14, 2017**

<b>Source</b>	<b>Weight</b> <b>(lb)</b>
<b>Dry Pasta/Rice</b>	<b>20.25</b>

<b>Canned Meat/Fish</b>	<b>5.65</b>
<b>Soup</b>	<b>22.2</b>
<b>Sauces/Canned Pasta</b>	<b>19.5</b>
<b>Beans</b>	<b>13.5</b>
<b>Canned Vegetables &amp; Fruit</b>	<b>10.1</b>
<b>Breakfast Foods</b>	<b>7.35</b>

<b>Snacks</b>	<b>18.95</b>
<b>Hygiene</b>	
<b>Instant Food</b>	
<b>Other</b>	
<b>Total</b>	<b>117.5</b>

## Appendix D: Donations and Research Summary Report

Prepared by: Donations and Research Executives (Laura Song, Oluchi Atumonyogo, Yujin Lee)

One of the responsibilities of Donation and Research executives was collecting items from donation boxes that were located all over the campus. These locations include the libraries (DC and DP), in front of the Foods Bank office and the residences (MKV, V1, UWP, REV and CLV). At the beginning of our term, each executive chose a certain location to collect from. V1 and the libraries required one pickup per week, while the rest of the residences required one pickup every two weeks.

If the items were too heavy to be delivered to the office, a cart was provided by the Feds Food Bank in order to prevent any possible injuries. After the items were delivered to the office, they were organized on the shelves under each category, with the help from volunteers.

The schedule for pick-ups from these donation boxes was very well established, and the office was able to keep up with supplies due to committed executives and volunteers. From this responsibility, I, as an executive, learned how to manage my time wisely and pick up the items on time each week, so that the Feds Food Bank can continue to run smoothly.

### Sponsorship

Another aspect of the Donation and Research Executives' role (that is especially important during the fall term) was liaising with local businesses to solicit donations for Food Bank events. This term, this involved requesting gift cards as prizes for Trick-Or-Eat volunteers, as well as collecting boxes from businesses for the End-of-Term Cupboard Cleanout.

When requesting gift cards from local businesses, bring copies of the Food Bank sponsorship letter that they can refer to when making their decision. Give a summary of the associated event, as well as the benefits of partnering with the Food Bank. For Trick-Or-Eat, one gift card was required for a driver who was not a UW student, and that gift card was supplied readily by Frat Burger. The success rate for sponsorships on this occasion was only around 15%, likely due in part to only asking for gift cards a few days before the event. In the future, giving at least a week's notice should result in more businesses being willing to participate.

Two general strategies were fairly successful in the collection of boxes for the End-of-Term Cupboard Cleanout. The first was to approach local businesses and request that they save all their cardboard boxes for a week, and we would come back at the end of the week to pick up the boxes. This is necessary because businesses usually recycle their boxes immediately and don't keep any on hand. When picking up the boxes, it is very helpful to have a car, since it may be difficult to transport all the boxes by public transport or walking. The second strategy was to visit LCBO's and Beer Stores in the region. They typically keep their boxes at the front of the store for customers to take, but will allow you to take some (up to 20) if you explain why you need them. The exception was the Uptown LCBO since they give all of their boxes to local restaurants.

Another option that we learned of this term, but did not need to use, was receiving boxes from Home Depot. They offered to give as many boxes as necessary, if we provided them with a sponsorship letter that had the Food Bank's charity number on it.

### **Recommendations**

Concluding the Fall 2016 term at the FEDS Food Bank, the Donations and Research Executives have a few recommendations for subsequent terms. The first recommendation is creating a spreadsheet that keeps track of sponsors acquired, the events sponsored, and the type of donation made (e.g. \$25 gift card, # of boxes collected for End of Term Cupboard Cleanout). Secondly, since the Office Executives keep track of the pickup sources of food donations, labels can be created (e.g. DP, REV, etc) to identify what donation box the food was collected from. The Donations Executives will simply place these labels in the crate of donations when they bring it into the office. Lastly, it may be ideal to take the donated food to storage in the basement, instead of the office, so that the Office Executives would not need to transport the food before weighing. There could be a box in the basement, designated specifically for these donations, which would also prevent confusion in the office regarding volunteers letting visitors take from the unweighted food crates in the office.

### **Appendix E: Freezer Use Form**

Any club/service is welcome to use the freezer in the food bank office provided that they fill-out a freezer use form located on top of the freezer. The form asks for more details as to what is stored in the freezer, just in case food is told to be "missing", we will have a record of how much food they initially stored. The completed freezer use forms are put in a black folder located in the drawer of the desk in the food bank office.



<https://docs.google.com/forms/d/1VN8ZU3e59bUkQimfu-YbJIEJta7QMUEoqr85rL0Hbxs/edit>.

**Feds Student Food Bank  
Freezer Use Form**



Organization Name: Glow

Contact Name: Joel LeFouster

Email: glow@glow.feds.ca

Phone Number: 285-355-0605

Purpose/Name of Event: BBC

Drop-Off Date:                     

Pickup Date: Tues, Nov. 3

Comments: ♡

Please note that if the food is not picked up by the specified pickup date, it will become the property of the Feds Student Food Bank (who will be free to deal with the food however they see fit).

Feds Student Food Bank  
Freezer Use Form



Organization Name: Glow

Contact Name: Joel Le Forestier

Email: glow@glow-feds.ca

Phone Number: 289-355-0605

Purpose/Name of Event: Ice cream sundae  
coming out week party

Drop-Off Date: Mon, Oct 26 - 2PM


Pickup Date: Mon, Oct 26 - 6:45 PM

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please note that if the food is not picked up by the specified pickup date, it will become the property of the Feds Student Food Bank (who will be free to deal with the food however they see fit).



**Feds Student Food Bank  
Freezer Use Form**

Organization Name: Glow

Contact Name: Joel Le Forestier

Email: glow@glow.feds.ca

Phone Number: 249-355-0605

Purpose/Name of Event: Coming Out Week  
BBO

Drop-Off Date: Mon, Oct 26 - 2PM

Pickup Date: Wed, Oct 26 - 11AM

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please note that if the food is not picked up by the specified pickup date, it will become the property of the Feds Student Food Bank (who will be free to deal with the food however they see fit).

## Appendix F: Promotions and Communications Summary Report

### Promotions and Communications Summary Report

Prepared by Promotions and Communications Executive: (Zohal Azizi)

For the Winter 2017 term, Freddy Van-Rooyen and I (Zohal Azizi) were the Promotions and Communications executive members. We were responsible for managing both social media accounts being Facebook and twitter. Through the social media accounts we promoted the various food bank events and various other information that we found would increase awareness about hunger issues in Canada.

Being the Promotions and Executive members, we were responsible for creating posts, tweeting, and re-tweeting any important Food bank related content. We ensured that posts were made at least once a day on Twitter and once a week on Facebook, to keep our followers up to date on our events, as well as to increase awareness of hunger issues.

### Introduction

My name is Zohal Azizi and I am completing my fourth year in life sciences with a minor psychology. Throughout the duration of the Fall 2015 term, I served as a general volunteer for the Feds Student Food Bank and then decided I wanted to play a bigger role and applied to be an executive for the Winter- Fall 2016 term and continued with this role this term (Winter 2017).

#### Tasks:

As Promotions and Communications Executives, our role was to promote the Feds Student Food Bank and its various activities through the Facebook and Twitter accounts. With regards to the Feds Student Food Bank Facebook page, this involved creating and advertising any upcoming events hosted by the Feds Student Food Bank, posting recipes for students, as well as sharing any articles related to hunger. In addition, the Feds Student Food Bank Twitter account was also used for promoting various events through tweets and the use of hashtags, as well as maintaining interactions with our followers by favouriting, retweeting, and replying to their tweets. On twitter, various content from other food-banks, salvation army and etc, were retweeted to keep people aware of the various issues and information surrounding food-banks and in general poverty and hunger issues not only in Canada but around the world as well.

