



End of Term Report Winter 2017

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Introduction

This report highlights all the actions carried out by the Glow Centre for Sexual and Gender Diversity within the Winter 2017 term at the University of Waterloo. Please see the [Table of Contents](#) above for all that will be included in the report.

There were difficulties recruiting enough applicants to fill the Executive and Coordinator positions. Permission was given by the council to allow for a non-student to fulfill the role of Service Coordinator.

Progress has been made in the Making Spaces program, and we have become a member of the Rainbow Community Council. We also continued with our regularly scheduled weekly events. The library was officially integrated into the TUG (TriUniversity Group) database, and we will continue cataloguing books so that our library will be fully accessible through the online library system. We held our first event in collaboration with HeForShe, and plan on continuing this partnership in future terms.

Volunteer Management

Winter 2017 Coordinator and Executive List

Service Coordinators	Sabrina (Brie) Treviranus Rachel Yavnai
Internal Director	Wanning Luo
External Director	Dimitri Walters
Social Media & Marketing Director	Rebecca (Beck) Mallozzi
Advocacy Director	Charles Peitzmeier
Education Director	Mohamed Fahim
Transition Director	Jameson Ngo
Social Director	N/A

Coordinator/Executive Recruitment and Selection Process

Coordinator and Director candidates were recruited via social media, word of mouth, and marketing posters within the Centre. All position (Coordinator, Executives, and General Volunteers) applications are hosted and managed on the online LEADS platform. Due to a lack of responsivity from the advertisements, the Coordinators e-mailed past and current volunteers that were exemplary in their volunteer roles, and encouraged them to apply. We achieved moderate success with this method, as two of the individuals contacted did apply, and we were able to move forward with the selection process.

All incoming Coordinators and Executives for Spring 2017 were considered and elected by the current Executives. There were only six applicants for the seven positions (most applied for more than one position).

In Winter 2017 and Fall 2016, the Social Director role has been absorbed by the Executive team. Typically, the event reports would be split amongst the entire team. The Coordinators would initiate the planning of the volunteer socials with input from the team, and the Internal Director would plan the event. The Social Media & Marketing Director would coordinate with the Internal Director on weekly event facilitators and planning discussion topics and movies for the various weekly events. This method was moderately successful, however, it required initiative from Executive members to volunteer themselves for additional tasks.

After some consideration, the Winter Executive team decided to combine the Social Director role between two other Executive positions: Internal and External. As the Internal Director is in

closest contact with the General Volunteers, they will mainly be responsible for the planning of weekly events and communicating with Event Facilitators. The External Director will plan the social events for General Volunteers. The Executive team will split the task of completing event reports, as done in the previous two terms. We expect success from this method, as roles are clearly defined from the beginning of term, and delegated advantageously to certain Director roles.

Spring 2017 Coordinator and Executive List

Service Coordinators	Judy Liu Charles Peitzmeier
Internal Director	Kit Cui
External Director	Mohammed Fahim
Social Media & Marketing Director	Shelby Paxton
Advocacy Director	Angela Butron
Education Director	Chloe Simms
Transition Director	Rebecca (Beck) Mallozzi
Social Director	Kit Cui Mohammed Fahim

General Volunteer Recruitment

Volunteers were recruited through social media, encouraging past volunteers to return, posters made by Feds Marketing, and word of mouth. Applications were submitted via LEADS.

Changes were made to the volunteer application form. Due to our consistent increase in volunteers, we no longer require mandatory office hours for each volunteer. Instead, we have provided options in which applicants can designate which role(s) they would prefer: holding office hours, event facilitating, offering peer support, or being part of the Events Committee. There is a section to indicate which weekly event(s) they would prefer to facilitate. Coordinators must now ensure that they thoroughly review the applications prior to volunteer training, and provide this information to the Internal Director for scheduling purposes.

Training Information

This term we offered two training dates on January 7th and 14th, on the first two Saturdays of the term. This information was added to the volunteer application in LEADS, so that applicants understand beforehand which days they should be available in order to volunteer. The first training was our full training with peer support training included, and the second was the alternate training.

For the first training date, Counselling Services' Tracy Morgan returned to be our peer support trainer for the first half of the training, offered in conjunction with the Women's Centre. Food was ordered from Queen St. Commons, and beverages were purchased from Sobey's, the costs shared equally between Glow and the Women's Centre. Having vegetarian, vegan, nut-free, and gluten-free options was helpful in making the food accessible to all volunteers. Following lunch, we took our attendees to the Glow Centre to finish our own portion of training. The space was slightly cramped, but we believe it was beneficial as it allowed us to explain certain tasks with visual references (for example, when explaining where to find supplies). This makes training more inclusive and accessible to those who have never been in the Centre before.

The second training was held exclusively in the Glow Centre, and covered the standard Glow training (history of Glow, duties of a General Volunteer, policies, etc). Peer support training was not provided; those trained on this day were ineligible to provide peer support training throughout the term.

Having only two training dates proved successful. Previously we have had an upwards of three training dates, with potential for a fourth. However, due to the strain it places on scheduling for the Internal Director, we suggest limiting the number of training dates to two.

Midterm Policy Review

Following through with a recommendation from previous terms, two midterm policy review workshops were offered. This was done to ensure that volunteers were reminded of the three policies and their importance within the Centre, and to discuss the common ways in which they are broken and maintained within the Centre.

A further description of the midterm policy review can be found in the Internal Director Executive Report in [Appendix 1](#), and the event reports for both Midterm Policy Reviews are in [Appendix 3](#). Scenarios used can be found in [Internal Appendix B](#).

For those who could not attend either review date, the Internal Director created a Google form quiz. This asked volunteers to fill in a free-form answer on what to change in each scenario. This Google form can be used in future terms, for those not able to attend either of the midterm policy review workshops. However, this option should not be made immediately apparent to volunteers, so as to dissuade them from not attending the in-person workshop.

In the future, we would recommend starting the midterm policy review during week 6 of classes, since some volunteers had yet to participate by week 10, defeating the purpose of it being a midterm review.

Library System Training

For information on library system training, refer to the Education Director and Transition Director executive reports in [Appendix 1](#).

Meetings

Executive meetings were held in the Feds West Wing Boardroom 2 every Wednesday, from 7:00-9:00PM. Continuing from previous terms, each meeting included a preliminary check-in with each Executive, which was proven successful. Having a to-do list and highlighting particular director roles with certain colours helped with identifying action items.