We were also responsible for taking photographs during the various events that were held during the semester and the photos were then uploaded to both twitter and the Feds Student Food Bank page. Every Friday a hunger fact was posted on both the twitter and Facebook page and every other Sunday I was responsible for posting a recipe that would appeal to post-secondary students on a budget.

#### Events:

##### Volunteer Fair/ Feds Open House

As part of a student-run Feds service, we promoted the Feds Student Food Bank by manning a booth inside of the SLC. In doing so, we were able to promote the Feds Student Food Bank to a very large group of students, including the purpose behind our service, the location of the Feds Student Food Bank office, where to donate food items, and how our service is able to provide food for students that are faced with financial struggles. Common questions that we received often included "What does your service do?", "Where can I donate food?", and "Where is your office located?". In addition, the bingo aspect of the event really helped get our message across, as they were required to listen to our spiel in order to receive a stamp for free food.

##### Promotion for CanStruction

In order to promote the Canstruction event we gave individuals free cookies and we also gave them a spiel of what the event is, how they could get involved and just in general what the food bank is. I would say that sadly, this event was not as much of a success but I believe it was due to the timing of the event as it was the day before reading week was to begin.

### CanStruction

This event received some promotional time and we created promotional posts for the event starting at the end of February in order to increase participation. However, promotions through social media did help to a certain extent. As stated above we also promoted this event in-person at SLC Vendor's Alley and we were able to bring in a few more participants. Furthermore, a problem we found was that many individuals did not participate because they did not have a group. Faculties across campus were also involved in CanStruction.

### Contributions and Achievements

Our Facebook page also reached 743 likes by the end of this semester. Generally, the types of posts that garnered the greatest amount of engagement from students involved posting recipes, pictures, or photo albums from our various events.

### Recommendations

I believe that having two Promotions and Communications executive member is good because if one individual is not able to help out than the other can do so, but we also ran into problems when splitting tasks mostly because there were not too many things.

In terms, of the Feds Student Foodbank events, I believe that we should create more event pages because for a lot of the events we did not. I think it is vital to not only create the event pages but to actually promote these events not only on the Feds Student FoodBank Facebook page and twitter but also to other University Of Waterloo groups in order to increase participation. Aside from that when event pages were created, I invited all of my Waterloo Facebook friends, and encouraged the other executives to do so as well. This increased the number of people reached, and also created hype, since the event seemed a lot bigger.

I would also recommend retweeting any tweets related to Feds services, Waterloo Events, Meal Exchange, the Region of Waterloo FoodBank, as well as any other hunger or food bank-related posts and to follow pages in relation to these.

When posting recipes, I recommend using [budgetbytes.com](http://budgetbytes.com) and [gimmesomeoven.com](http://gimmesomeoven.com) as a reference, as most of the recipes on there are relatively inexpensive. Furthermore, it is better to share recipes that require a moderate amount of ingredients that are easily affordable for the average student, as well as recipes that can be made using some of the ingredients available at the Feds Student Food Bank (eg. peanut butter, pasta).

## Appendix G: Survey for Visitors

### FOOD BANK SURVEY

Please complete this survey. The information will be kept confidential and will only be used to track the demographics of the Food Bank users.

What gender are you? ☐ Male ☐ Female ☐ Other: \_\_\_\_\_

What academic year are you in? ☐ 1<sup>st</sup> ☐ 2<sup>nd</sup> ☐ 3<sup>rd</sup> ☐ 4<sup>th</sup> ☐ 5<sup>th</sup>

Are you registered in the co-op program? ☐ Yes ☐ No

Are you an international student or domestic student? ☐ International ☐ Domestic

Do you live on-campus or off-campus? ☐ On-campus ☐ Off-campus

Are you a mature student (started post-secondary education four or more years after high school graduation?) ☐ Yes ☐ No

Are you supporting a family? ☐ Yes ☐ No

How often do you use the Food Bank within a term:

☐ Less than once a month ☐ Once a month ☐ Two or Three times a month

☐ Once a week ☐ More than once a week

Do you share the food you receive from the Food Bank with others? (i.e. roommates, friends...)

☐ Yes ☐ No

How many times do you eat out per month?

☐ never ☐ once a month ☐ 2-3 times a month

☐ weekly ☐ multiple times during a week

What's the average you spend per grocery shop visit?

☐ I don't know ☐ less than 20\$ ☐ 20-30\$ ☐ 40-50\$ ☐ more than 50\$

Please check which of the following applies to you:

☐ Undergraduate Student      ☐ Graduate Student      ☐ Staff

## **Appendix H: Transition and Advocacy Summary Report**

Prepared by: Transition and Advocacy Executive (Steven Choi)

### **Introduction**

#### **Appendix F: Advocacy & Transitions Executive Summary Report**

Prepared By: Steven Choi

### **Introduction**

My name is Steven Choi, I am in my 4B term of the Biomedical Sciences Program and this is my second consecutive term as the Advocacy & Transitions Executive for The Feds Student Food Bank.

### **Executive Roles**

- ❖ Facilitate the transition between coordinators and executives
- ❖ Manage Food Hampers at the Turnkey Desk
- ❖ Print/collect data on Visitor surveys
- ❖ Utilize statistics to compile in the End-of-Term Report
- ❖ Promote and advocate The Feds Student Food Bank
- ❖ Advance and facilitate goals/improvements for the term
- ❖ Create and maintain connections with other services/clubs on campus

### **Goals for the Winter 2017 Term**

- ❖ To adjust the Visitor Survey to collect more elaborate information on returning visitors to The Feds Student Food Bank
- ❖ To increase awareness of The Feds Student Food Bank through promotions and collaborations
- ❖ To connect with The Food Bank of Waterloo Region

### **Outcome of Goals**

- ❖ Visitor Survey:
  - Surveys were handed out to all visitors that came to The Feds Student Food Bank in order to gather increasingly detailed information on returning visitors
  - Questions were also added/removed in order to compile more relevant data
  - The information collected from the visitor surveys can be seen summarized in the subsequent figures and charts below
- ❖ Promotions:

- Overall, The Feds Student Food Bank continued to gain a greater amount of awareness among the student population by hosting various events and booths throughout the term
- Newly implemented recipe cards were also available for pickup to all visitors that came by The Feds Student Food Bank
- ❖ Implementing a Fridge to Store Fresh Food:
  - One of our major long-term goals here at The Feds Student Food Bank for a number of years now has been to purchase a fridge in order to store fresh produce
  - For the first time ever, we were able to offer students a selection of different produce items (eg. peppers, celery, mushrooms, rhubarb, etc), which was generously offered to us by The Food Bank of Waterloo Region.