This term, our meeting notes were especially thorough, in comparison to previous terms. We highly recommend continuing this thorough note-taking, as it helps present and future Executive teams when planning events or reviewing past decisions.

For the final four weeks of term, the IT department was using the Feds Boardroom, and rooms were booked in the SLC and surrounding university buildings. This caused some confusion each week, as the room was different each time and in varied buildings. While the Feds Boardroom is the most ideal spot for weekly executive meetings, we would recommend having a back-up room reserved throughout the term, in the instance that there are last-minute issues with relocating.

Volunteer Retention and Engagement

The creation of the Events Committee, whereby members would be contacted directly with extra volunteering opportunities, was made in an attempt to combat a recent lack of engagement. Unfortunately, this did not seem to be effective and was essentially disbanded by the end of the term.

Following some complaints about General Volunteers treating Centre guests unprofessionally, we discussed the possibility of allowing volunteers choose if they would like to hold office hours. This also serves to include those who are uncomfortable hosting hours. Changes were made to the application to allow volunteers to indicate which of the following they are interested in: office hours, peer support, event facilitation, events committee. Spring Coordinators should be mindful of the change and reflect on its effectiveness.

Volunteer Recognition and Appreciation

The Volunteer Appreciation budget allows for \$10.00 per general volunteer, and \$20.00 for active peer supporter volunteers. We held an end-of-term volunteer appreciation event to recognize the hard work of our volunteers during the term. We used the Feds button-making machine, and allotted three to be made per volunteer. Pizza was provided from Campus Pizza - with vegetarian and vegan options - and drinks were provided from the Bombshelter Pub. The button making was incredibly successful, and we recommend revisiting this activity in future terms.

The volunteer appreciation gift consisted of lanyards with the Glow Centre logo, given with a thank you card, in personalized paper sacks. Three top volunteers were awarded a \$10.00 Feds gift card. We would recommend ensuring that the volunteer appreciation gift is ordered ample

time in advance, to accommodate for shipping time. Continued consideration should be given before gifting items with the Glow logo, as some individuals are not comfortable being publicly associated with the service.

Executive Recognition and Appreciation

The appreciation budget allows for \$30.00 per executive. The team voted on hoodies with the Glow Centre logo on it. As this was a more expensive option, we voted on whether or not everyone would be comfortable with pitching in the remainder of the amount.

The hoodies were ordered from Traces Screen Printing, and had the title “Executive” printed on the arm. For an additional fee, there was the option to embroider a name on the other arm. An executive social was also considered in addition to the gift, however, due to the workload at the end-of-term, it was not possible to align everyone’s availability.

Communication

Website

Three major updates were made to the website throughout the term. The following is a list of the most significant changes:

- Wording changes were made throughout the web pages.
- Resources in the Incident Report Form and the main page were given up-to-date websites and hyperlinks.
- Changing font colours to remain consistent across all web pages.
- The lending library tab was updated to reflect our association with the TUG library system.
- Our three policies are now available for viewing as a separate tab on the website.
- The gender neutral washroom map tab was updated to include information on the Equity Office’s most recent list of inclusive washrooms on campus.
- Adding Tea Time Talks as a weekly event.
- Adding a reading week and exam hours section, which links to the Facebook page for a recent schedule.

As in previous terms, we would like to continue advocating for services to edit their own page and streamline this process.

Events and Activities

The following events were organized or attended by Glow. Our major event this term was string of events as part of Healthy Sexuality Week. Reports for these events can be found in [Appendix 3](#).

Weekly Events

This term, we continued to host our four weekly events: Talking About Things (TAT), Board Game Night, Tea Time Talks (TTT), and Movie Mayhem. Feedback for these events can be found in the Internal and Social Media & Marketing Executive Reports in [Appendix 1](#). Event reports for each weekly event can be found in [Appendix 3](#).

Drag Me to the Bomber

This term featured the Ladies on the Edge, a drag queen group consisting of Miss Drew and two other performers. They were paid an honorarium of \$250.00 total. The show also featured the UW Drag Club for the second time. The Services Manager suggested we pay the club \$5.00 per performer; however, this was not followed through.

Healthy Sexuality Week

Healthy Sexuality Week consisted of five events, from Monday to Friday. Event reports and further details for each can be found in [Appendix 3](#).

- The Talking About Things topic was Porn & Sex Work, and was mediated by our special guest Jelena Vermilion (Scarlett Gillespie). This event had an impressive turnout, and many questions were asked. However, we received a suggestion that the event should have been held in a separate room, due to the explicit nature of the topic and the possibility of a Safe Space Policy breach.
- Since the week coincided with Valentine's Day, we commissioned an artist to design queer and trans-inclusive Valentine's Day cards. We hosted a booth in the SLC Marketplace to hand out the cards, which were well received.
- For the Wednesday event, we had the SHORE Centre come in to host Great SEXPections, an interactive play on healthy relationships. The audience for this event was fairly small and mostly consisted of Glow Executives. Future events involving outside organizations should be extensively advertised to ensure sufficient turnout.
- Movie Mayhem featured Perks of Being a Wallflower. The attendance was typical of other movie night weekly events.
- Friday, we had Ace Toronto come in to host an asexuality workshop. This event was important to include, as it solidified the fact that healthy sexuality can also include asexuality. This event was also poorly attended, with only three participants. However, those who attended were very engaged. Future events involving outside organizations should be extensively advertised to ensure sufficient turnout.

Pride Community Meeting

Following the release of Pride Toronto's commitment to honour the demands made by Black Lives Matter Toronto at their Pride 2016 sit-in protest, we were urged by the Services Manager to host an event where community members can openly discuss the issue. There seemed to be concern from Feds that by going to Pride 2017, we would be making a political statement in support of Pride Toronto and Black Lives Matter Toronto. We were reminded that Glow also

represents the University of Waterloo when we are at Pride, and our decision would need to consider the opinions of those outside of Glow.

The event was held in a classroom in QNC and was mediated by the Feds President, Chris Lolas. There were ~20 in attendance; mostly students and alumnus, one Feds representative, and one community member. Those who spoke were very clearly in support of Glow going to Pride, and suspicious of our reasoning for hosting the event. There was some discussion surrounding who whether Glow represents the UW student body, the LGBTQ+ community, or the Federation of Students. Some attendees stated that Glow was expressing a political opinion by simply hosting the event, and it is not the opinion that an anti-oppressive organization should be advocating.

Following the meeting, the Executive team met to anonymously vote. Everyone was in agreement that Glow should attend Toronto Pride this year, and should make a public expression of solidarity on social media.

The above concerns were discussed with both the Executive team and the Services Manager. It was concluded that Glow should be able to speak freely on controversial matters when relevant to our purpose as a service. In this case, Glow should have been able to refuse the request to host the event and to speak in favour of Pride Toronto and Black Lives Matter Toronto.

Queer Ball

With funding provided by HeForShe, we hosted a dance in St. Paul's Alumni Hall. Tickets were free, and issued via Ticketfi to give a better estimate of attendance. Food was ordered through St Paul's catering service, Chartwell's. UW Catering Services provided a split liquor licence, bartender, and two security guards. Music was provided by DJ Bane, a member of Across the Board Entertainment.

~70 guests attended, and general feedback was positive. It was recommended that this become an annual event, however future Coordinators should be mindful that the event date does not coincide with other important campus events.

Refer to the event report in [Appendix 3](#) for more details.

Partnerships and Collaborations

We hosted booths at the following events:

- Gender Equity Fair, hosted by HeForShe
- Mental Health Fair, hosted by Waterloo Collegiate Institute (WCI)
- GSA conference, hosted by OK2BME
- Gendered Violence on Campus panel, hosted by Equity Office

Coordinator Brie maintained their role as a Glow representative in the Working Group for Sexual and Gender Diversity. The group had one meeting this term, which was also attended by the current Advocacy Director. The task of managing student panelists for Making Spaces trainings was given to the Advocacy Director.

Coordinator Rachel has taken steps to involve the Glow Centre in the Rainbow Community Council (RCC) and attend their bi-monthly meetings, which are collaborative meetings of LGBTQ+ centres and other groups in the Kitchener-Waterloo area. The Glow Centre should ensure that steps are being taken to remain involved with the greater KW community, as they can offer valuable feedback, insights, and resources.

Glow provided space, per usual, for the Women's Centre to host their bust casting event. Changes were suggested and implemented to ensure that the event was explicitly open to trans and non-binary folk. Ensure in future terms that the event is hosted on a Wednesday night, so it does not interfere with one of our weekly events.

Inventory

The following is a list of important new items and resources acquired this term:

- Corkboard installation, serving as an LGBTQ+ events calendar
- Book donations box created by the Education Director
- Two car magnets for Pride float
- New vinyl banner for Pride contingent
- Various coloured bowls, purchased to hold chips at the Queer Ball
- Additional tote bags left over from F2016 volunteer appreciation
- Additional lanyards left over from W2017 volunteer appreciation
- Additional empty buttons left over from volunteer appreciation
- 300 Straight as Ring Road buttons
- 300 Blood Ban buttons
- Glow Centre adhesive stickers

Budget

This term, we submitted an application for an international work study student. Although no applicants responded, we would encourage submitting this application again in Spring term. This international work study student would be hired to collect information about Glow's history, as preparation should begin for Glow's 50th anniversary in 2021.

Account #	Name	Budget	Amount Used	Notes
6205-64040	SALARIES WAGES P/T	\$350.00	\$0.00	No work study applications were received.

6215-64080	VOLUNTEER RECOGNITION	\$ 2580.00	\$690.00	Lanyards, pizza and drinks, button-making, and gift cards for top volunteers. Sweaters for executive appreciation.
6325-65090	GENERAL OFFICE/ COMPUTER SUPPLIES	\$ 400.00	\$200.00	Tissues and other general supplies were bought throughout the term; the remainder was used to acquire a corkboard.
6405-66030	TRAVEL/CONF/WKP/ PROF DEVELOPM	\$ 250.00	\$176.00	Rented a vehicle to attend the Ace Toronto (Un)Conference, and OK2BME GSA conference.
6800-64090	VOLUNTEER TRAINING	\$ 680.00	\$251.00	Food for training split with Women's Centre.
7165-70010: SPEC03	SPECIAL EVENTS	\$ 4,000.00	\$1535.00	Honourariums, Queer Ball, weekly event snacks, and Healthy Sexuality Week events.

Proposed Budget 2017-2018

Account #	Name	Budget 16/17	Proposed 17/18	Change?
6205-64040	SALARIES WAGES P/T	\$ 350.00	\$350.00	-
6215-64080	VOLUNTEER RECOGNITION	\$ 2,580.00	\$2,700.00	+\$120.00
6300-65010	TELEPHONE	\$ 350.00	\$350.00	-
6320-65070	PHOTOCOPYING	\$ 75.00	\$75.00	-
6325-65090	GENERAL OFFICE/ COMPUTER SUPPLIES	\$ 400.00	\$300.00	-\$100.00
6400-66010	ENTERTAINMENT/PROMO/MEETING	\$ 100.00	\$100.00	-
6405-66030	TRAVEL/CONF/WKP/PROF DEVELOPM	\$ 250.00	\$250.00	-
6415-66060	SUBSCRIPTIONS	\$ 100.00	\$150.00	+\$50.00
6600-67080	ADVERTISING	-	-	-
6715-68080	MISCELLANEOUS	-	-	-
6800-64090	VOLUNTEER TRAINING	\$ 680.00	\$805.00	+\$125.00
7000-70010: SPEC01	SPECIAL PROJECTS	-	-	-
7095-70010: BBGG01	BBGG NIGHTS	-	-	-
7096-70010: ALLY01	ALLY NETWORK	-	-	-
7097-70010: PRID01	PRIDE FESTIVAL	\$ 3,000.00	\$3,600.00	+\$600.00
7100-70010: LITE01	LITERATURE	\$ 150.00	\$ 150.00	-
7165-70010: SPEC03	SPECIAL EVENTS	\$ 4,000.00	\$4,000.00	-

Operations

Centre Cleanliness

Volunteers should be reminded to regularly clean and tidy the Centre throughout the week. Often, the task of doing a thorough Centre cleaning was up to the Coordinators. The addition of a vacuum cleaner has helped improve overall cleanliness.

The addition of a waste bin status column in the Centre logs has continued to be effective in keeping the garbage bin levels low. A drop-down list was created in order to eliminate nonsense-inputs and standardize the way the waste bin column was utilized. A compost bin will be introduced to the Centre in the Spring term. Since UW Compost is responsible for the handling and discarding of the compost bin, volunteers should be made aware that this will not be included in the waste bin category.