#### **Future Goals:**

- ❖ One possibility that we've addressed in the past has been to have visitors complete the Visitor Survey electronically, as well as to have our volunteers sign in/out on a Google Form using the computer in the Food Bank Office
  - In the Spring 2016 term when I served as coordinator, we were able to create an electronic copy of the visitor survey, however, due to complications with obtaining a tablet, it has yet to be implemented
  - The online survey can be found here (**must be updated for future use**): <http://survey.feds.ca/index.php?sid=54712>
- ❖ With our new fridge, we hope to continuously provide our visitors with a variety of healthy and fresh options. Instead of making consistent trips to The Regional Food Bank in order to collect fresh food, one solution would be to collaborate with St. Paul's Community Garden, especially during the Spring term.
- ❖ In order to raise further awareness for The Feds Student Food Bank, we could also put up an advertisement on the various televisions located across buildings on campus.
- ❖ Prepare a 'Campus Hunger Report' compiling food bank data over the past several semesters. This is a formal document that compares food bank trends over time, and demonstrates areas of need and the demographics of our visitors. This type of document would be instrumental in arguing for increased funding from Feds, and for engaging the University administration in conversations about student poverty on campus. Meal Exchange has extensive information on their website about how to go about writing a Campus Hunger Report. It would be much easier to compile once the visitor survey is completed electronically, as [data@feds.ca](mailto:data@feds.ca) would have easy access to all of the information collected over the terms.



- ❖ Establish connections with the University of Waterloo Food Advisory Board, and the University of Waterloo Food Issues Group (WatFIG). The advisory board is made up of stakeholders on campus (food services workers, students, admin, etc.), while WatFIG is comprised of researchers and grad students on campus. Networking with these groups would be helpful to learn more about food projects on campus.
- ❖ Lastly, a suggestion for future events would be to collaborate with Mission Nutrition or to host a cooking class for students in the Community Kitchen beside The Feds Student Food Bank Office

#### **Suggestions for Advocacy/Transition Role:**

- ❖ Check hampers at the Turnkey Desk every 1-2 days minimum
- ❖ Maintain a good relationship with the staff at the Turnkey Desk
- ❖ Check to make sure that there are enough visitor surveys inside the Food Bank Office at all times
- ❖ Try to collect surveys from the ballot box inside the office at least every 2 weeks
- ❖ Drive to The Food Bank of Waterloo Region whenever our office is running low on food - they're extremely friendly and love giving us all kinds of food!

#### **Making the Figures/Graphs for EOT:**

- Record survey data into 2 separate Google Spreadsheets
  - 1 for First-Time Visitors
  - 1 for Returning Visitors
- After compiling all of the survey data collected throughout the term, open up the Google Spreadsheets
- Click on the heading of a column (make sure the entire column is highlighted)
- Click Insert → Chart
- Modify the type of chart you want to display the information, edit axes titles, colours
- Copy the graph into the EOT

#### **Organizing the Spreadsheet Data by Gender, Age, or Faculty**

- Click on arrow next to the Gender Column Heading → Select Sort Sheet A to Z
- Click on arrow next to the Age Column Heading → Select Sort Sheet A to Z

**Printer Information:**

- ❖ Username: foodbank
- ❖ Password: foodbank2016
  
- ❖ Select “Westwing” as designated printer
  
- ❖ Printer User ID: 9305
- ❖ Account ID: 3200

**Food Hamper Data:**Table 1. Hamper Refill Data for the Winter 2017 Term

<b>Date of Refill</b>	<b>Meat Hamper</b>	<b>Veggie Hamper</b>
Saturday, January 7th	3	3
Tuesday, January 10th	1	2
Tuesday, February 14th	2	0
Monday, February 20th	2	0
Friday, February 24th	1	2
Tuesday, March 21st	1	2
Friday, March 31st	1	1

**Note:**

- ❖ Hampers were checked at the Turnkey Desk every 1-2 days
- ❖ No hampers were taken during the Christmas Break

Figure 1. Copy of the Newly Revised Visitor Survey for the Winter 2017 Term

**FEDS STUDENT FOOD BANK VISITOR SURVEY**

Please complete this survey. The information will be kept confidential and will only be used to track the demographics of the Feds Student Food Bank users.

- 1) *Is this your first time visiting The Feds Student Food Bank for the Winter 2017 term?*  
☐ Yes      ☐ No
- 2) *What is your gender?*      ☐ Male      ☐ Female      ☐ Other: \_\_\_\_\_
- 3) *What is your age?*    ☐ 18 – 19    ☐ 20 – 21    ☐ 22-23    ☐ 23-24    ☐ 25 and over
- 4) *Which academic year are you in?*    ☐ 1<sup>st</sup>    ☐ 2<sup>nd</sup>    ☐ 3<sup>rd</sup>    ☐ 4<sup>th</sup>    ☐ N/A
- 5) *Please check which of the following faculties/colleges you are enrolled in:*  
☐ Arts    ☐ Math    ☐ Science    ☐ Engineering    ☐ Environment    ☐ AHS    ☐ N/A  
☐ Renison College    ☐ St. Jerome's University    ☐ St. Paul's College    ☐ Conrad Grebel College
- 6) *Please check which of the following applies to you:*  
☐ Undergraduate Student    ☐ Graduate Student    ☐ Staff    ☐ Other
- 7) *Are you registered in the co-op program?*    ☐ Yes    ☐ No
- 8) *Which of the following applies to you?*  
☐ International Student    ☐ Exchange Student    ☐ N/A
- 9) *Do you live on-campus or off-campus?*    ☐ On-campus    ☐ Off-campus
- 10) *How frequently do you utilize The Feds Student Food Bank?*  
☐ Less than once a month    ☐ Once a month    ☐ Once a week    ☐ 2-3 times a week  
☐ This is my First Time    ☐ Other: \_\_\_\_\_
- 11) *Will you share the food you receive from the Food Bank with others*

(i.e. roommates, friends)?

☐ Yes ☐ No

12) What is the average amount of money you spend when you purchase groceries per week?

☐ I don't know ☐ Less than \$20 ☐ \$20-30 ☐ \$30-40 ☐ \$40-50 ☐ \$50 or more

13) Are you currently supporting a family? ☐ Yes ☐ No

If checked "Yes" in the previous question, how many people are in your household?

\_\_\_\_\_ Adults (independent or aged 18+) \_\_\_\_\_ Children (17 and under)

### **"New Visitor" Survey Data for the Winter 2017 Term:**

Link To Raw First-Time Visitor Survey Data (View-Only):

❖ [https://docs.google.com/spreadsheets/d/18OtcB\\_zZvOxPMUiDb8cquJVq2KmiLwBbp4vKmwC0o-k/edit?usp=sharing](https://docs.google.com/spreadsheets/d/18OtcB_zZvOxPMUiDb8cquJVq2KmiLwBbp4vKmwC0o-k/edit?usp=sharing)

❖ **Note:** Blank cells indicate when the visitor did not fill out the information

Most Common Types of First-Time Visitors:

❖ **Most Common Type of First-Time Visitor (7 instances):**

➤ 1st Year Male Domestic Undergraduate Student (aged 17-19) from the Faculty of Arts not enrolled in the Co-op program and living Off-Campus

❖ **2nd Most Common Type of First-Time Visitor (4 instances):**

➤ 3rd-4th Year Male Domestic Undergraduate Student (aged 20-21) from the Faculty of Science enrolled in the Co-op program and living Off-campus

Figure 2. Gender Distribution of First-Time Visitors for Winter 2017 Term

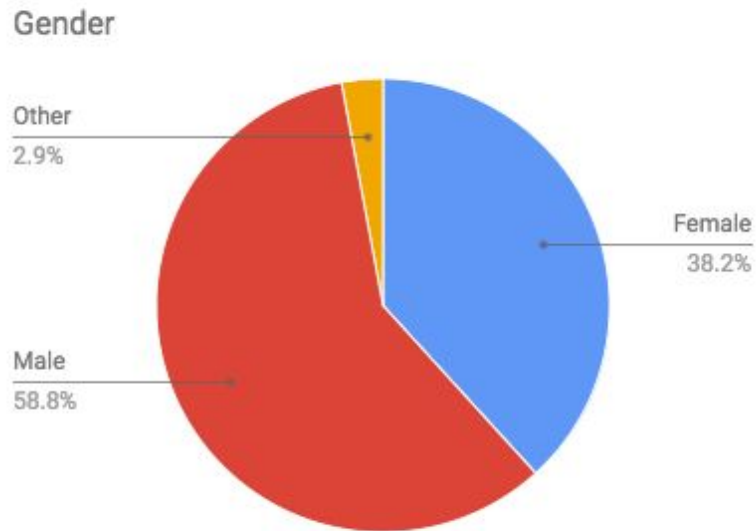


Figure 3. Percentage of First-Time Visitors for Winter 2017 Term that are Domestic, International or Exchange Students