Centre Logs

Logs were accessible via the Google Drive again this term to limit interruptions when the Centre computer was not functional. A tab in the logs included the volunteer office hour, peer support, and event facilitator schedule, which was imported from an external google sheet that is managed by the Internal Director. This helped prevent volunteers from tampering with the schedule, and should be continued for future terms. Incoming Coordinators should make a folder accessible to the volunteers that also includes the manual and any other important documents.

The number of centre and peer support users can be found [Appendix 2](#).

Recommendations

Volunteer Executive Interactions

Some volunteers expressed concerns that they were not up-to-date on what Glow was doing, or has planned. To address this, we would suggest bi-weekly emails, newsletters, or Facebook posts updating volunteers. Alternatively, giving General Volunteers access to a Glow Google Calendar. Executives should also utilize the cork board calendar in the Centre so all Centre users can be informed of upcoming events.

Volunteers in past terms stated that they did not feel as if they were acquainted with the Executive team well enough to be able to identify them should they need to contact us. Executives should have a constant presence in the Centre for easy contact. For next term, it may be advantageous to consider more options that would allow for Volunteers to familiarize themselves with each Executive Director.

Volunteer Training

Locations have been booked for the first two weekends in May, and communications with the Women's Centre and Tracy Morgan are underway. Coordinators should be sure to contact all interested volunteers to ask about attendance and dietary restrictions. Previously, we have ordered food from Queen's Street Commons, though someone will need to drive to Kitchener to pick it up.

Before training day, the Executives will need to get small gifts and thank you cards for the presenters, photocopy confidentiality forms, and arrange for a laptop and projector. Consider trying to run through the presentation as a team before training day.

Upon reviewing previous EOT Reports, we discovered that anti-oppression training was also offered by Carm De Santis in addition to the peer support training. This should be potentially revisited, as it may provide valuable information for the volunteers. De Santis' contact information can be found in [Important Contacts](#).

Volunteer Socials

As a consequence of not having a Social Director, volunteer socials were limited again this term, despite requests for more. These events should be inexpensive to host (with snacks from International News or the Bomber) or self paid/partially-subsidized, and would provide immense value in the form of a more cohesive volunteer team.

Weekly Events

We recommend continuing with the current four weekly events: Talking About Things, Board Game Night, Tea Time Talks, and Movie Mayhem. We recommend that at the beginning of every term, the Social Director (or whomever will be responsible for managing the Event Facilitators) should meet with the TAT and TTT facilitators to create a list of topics they will use throughout the term and to sign up for which topic they each want to facilitate. This was suggested because of a continued struggle to establish a topic in advance, and to increase accountability for those who volunteer for the position. We recommend the Social Media and Marketing Director then create Facebook posts set to publish the week before the event.

The same master list should also be created for Movie Mayhem facilitators. Movie Mayhem facilitators should research each movie and provide content warnings prior to the viewing. Additionally, consider screening TV show episodes or other media, to provide new content for frequent movie night goers.

Event Facilitators should continue to do an overview of the policies before each event.

Drag Me to the Bomber

Due to the continued success of these events, we suggest Glow attempts to host a drag show during the Spring term as well.

Marketing and Promotion

We had some difficulty this term with acquiring materials from Feds Marketing. Incoming Executives should ensure marketing requests are completed well in advance to ensure promotional materials are sufficient to attract the desired audience.

Talk to the Feds Communications & Media Relations Specialist about any questions you may have, or in the event that we are contacted by someone for an interview. The new Executive should actively promote our peer support service as well as our open social hours.

Website

For website update requests, we recommend creating a list in a word document and sending this to web@feds.ca, rather than creating the list within an email message.

Here are some recommendations of website changes to make in the Spring term:

- Update the Trans Resources tab.
- Take an updated photo of the library for the Lending Library tab.
- Creating an updated version of our Gender Neutral Bathroom Map.
- Add a tab about Pride, and include information on our past and future festivities (i.e. photos, press, a history of our involvement, etc).

Speaker's Bureau

Following the launch of the Making Spaces Program - designed by a sub-committee of the Working Group on Sexual and Gender Diversity - Glow reinstated the Speaker's Bureau. This is a pool of local queer- and trans-identified folks who can be contacted about speaking opportunities on a variety of topics. Members can include Glow volunteers, other students, faculty, and staff at University of Waterloo, or other members of the community. Glow should continue to advertise and gather members for the Bureau to be better equipped for future events.

This term, the task of managing the Bureau was taken on by the Advocacy Director, and all related documents (applications, current list of contacts, etc) can be found in the Advocacy Google Drive.

Women's Centre

We have consistently had a positive relationship with the Women's Centre, including often having many volunteers who hold hours in both centres, allowing them to use our Centre for bust casting, and co-hosting events. This positive relationship is should continue and Glow Executives should maintain ties with the WC in order to build a more inclusive campus as both are pro-feminist, -queer, and -trans student services.

This term, our Advocacy Director requested that the Women's Centre expand their "where to find menstrual products" poster campaign to include the "men's" washrooms and inclusive washrooms on campus. We recommend keeping in contact with this for Spring term.

The incoming Women's Centre Executive team should remember to inform their volunteers about which resources are available at our Centre. They may direct individuals to safer sex supplies in the Glow Centre, but Glow does not stock pregnancy tests. Similarly, our incoming Executive team should inform our volunteers about this.

Canadian Blood Services

Future Coordinators and Executives should continue raising awareness for CBS' slow-moving policy on the blood donation of queer and trans folks. We recommend continuing the sticker booth while CBS hold their clinic in the Student Centre's MPR, and ensuring that the booth is somewhere near the clinic intake so that we are directing our engagement towards those who frequently donate.

Near the end of the term, we ordered reusable rainbow blood-drop advocacy buttons to be used at these booths in future terms.

CUQSC

Incoming coordinators should be mindful of when this conference is happening and attempt to plan to attend.

Mental Health Awareness Event

The planning process for a panel on mental health within the LGBTQ+ community was started this term, but the event was cancelled due to complications with collaborators. The incoming Executive team should make use of these plans and the contacts acquired to make this event a reality.

A number of other organizations and services on campus have expressed interest in hosting events centred on mental health awareness and support. The Services Manager suggested that we begin communications with these groups and plan a series of events. These groups include Women's Centre and EngSoc; MATES and Counselling Services should be reached out to as well.