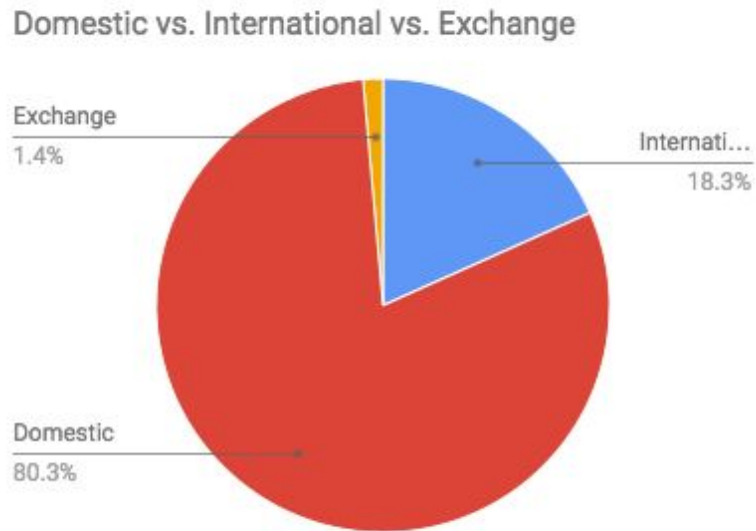


Figure 4. Age of First-Time Visitors for Winter 2017 Term

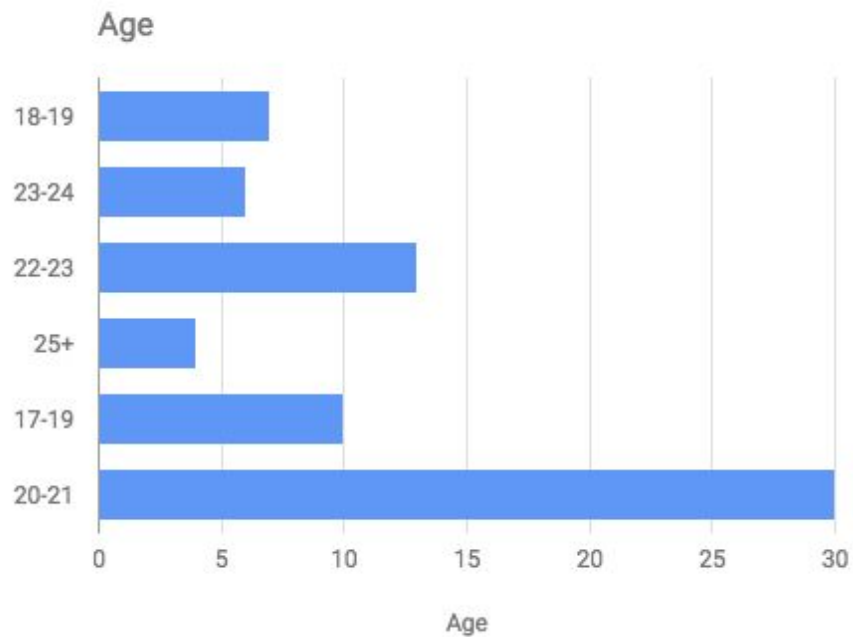


Figure 5. Academic Status of First-Time Visitors for Winter 2017 Term

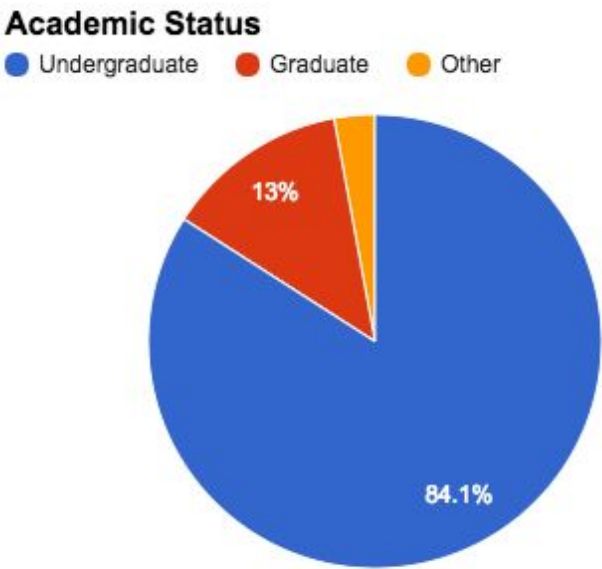


Figure 6. Designated Faculty of First-Time Visitors for Winter 2017 Term

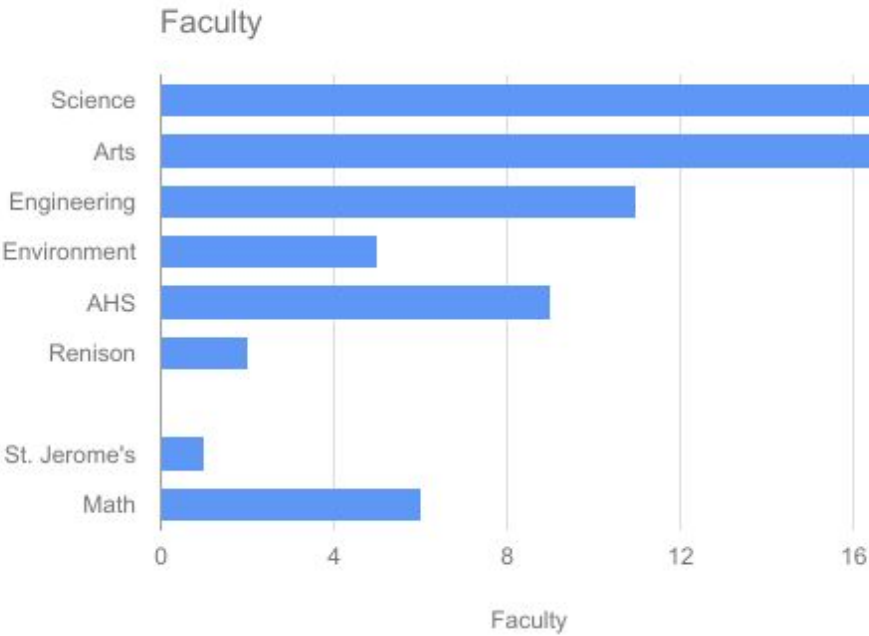


Figure 7. Percentage of First-Time Visitors for Winter 2017 Term Registered in Co-op

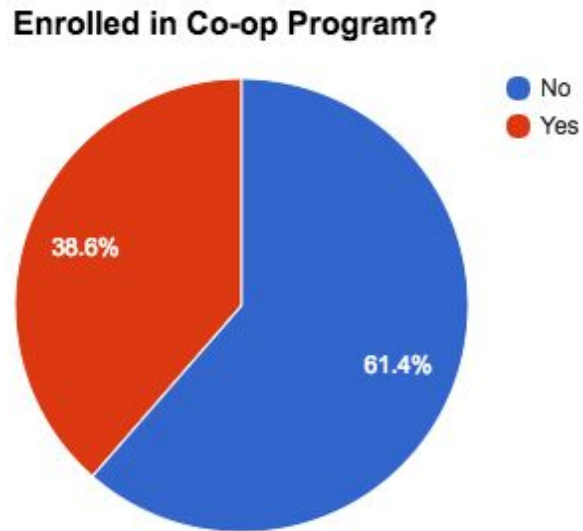


Figure 8. Percentage of First-Time Visitors for Winter 2017 Term Living On-Campus vs. Off-Campus