Other Recommendations and Feedback

Services Manager

Brendan continues to be a trusted support within Feds. He should continue to strive for inclusivity on campus. It is important to have strong support from the inside, and we encourage Brendan to attend the Making Spaces training and to encourage his colleagues.

Feds

This term, our Advocacy Director reached out to a representative within Feds to discuss including pronoun education in Feds training to ensure that inclusivity is kept in mind at all levels.

VP Internal

Vpin@feds.ca is the contact when the Services Manager is away. Incoming Glow Executives should build rapport with incoming VP Internal Jill Knight.

Marketing

This term, Feds Marketing struggled to keep track of a few of our resource orders. It was not clear if this was due to miscommunications on our part or an organizational issue within Marketing. To avoid further delays, we strongly urge Glow Executive teams submit requests far in advance.

The Feds Marketing Services Liaison sat in on the first bit of the Coordinator-Services Manager meetings, and left when we talk about private matters. Their participation in meetings made it easy to distribute the information that was needed to be distributed and to follow up on items we were still waiting for. However, there were often meetings in which the liaison was late or absent without warning. Their involvement is beneficial for both the Coordinators and the Service Manager, and we encourage punctuality and accountability to ensure that tasks are completed in a timely manner.

Important Contacts

Ace Toronto

Email: ace.toronto.general@gmail.com

Website: <https://acetoronto.wordpress.com/>

- Building asexual/ace (and/or arospec) community connections.
- Collaborated for a workshop on Asexuality in W2017 during Healthy Sexuality Week.
- Next Ace Toronto (Un)Conference scheduled for summer 2018.

Keywords: conference, asexuality, ace, workshop, speaker

ADVOCACY

AIDS Committee of Cambridge, Kitchener, Waterloo and Area (ACCKWA)

Phone: 519-570-3687

Website: <http://www.acckwa.com/>

- Contact them if you are looking for individuals who live with HIV or general information regarding AIDS and HIV.
- Refer people to them for anonymous testings
- ACCKWA hosts event such as vigils, silent auctions, and speaker presentations annually for AIDS awareness week.

- They also provide community outreaches at local clubs and community events, such as during our drag show.

Keywords: off-campus, HIV, AIDS, speaker, sexual health, anonymous testing, outreach

EDUCATION, ADVOCACY, SOCIAL

Allisa Scott (Ze/Zir/Zirs or They/Them/Theirs)

Waterloo Region Rainbow Coalition - Gender Variant Group

Email: allisascott@gmail.com

Website: <http://inclusive-cct.nfshost.com/about.html>

- Ze facilitates a gender variant group with whom Glow has collaborated to host panel discussions and peer support for trans individuals
- If you are looking for trans-identified speakers or resources
- If someone is looking for peer support that focus on trans issues
- The gender variant group needs funding
- As a current board member of WRRRC, they strive to accomplish many community advocacy projects such as on the issue of bullying, education, and etc.
- They might also be able to talk about other projects such as kink and polyamory.

Keywords: trans, transgender, gender variance, gender-fluid, peer support, discussion, advocacy, safe space, speaker, kink, BDSM, polyamory

EDUCATION, ADVOCACY, SOCIAL, INTERNAL

Bradley Hamacher/Miss Drew (Bradley: He/Him/His, Miss Drew: She/Her/Hers)

Email: bradleyhamacher1977@gmail.com

- Main Drag Queen in KW.
- Has connections to all other Drag Queens in the area.
- Always performs at our Drag Shows and does a fundraiser for Glow.

Keywords: drag show, drag queen, drag, performer

COORDINATOR, SOCIAL

Carm De Santis (She/Her/Hers)

Department of Sexuality, Marriage, and Family Studies

Email: carm.desantis@uwaterloo.ca

Phone: 519-884-8111 x28217

- Can provide privilege and anti-oppression training for volunteer training each term. Consider reintroducing this in future terms.
- She should be contacted at the end of each term to give the date of volunteer training for the following term. She should also be sent a confirmation email at the beginning of the term.

Keywords: volunteer training, training, queer, anti-oppression, privilege

COORDINATOR

Colin Boucher (He/Him/His)

Gay Men's Sexual Health Coordinator

AIDS Committee of Cambridge, Kitchener, Waterloo, and Area (ACCKWA)

Email: m2m@acckwa.com

Phone: 519-570-3687 x314

- Co-chair of the Rainbow Community Council (RCC).
- Colin provides us sexual health supplies such as condoms, lubes, dental dams, etc.
- Colin and volunteers from ACCKWA also outreached at our events (ie. Drag Show) to promote and provide information regarding sexual health.
- ACCKWA often conducts survey on the sexual health of MSM.
- ACCKWA provides anonymous HIV testing and other testing services.

Keywords: off-campus, sexual health, supplies, condom, outreach, ACCKWA, HIV, AIDS, testing, MSM, rainbow community council, RCC

ADVOCACY, EDUCATION, EXTERNAL, COORDINATOR

Diana Parry (She/Her/Hers)

HeForShe

Email: dcparry@uwaterloo.ca

Phone: 519-888-4567 x33468

- Contact for HeForShe in future collaborations. Stay in contact; bi-annual meetings with Diana and Feridun.
- Aim to make Queer Ball an annual event.

Keywords: heforshe, on-campus, feminist, queer ball, queer dance

ADVOCACY, COORDINATOR

Don Lapierre (He/Him/His)

Canadian Blood Services; Director of Stakeholder Management

Email: don.lapierre@blood.ca

- Contact Don if you want to organize anything with CBS.
- Don is a UWaterloo grad who was involved with Glow in the 1980s.

Keywords: blood donation, blood services, cbs, former volunteer

EDUCATION, ADVOCACY

Donna Rheams (N/A)

Campus Recreation

Fitness and Wellness Coordinator

Email: dmrheams@uwaterloo.ca

Phone Extension: x31400

- Contact for information Athletic instructors, studio bookings etc.

Keywords: athletics, booking, recreation

COORDINATOR, SOCIAL

Jayne Simmers (She/Her/Hers)

Waterloo Stag Shop - Manager

Email: waterloo@stagshop.com

Phone: 519-886-4500

- Have bought sex toys and other sexual items for Sex Toy Bingo (now Feds run for Welcome Week) and XXX Jeopardy.

- Has knowledge and experience with her merchandise, so contact her for questions on sex toy-related information.
- Don't forget that students get a 20% discount (CRUCIAL).

Keywords: sex, toys, lingerie, dildos, butt plugs, uptown, bingo, jeopardy

COORDINATOR

Jeremy Steffler (He/Him/His)

Facilitator of Wednesday Night Discussion Group/ Board member of WRRRC

Email: facilitator@wndg.ca

- Co-chair of the Rainbow Community Council.
- Jeremy has been a speaker at the Engineering Socials for several times.
- He used to operate the peer support phone line at Glow.
- Contact him if you are looking for a speaker, or you have questions regarding the operation or the history of Glow. (ie. you are looking for a past Glow coordinator).

Keywords: on-campus, off-campus, Glow, UW, Alumni, WNDG, WRRRC, Engsoc, Engineering, staff, discussion group, rainbow community council, RCC

EDUCATION, SOCIAL, ADVOCACY, TRANSITION

Jim Parrot (He/Him/His)

KW Rainbow Historical Project; Current Chair of Spectrum Community Space

Email: jimparrott@sympatico.ca

- Contact Jim if you need info on the Rainbow Historical Project, or information on the local KW rainbow history.

Keywords: off-campus, KW, Rainbow, LGBT*, history, project, spectrum, historian

COORDINATOR, EXTERNAL, TRANSITION

Kamadchi Karunanandan (N/A)

Coordinator, Residence Life Administration

Email: reslife@uwaterloo.ca

Phone: 519-888-4567 x38800

- Stay in contact about incorporating LGBT+ specific inclusivity-training into the don training workshops.

Keywords: don, residence, inclusion, training

ADVOCACY

Kitchener-Waterloo Counselling Services/OK2BME

Email: ok2bme@kwcounselling.com

Phone: 519-884-0000

- OK2BMe supports Lesbian, Gay, Bisexual, Transgender, Questioning Youth (LGBTQ) and Families.
- OK2BME offers free, confidential services for LGBTQ youth ages 5-24 and their families.
- This would be helpful if Glow ever decides to do a local outreach event/project.

Keywords: youth, counselling, kw, services, families, conference

ADVOCACY, EDUCATION, SOCIAL

KW El-Tawhid Juma Circle

Fran Pappert-Shannon

Email: info@jumacircle.com, franps@golden.net

Phone: 519-742-3302

Website: <http://www.jumacircle.com/>

- A gender-equal, LGBTQI2S affirming, mosque, that is welcoming of everyone regardless of sexual orientation, gender, sexual identity, or faith background.

Keywords: muslim, islam, prayer space, mosque, el-tawhid

ADVOCACY, COORDINATOR

Marc Iturriaga (N/A)

Campus Recreation

Associate Director, Campus Recreation & Business Development

Email: marc.iturriaga@uwaterloo.ca

Phone Extension: x35693

- Contact for information about UW Athletics.
- Alternatively, may contact Donna Rheams.

Keywords: athletics, campus, recreation

COORDINATOR, SOCIAL

Melissa Sky (She/Her/Hers)

Creative Director/Activist

Website: <http://femmefilms.ca/>

- Director of Rainbow Reflections film about the history of LGBTQ+ activism in the Grand River area.
- She advocates for youth and works for positive social change through film and local activism.
- Contact if interested in local KW activism projects or queer-friendly art events.

Keywords: lesbian, feminist, film, activism, femme, art

ADVOCACY, EDUCATION, SOCIAL

Plan B Co-Operative KW

Email: planbcoopkw@gmail.com

Website: <http://planbcoopkw.com/>

- Alternative queer community space.
- Organizers of the garment donation drive; should be contacted when garments are added to our donation box for pick-up.
- Hosts Transgender Day of Remembrance events in November.

Keywords: Off-campus, queer, trans

EXTERNAL, ADVOCACY, EDUCATION

Rainbow Community Council (RCC)

Website: <http://yourwrrc.ca/rcc/>

- An initiative of the WRRC designed to bring together existing community organizations to develop a community-wide, sustainable framework for supporting the Rainbow community as a whole.
- Work collaboratively to support each other in such ways as addressing gaps in service provision; avoiding duplication of services and resources; collaborating on grants/proposals.
- Bi-monthly meetings; currently attended by Rachel Yavnai as a liaison.

Keywords: rainbow community council, RCC, WRRC

EXTERNAL, COORDINATOR

Salaam Canada

Rahim Thawer

Email: thawerra@gmail.com

- Queer Muslim Community is dedicated to creating space for people who identify as both Muslim and queer and trans.
- Consider collaboration in the future.

Keywords: queer, muslim, islam, trans, community space

ADVOCACY, COORDINATOR

Sarah Martin

Circulation Services; Davis Centre

Email: s3martin@uwaterloo.ca

Phone: 519-888-4567 x37423

Keywords: circulation, library

EDUCATION

Scarlett Gillespie (She/Her/Hers)

Email: s.j.gillespie@outlook.com

Keywords: sex work, pornography, discussion, trans

COORDINATOR

Sexual Assault Support Centre of Waterloo Region (SASC)

Email: info@sascwr.org

Phone: 519-571-0121

24-Hour Support Line: 519-741-8633

- Feminist counselling and advocacy (individual and group support for survivors 16 years of age and older)
- Call them if Glow needs to set up a workshop on sexual assault confrontation
- Have worked them in the prior for past volunteer training

Keywords: counselling, sexual, assault, sexual violence, workshop, feminist

ADVOCACY, EDUCATION, COORDINATOR

Sexual Health Options, Resources & Education (SHORE) Centre

TK Pritchard; Sexual Health Youth Educator

Email: youthoutreach@shorecentre.ca

- Offered Great SEXPections play during Health and Sexuality Week in W2017.

Keywords: sexual health, education

EXTERNAL, EDUCATION

Spectrum Rainbow Calendar

- Send events to lynmc@rogers.com by the 20th of each month, and put RAINBOW COMMUNITY CALENDAR in the subject line.
- Online version: <http://ourspectrum.com/rainbow-community-calendar/>

Keywords: off-campus, event promotion, calendar

SOCIAL MEDIA & MARKETING

Spectrum Rainbow Community Space

Email: info@ourspectrum.com

Website: <http://ourspectrum.com/>

- Spectrum has a movie library (need to leave a deposit; membership might also be required)
- They hosts weekly events such as a bi-weekly board game night, a youth group, a reading club, and more.