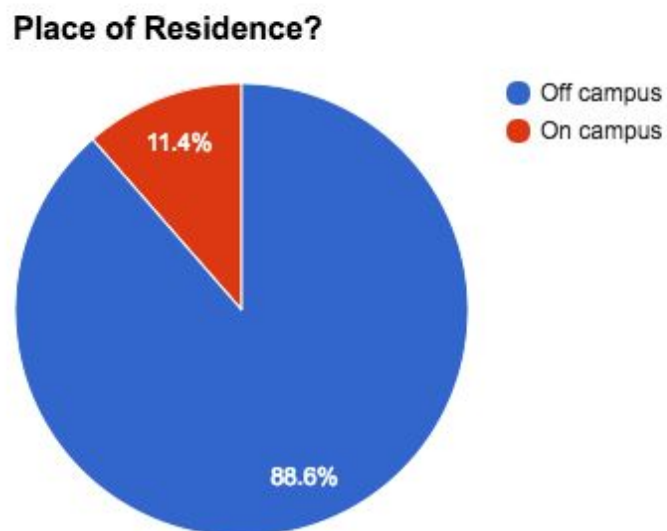


Figure 9. Percentage of First-Time Visitors That Share Food With Roommates



Share Food Bank Items With Roommates?

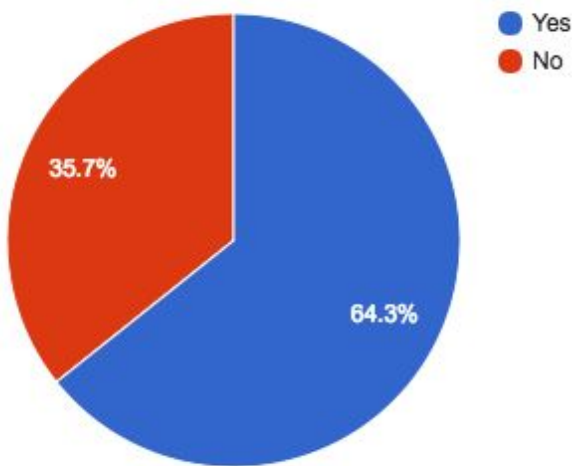


Figure 10. Weekly Budget Spent on Groceries Among First-Time Visitors for Winter 2017 Term

Weekly Budget on Groceries

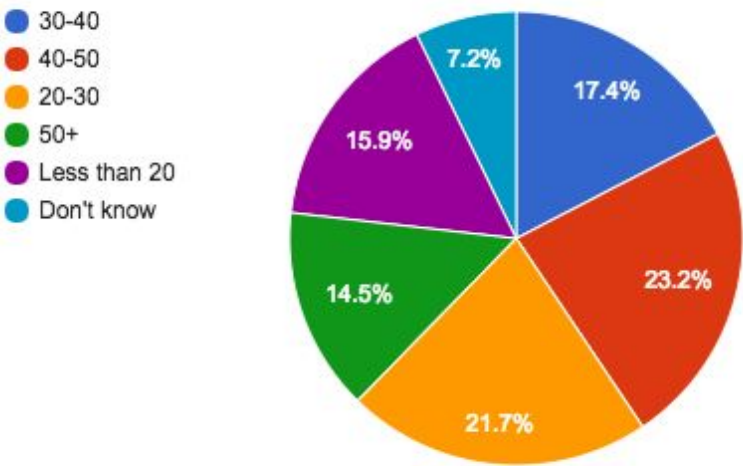


Figure 11. Percentage of First-Time Visitors Currently Supporting a Family

### Supporting a Family?

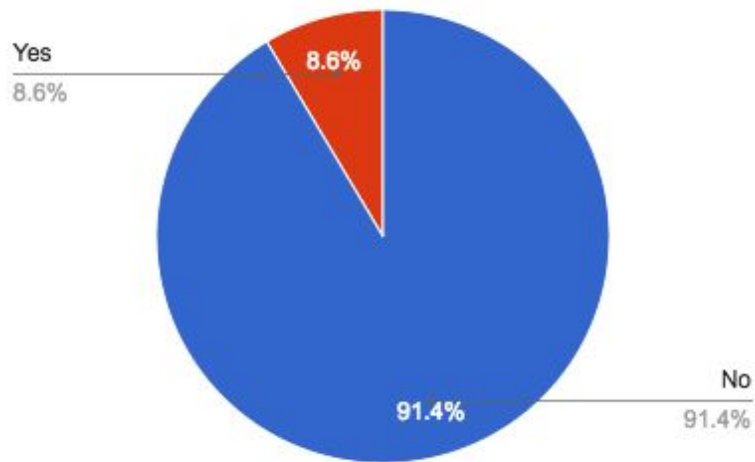
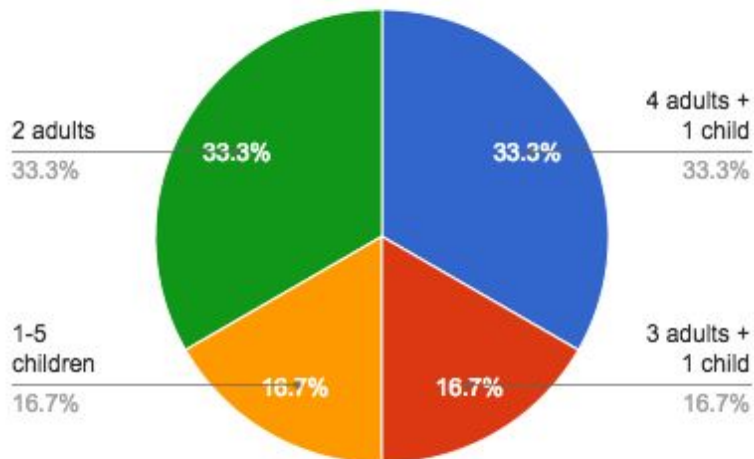


Figure 12. Number of Adults/Children Supported by First-Time Visitors That Are Currently Supporting A Family

### How Many Adults/Children Are You Currently Supporting?



“Returning Visitor” Survey Data for the Winter 2017 Term:

Link to Raw Returning Visitor Survey Data (View-Only):

❖ [https://docs.google.com/spreadsheets/d/1\\_xtWXIZn2GJ1Jkk4M-UvB43Mqoq9aFccb9txVpXjTIQ/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1_xtWXIZn2GJ1Jkk4M-UvB43Mqoq9aFccb9txVpXjTIQ/edit?usp=sharing)

❖ **Note:** Blank cells indicate when the visitor did not fill out the information