Keywords: off-campus, rainbow, community space, events, youth

EDUCATION, SOCIAL

Tracy Morgan (She/Her/Hers)

UW Counselling Services

Email: tmorgan@uwaterloo.ca

- Tracy provides peer support training for volunteer training each term
- She should be contacted at the end of each term to give the date of volunteer training for the following term.
- She should also be sent a confirmation email at the beginning of the term.

Keywords: peer support, volunteer training

COORDINATOR

Waterloo Region Rainbow Coalition (WRRRC)

Email: yourwrrc@gmail.com

Website: <https://yourwrrc.ca/>

- WRRRC is an advocacy group in the KW region which does with social issues such as domestic violence, bullying, and gender diversity.
- They have organized community dialogues or social events in the past few years
- Contact them if you are looking for speakers or resources. They might be able to redirect you to the appropriate people.

Keywords: off-campus, awareness, dialogues, anti-bullying, domestic violence, diversity, community building, rainbow community council, RCC

ADVOCACY, EDUCATION, SOCIAL

Appendix 1: Executive Reports

Transition Director Report

As the Transition Director, my main responsibilities this term was hosting one-on-one mid-term meetings with both general and executive volunteers of the Glow Centre, and compiling the collected.

This term, I hosted 43 meeting, each 10-15 minutes in length. In general, the meetings ask the volunteers to reflect on their experiences from their current term in the Glow Centre. The volunteers also got the chance to provide feedback as to how the Glow Centre could improve as a service. I ensure that this information, as well as other key information from this term, will be passed on to the executive team of the next term. Additionally, I was responsible for taking minutes at the weekly executive meetings alongside the Coordinators.

For next Transition Director, I recommend that they should schedule all their transition meetings and book study rooms in SLC at least two weeks ahead. This makes the meetings more timely and organized. I also recommend sending reminders to individual volunteers on the day before their meeting to ensure that they arrive. Additionally, try using prompting/open questions to get more constructive feedback, but do not be too insistent.

The following sections will detail the main feedback collected from these meetings.

General Duties of the Volunteers

In regards to office duties, the Glow Centre should be reminded that although the centre is a friendly and welcoming place, professionalism should also be practiced. Particularly, there should be stricter enforcement of the 24-hour notice rule before missing shifts. Additionally, volunteers that answer phone calls and/or answer questions of incoming guests should handle these situations proficiently and remember that they represent the Glow Centre as a service. Volunteers expressed that there were not enough shifts and/or volunteer opportunities and that they wanted to be more involved. A suggestion that was given for the upcoming term was that for the busier terms, two volunteers could be scheduled for a shift; both volunteers would be present and have the same responsibilities (keeping a headcount, upholding the policies, and being welcoming to guests), but if one of the volunteers could not make their shift, the other volunteer would already be there.

The Glow Centre should continue to offer an inclusive and welcoming environment by upholding all of the policies.

Communication between the Executive Team, General Volunteers, and Student Body

The Glow Centre should improve top-down communication. Additionally, the Glow Centre should strive to become more transparent around campus. This is in regards to both the Glow Centre's events and advocacy campaigns.

The solutions that the volunteers suggested include:

- Having a bi-weekly or monthly update on the Glow Centre's volunteer Facebook group,
- Continuing to finish the calendar in the centre and then constantly updating it with upcoming events,
- Creating an online calendar of the Glow Centre's events so that everyone can see what the centre is doing, and
- Promoting the Glow Centre's events (both weekly and special) more frequently on both Facebook and Twitter

Executive volunteers should continue being a constant presence in the Glow Centre. This provides guidance and helps adjust new volunteers to their responsibilities.

Weekly Events

Talk About Things (TAT), Board Game Night, Tea Time TAT, and Movie Mayhem should continue to run as scheduled. The event facilitators should be instructed to always review the policies at the beginning of every weekly event.

The centre should continue to have the event facilitators create a master list at the beginning of the term of the movies for Movie Mayhem and the topics for Talk About Things and Tea Time TAT. This would make promotion easier. The facilitators for TAT and Tea Time TAT should prepare discussion questions prior to every discussion. This way, the event facilitators can easily bring the conversation back on topic and/or revive the topic when the conversation dies down.

Lastly, the centre should continue to update the content warning of the movie collection. The facilitators for Movie Mayhem should also continue announcing content warnings before every movie.

Training

Peer Support Training

- Many volunteers expressed that the peer-support training should be more in-depth, thorough, and varied. It was suggested that MATES should be a potential contact to help improve the training.

Glow Centre Training

- The centre-specific training should be rehearsed by the Executive team for it to be more professional and concise. Additionally, the executive team for next term should consider incorporating an interactive activity that thoroughly shows volunteers how to handle different situations. To help volunteers adjust to their responsibilities, the Executive team should continue to update documentation of duties/responsibilities of both Executive and General volunteers. This documentation/manual should be made available online for the volunteers.

- The Glow Centre should consider hosting the centre-specific training in the morning and then the peer-support training in the afternoon. This would inform the volunteers about the Glow Centre's responsibilities/policies before continuing to peer-support training. Lastly, the Executive team should consider giving volunteers of consecutive terms the opportunity to have a less rigorous centre-specific training.

Desktop and Library Training

- Both the log system and library system training should be covered more in-depth; the computer screen should be projected during training. This would make the desktop/library training easier to follow. This would also make the volunteers treat the library system with more care and accountability.

Mid-term Policy Review

- The mid-term policy reviews should be continued and improved. Many volunteers expressed that it was a good way to re-acquaint with the policies. Many volunteers also expressed that some situations presented were not realistic. The Executive team should find a better balance between serious and fun.
- The mid-term policy reviews should not be held in the centre and/or should be held outside of the centre's hours.

Key Goals for Spring 2017

Some goals that the next Executive team should keep in mind for the Glow Centre are:

- Establishing a proficient method of communication between the Executive team and General volunteers about upcoming events and advocacy campaigns,
- Completing and updating the centre calendar,
- Improving outreach to the student body, particularly first-year students by possibly by having an event,
- Publicizing more in regards to what the centre does on the advocacy front,
- Attempting to get a barcode scanner for the library system,
- Continuing to collaborate more with other services and associations (consider collaborating with Laurier's LGBTQA+ services), and
- Planning more social events for volunteers.

Education Director Report

Listed below are the items that were done regarding the responsibilities of the Winter 2017 Education Director and recommendations regarding the incoming Education director.