Figure 13. Gender of Returning Visitors

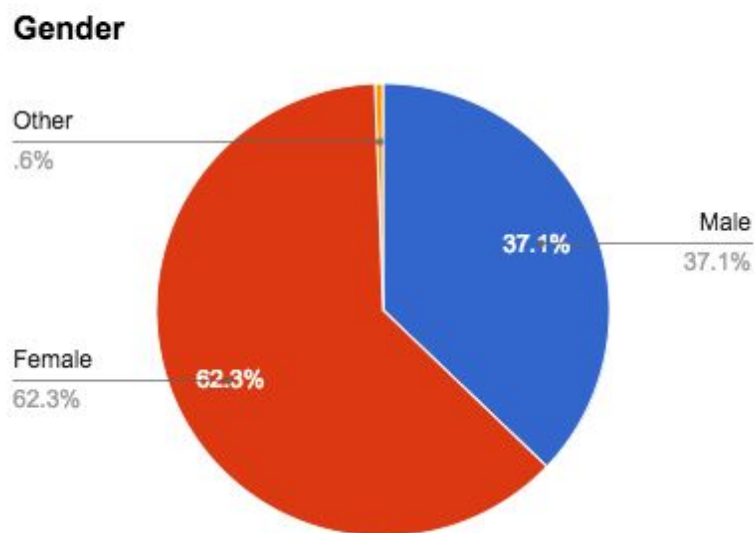


Figure 14. Age of Returning Visitors

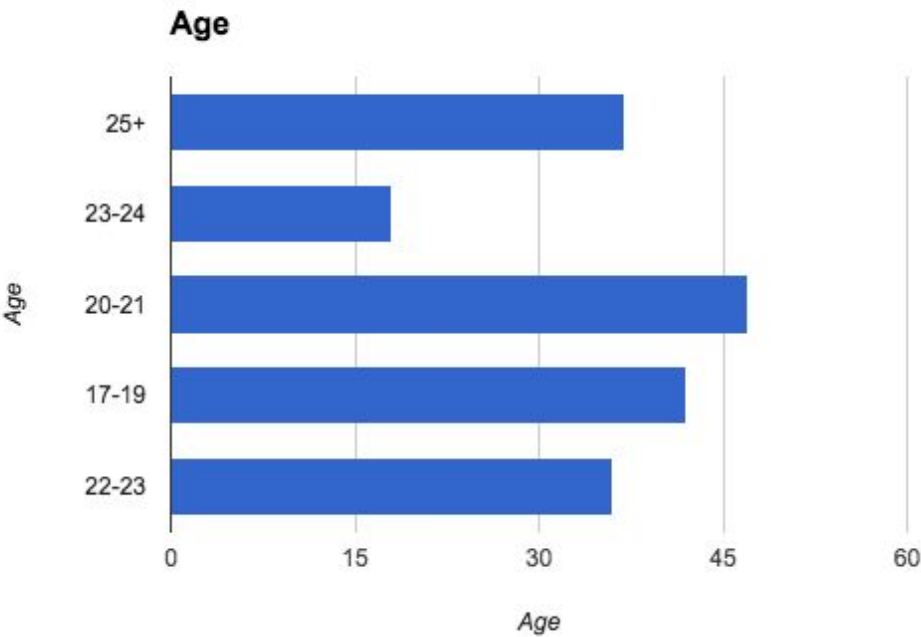


Figure 15. Academic Status of Returning Visitors

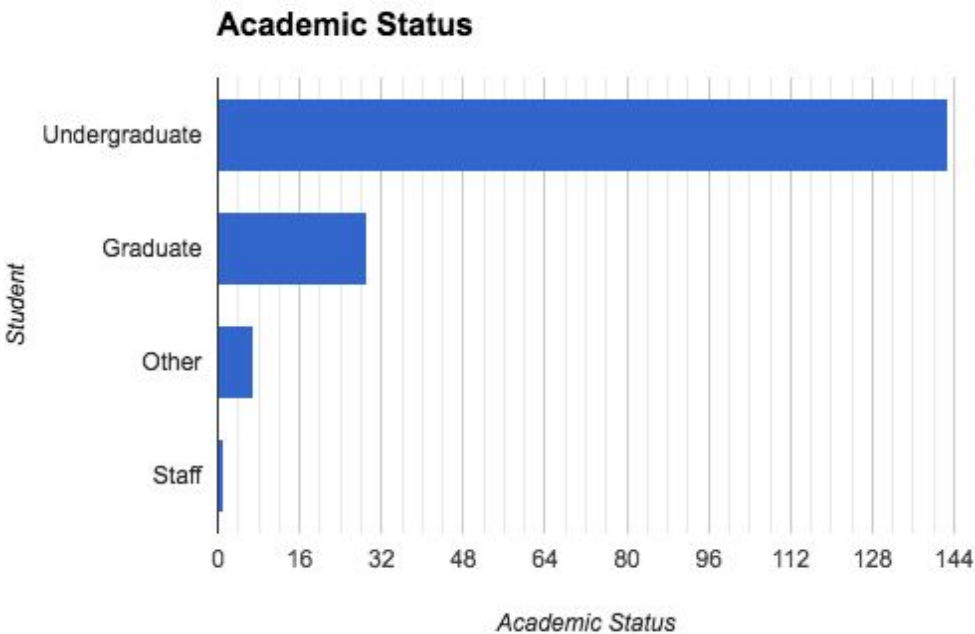


Figure 16. Designated Faculty of Returning Visitors

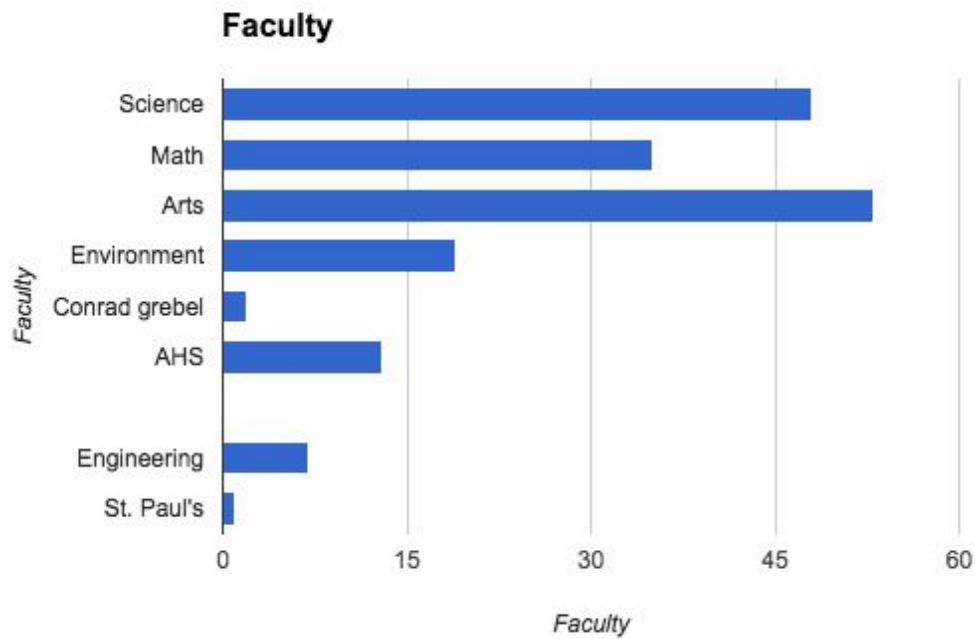


Figure 17. Frequency of Visits to The Feds Student Food Bank

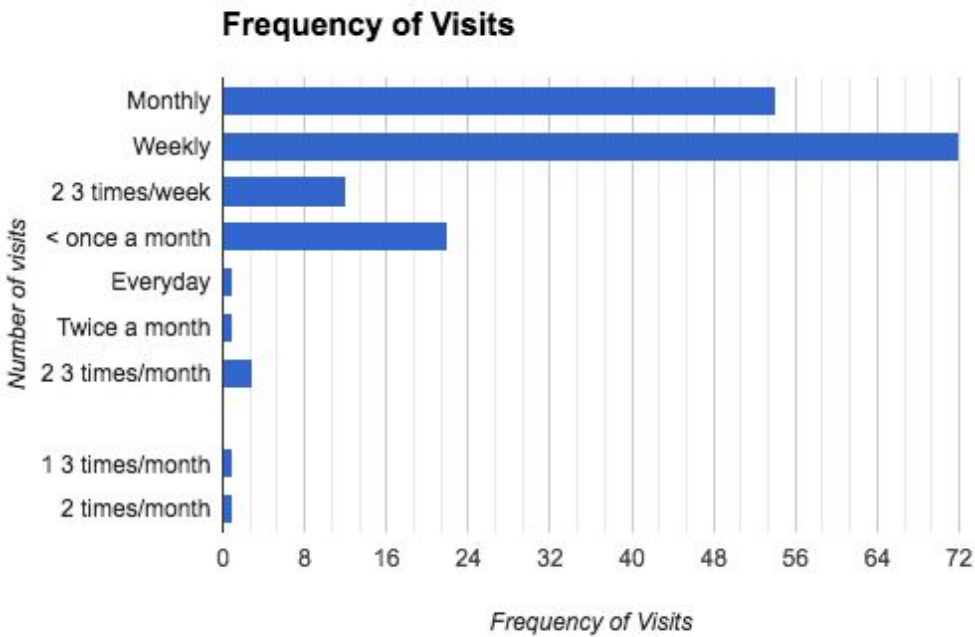


Figure 18. Weekly Budget Spent on Groceries for Returning Visitors:

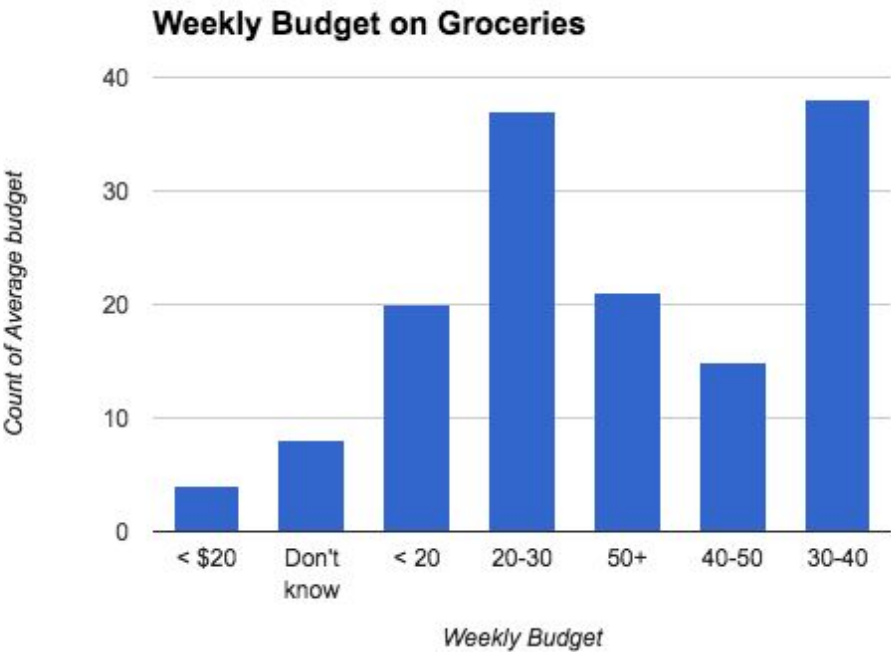


Figure 19. Percentage of Returning Visitors Currently Supporting a Family

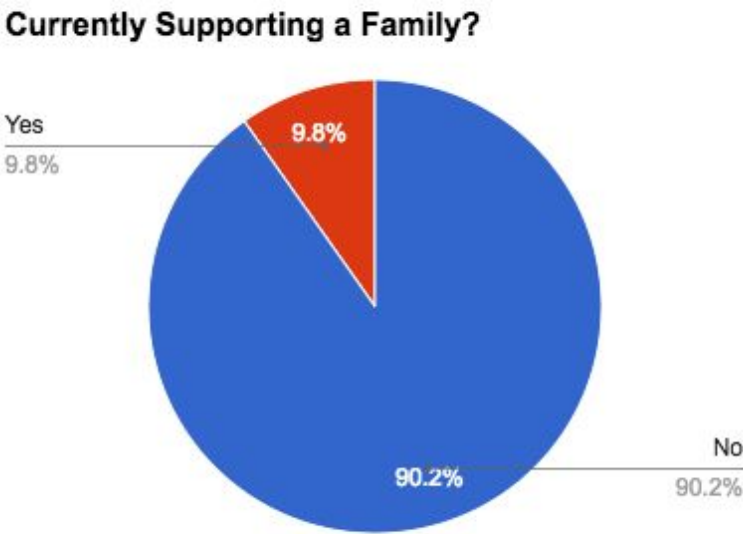
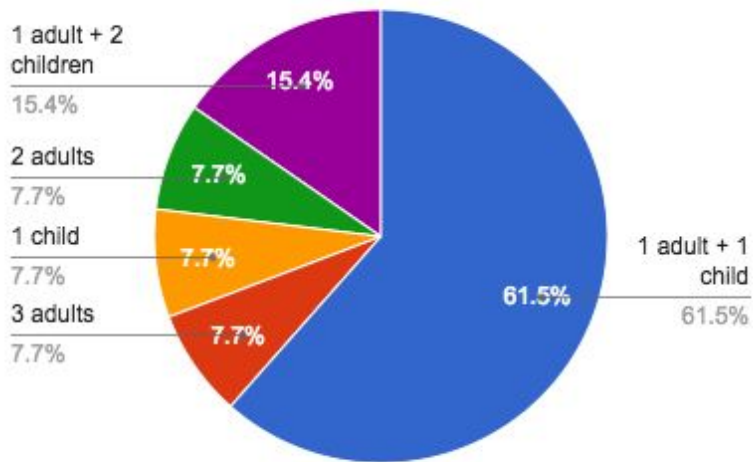


Figure 20. Number of Adults/Children Supported by Returning Visitors That Are Currently Supporting A Family

**Number of Adults/Children Supported**

### Appendix I: Raw Logbook Data

### Appendix J: Event Form Summaries

Executive Meetings			
Weekly meeting held for the coordinators and executives of Feds Food Bank to discuss matters, such as executive tasks and events, related to the Food Bank.			
Category <i>Educational, Social, Promotional, or Other</i>	Meetings	Service Name	Feds Student Food Bank
Total Direct Event Costs	N/A	Date	
		Times & Timing	Mondays 5:00-5:30pm.

		Location	MC 4043					
Participation (Organizers)		Participation (Attendance)						
Primary Organizer <i>Service Volunteer Name/Position</i>	Leila Dzinic and Chelsea Hillier	Total Participants	13					
		New Participants	n/a					
Partners in organizing	None	Declined Participants	0					
Number of students involved in planning and execution	2	Demographics: students						
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>								
Facebook Winter 2017 Exec Group								
Exit Survey Results – <i>Number</i> participants								
Top Marketing Tools for the Event	Facebook							
Top Reasons for Attending the Event	To discuss executive matters							
Average Quality of Experience	Very good							
Most Popular Aspect of the Event	n/a							
Repeat Attendance	yes							
Goals and Learning Outcomes of the Event								
<b>Goals</b> = To discuss executive matters related to the Food Bank in order to efficiently run the service as well as to promote and raise awareness of our cause.								
<b>Learning Outcome</b> = Learned to work as a team, discussed and divided responsibilities, gained leadership skills, brainstormed future ideas								
Success of the Event <i>Based on the above goals and learning outcomes.</i>								
The meetings were very successful.								

Campus Life Fair			
We set up an information booth in the SLC Great Hall to promote the Feds Food Bank and to attract new volunteers.			
Category <i>Educational, Social, Promotional, or Other</i>	Promotional	Service Name	Feds Student Food Bank
Total Direct Event Costs	0.00	Date	September 21, 2016
		Times & Timing	n/a



		Location	SLC Great Hall
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Leila Dzinic and Chelsea Hillier	Total Participants	30
		New Participants	Unknown
Partners in organizing	None	Declined Participants	0
		Demographics: students	
Number of students involved in planning and execution	6		
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Facebook, SLC booth			
Exit Survey Results – <i>Number</i> participants			
Top Marketing Tools for the Event		SLC booth	
Top Reasons for Attending the Event		Promote the Food Bank	
Average Quality of Experience		Good	
Most Popular Aspect of the Event		Volunteer opportunity	
Repeat Attendance		n/a	
Goals and Learning Outcomes of the Event			
Goals = To raise awareness of the Food Bank and Trick-or-eat.			
Learning Outcome = Students learned more about the Food Bank, our location, and our events.			
Success of the Event <i>Based on the above goals and learning outcomes.</i>			
The event was very successful.			

General Volunteer Meeting			
We provided a General Meeting for all volunteers who signed up for the Feds Food Bank to inform them on what our service does, our mandate, role of a general volunteer, our events, and policies regarding confidentiality.			
Category <i>Educational, Social, Promotional, or Other</i>	Meeting	Service Name	Feds Student Food Bank
Total Direct Event Costs	\$46.74	Date	January 23, 2016
		Times & Timing	5:30-6:00pm

		Location	MC 4044
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Leila Dzinic and Chelsea Hillier	Total Participants	25
		New Participants	Unknown
Partners in organizing	none	Declined Participants	0
Number of students involved in planning and execution	11	Demographics: students (volunteers)	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
The Feds Student Food Bank Facebook Page, Winter 2017 Volunteer Facebook Group			
Exit Survey Results – <i>Number</i> participants			
Top Marketing Tools for the Event		Feds Student Food Bank Page, Fall 2016 Volunteer Facebook Group	
Top Reasons for Attending the Event		Information session	
Average Quality of Experience		Great	
Most Popular Aspect of the Event		Pizza	
Repeat Attendance		n/a	
Goals and Learning Outcomes of the Event			
<p><b>Goals</b> = To inform the new and old volunteers of what our service does, our mandate, role of a general volunteer, and policies regarding confidentiality. To answer questions about Food Bank logistics and educate volunteers about executive opportunities and roles at the Food Bank.</p> <p><b>Learning Outcome</b> = The above goals were accomplished and the volunteers were clear on what their tasks were when they go in for their office shifts.</p>			
Success of the Event <i>Based on the above goals and learning outcomes.</i>			
This was a successful event.			

## EOT General Volunteer Appreciation

To show our appreciation for all of our General Volunteers, we gave away free taco farm in SLC 4063.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	Feds Student Food Bank
Total Direct Event Costs	\$50.00	Date	April 10, 2017
		Times & Timing	6:00-8:00pm
		Location	MC 4063
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Chelsea Hillier and Leila Dzinic (service coordinators)	Total Participants	9
		New Participants	Unknown
Partners in organizing	None	Declined Participants	0
Number of students involved in planning and execution	2	Demographics: students (Food Bank volunteers)	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Volunteer Facebook Group			
Exit Survey Results – <i>Number</i> participants			
Top Marketing Tools for the Event			
Top Reasons for Attending the Event		Appreciation	
Average Quality of Experience			
Most Popular Aspect of the Event			
Repeat Attendance		n/a	
Goals and Learning Outcomes of the Event			
<p><b>Goals</b> = To provide a fun atmosphere with food to thank our volunteers for a term of working with us</p> <p><b>Learning Outcome</b> = Integrate things such as a theme for the night (ex. Board games) to encourage more volunteers to attend</p>			
Success of the Event <i>Based on the above goals and learning outcomes.</i>			
This was a successful event.			



EOT Exec Appreciation			
To show our executives appreciation for their efforts throughout the term, we had a Taco Farm dinner. The lunches were paid for on behalf of the Food Bank.			
Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	Feds Student Food Bank
Total Direct Event Costs	\$249.17	Date	November 29, 2016
		Times & Timing	6:00pm
		Location	SLC 2134
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Chelsea Hillier and Leila Dzinic (service coordinators)	Total Participants	12
		New Participants	Unknown
Partners in organizing	None	Declined Participants	n/a
Number of students involved in planning and execution		Demographics: students (execs)	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Told executives about it at the executive meeting the week before, posted in facebook group			
Exit Survey Results – <i>Number participants</i>			
Top Marketing Tools for the Event		Facebook	
Top Reasons for Attending the Event		Executive Appreciation	
Average Quality of Experience		Great	
Most Popular Aspect of the Event			
Repeat Attendance		Unknown	
Goals and Learning Outcomes of the Event			
<b>Goals</b> = To show our executives appreciation for their work throughout the term.			
<b>Learning Outcome</b> = Most of our executives attended the appreciation event, ate dinner, and socialized.			
Success of the Event <i>Based on the above goals and learning outcomes.</i>			
Very successful			

Canpetition			
Category <i>Educational, Social, Promotional, or Other</i>	Food drive	Service Name	Feds Student Food Bank
Total Direct Event Costs	0	Date	March 8 - April 8
		Times & Timing	
		Location	Various offices on campus
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Leila Dzinic and Chelsea Hillier (coordinators)	Total Participants	3 faculty teams
		New Participants	Unknown
Partners in organizing	none	Declined Participants	n/a
Number of students involved in planning and execution	12	Demographics: students	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Emails to possible participants, in person delivery of posters, facebook event			
Exit Survey Results – <i>Number</i> participants			
Top Marketing Tools for the Event		Facebook, posters, email	
Top Reasons for Attending the Event		Chance to give back to the community	
Average Quality of Experience		Great	
Most Popular Aspect of the Event		Unknown	
Repeat Attendance		Unknown	
Goals and Learning Outcomes of the Event			
Goal: collect food items for the student food bank and for Waterloo Regional Food Bank and raise awareness on food insecurity in our community			
Learning outcome: Many food items were collected and the message about food insecurity was shared amongst volunteers and community members			
Success of the Event <i>Based on the above goals and learning outcomes.</i>			
Okay. Low enthusiasm by faculty, especially Feds.			

EOT cupboard cleanout
Boxes were distributed to the residence for students to drop off left over food from the term.

Category <i>Educational, Social, Promotional, or Other</i>	Food drive	Service Name	Feds Student Food Bank
Total Direct Event Costs	\$0	Date	April 2017
		Times & Timing	
		Location	residences
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Chelsea Hillier and Leila Dzinic (service coordinators)	Total Participants	Unknown
		New Participants	Unknown
Partners in organizing	Sheila Goodwin	Declined Participants	n/a
Number of students involved in planning and execution		Demographics: students	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Facebook event, Twitter posts, posters around campus			
Exit Survey Results – <i>Number</i> participants			
Top Marketing Tools for the Event		Facebook	
Top Reasons for Attending the Event		Get rid of left over food	
Average Quality of Experience		Great	
Most Popular Aspect of the Event			
Repeat Attendance		Unknown	
Goals and Learning Outcomes of the Event			
<b>Goals</b> = To collect left over food			
<b>Learning Outcome</b> = This event generates a lot of food			
Success of the Event <i>Based on the above goals and learning outcomes.</i>			
Very Successful			