Library System

The library system, Voyager, was successfully installed and set up on the glow computer. The Glow Centre was officially added to the TriUniversity Group Library system (TUG Library System).

A manual describing the details of my training and the details required to give this training to incoming Education directors was placed in the centre. Training slides were updated to fit the new library system in place and the majority of the books in the Glow library has been updated with a Uwaterloo library code. There remains the fiction section and the section that follows that requires cataloguing.

The cataloguing process requires the current education director to take a box full of un-catalogued books to the cataloguing section found in the Dana Porter Library on the 3rd floor. Usually the cataloguing section would have a box of Glow books catalogued and ready to be added to the Glow library. The library personnel would usually contact the centre through phone to inform us that the current box of books is ready for pick up.

Furthermore, due to the addition of the Glow Centre to the TUG system, it is possible for books from the Glow Centre's library to be requested through the hold system in place. In which case the current education director is to transport the required books to the appointed pick up location and receive a receipt of delivery upon dropping of the books.

Book Donation Box

A book donation box was made and set up in the Glow Centre for any incoming book donations, the current Education director is to screen any incoming books for incorrect representation and content warnings.

New Books

All new books purchased by the previous Education Director were added to the most recent cataloguing box sent to the library; the following is a list of these books:

- Aristotle and Dante discover the secrets of the Universe, by Benjamin Alire SAENZ
- Gay 2 Zee, by Donald F. Reuter
- A love story starring my dead best friend, by Emily Horner
- Pink, by Lili Wilkinson
- Empress of the World, by Sara Ryan
- The Miseducation of Cameron Post, by Emily M Denforth
- The song of Achilles, by Madeline Miller
- The long way to a small angry planet, by Becky Chambers
- Alternatives to sex, by Stephen McCauley
- Funny boy, by Shyam Selcadurai
- The Bermudez triangle, by Maureen Johnson
- Simon vs the homo sapiens agenda, by Becky Albertali
- Hero, by Perry Moore

No new books or movies were purchased this term. However, a couple were suggested by volunteers throughout the term:

- The ABC's of LGBT+: Understanding and Embracing Your Identity, by Ashley Mardell
- The Complete Steven Universe Boxset

Other

A student in the SDS 451R course regarding Gender and Education reached out to me asking for information regarding They pronouns. They then asked if anyone from the executive team or volunteers were available to participate in their final project video regarding the same matter. Myself and the Advocacy Director participated in the video, which can be found on the the last email sent to us by the student, Melissa Roetcisoende.

Engsoc reached out to Glow to participate in their event; Let's Talk Mental Health. I replied saying we would be interested in participating with them. I would like to aid the incoming education director this spring term in collaborating with them. Details about the event can be found in the email.

A collaborative event was planned with the Mental Health Project and the Aboriginal Student Association regarding Mental Health on Campus. Unfortunately, due to poor planning and minimal aid from the two organizations mentioned the event was cancelled. Nevertheless, due to recent events on campus, I do believe that such an event would greatly benefit the UW's community, and having the Glow Centre hosting such an event would make it easier for us to pinpoint specifics that regard the LGBTQ+ community both on campus and off campus. Details regarding the event can be found in the email.

Future Term Recommendations

- Book drive for the Glow centre.
 - Contact Women in Science (WiS) and Femphys for joint book drive.
- Purchasing happier queer movies.
- Reinforce the use of the TUG system to sign out books.
- Contact our liaison with the Library (Sarah Martin) to add a code scanner and to add the Glow Centre as a library among the other TUG libraries on the Library website. Found in [Important Contacts](#).
- Reintroduce Book-of-the-week.
- Reintroduce the mailing list.
- Add to the content warnings in the library.
- Pronouns awareness event.

External Director Report

Below outlines the responsibilities of the external director for Winter 2017, and concludes with final remarks about future terms for this position.

Educational Resources - Brochures and Pamphlets

The external director is responsible for restocking and acquiring new brochures and pamphlets that the centre displays outside and throughout the centre inside. Restocking resources involved finding the organization to contact, and then requesting more copies of the resource from them.

Resources were also restocked through CATIE (orders.catie.ca) and visiting the SHORE centre in Kitchener - though the SHORE centre also orders their resources from CATIE too. The Glow Centre has also been the author of resources, which involved instead to find the document on the computer in the Glow Centre and request copies to be printed from Fed's marketing team - the coordinators may be involved in this process typically.

There were several problems when contacting organizations to request resources. The main problem was lack of responsiveness. Several steps were taken from here. The way of contact was altered, such as through phone instead of email. Follow-up emails were also sent. At the time this report was written, the process of contacting these organizations were still continuing.

Several other resources had the problem of it no longer being printed. Some of these resources have been published for a long time, in which some of the information on it may no longer be accurate and up-to-date. In these scenarios, there were alternative resources about the same topic that was ordered instead.

Safer-Sex Supplies - Condoms, Lubricant, Dams, Etc

The responsibility of the external director also involved ensuring all safer-sex supplies are restocked. These supplies were ordered from ACCKWA, the main point of contact being Colin Boucher. The following resources are available to be ordered from ACCKWA:

- Insertive condoms
- Non-latex condoms
- Extra-large condoms
- Snugger fit condoms
- Non-lube condoms
- Standard condoms
- Lubricants
- Dental dams

Colin also acquired ultra-thin condoms as a one-time occurrence. Three boxes of these condoms were ordered and put on the shelf with the rest of safer-sex supplies.

There were also attempts of acquiring non-latex non-lube (both in one) condoms, and of non-flavoured dental dams. ACCKWA did not have any of these resources. A problem also consisted of non-lube condoms not being available for a few weeks in the centre. This was due to the last order of condoms being expired, and not being able to order more until Colin acquired these condoms from the Aids Committee of Toronto (ACT). The expired condoms were alternatively used as balloons for decoration at "Drag me to the Bomber".

Future Recommendations

In the hopes of being used in future terms, a spreadsheet was created to help manage the acquiring of brochures and pamphlets. There are sixteen resources currently in the spreadsheet, with columns for the status, action to be taken, contact info, and link to the

document for each of them. It is recommended to check these resources at least once a week, and may involve possible collaboration with the Education Director.

The stock of safer-sex supplies should also be checked at least once a week. However, the shelf of safer-sex supplies will most likely need to be refilled every few days. Also worth noting, dental dams come in several flavours, and would be best to ensure all flavours are in the pile of dams on the shelf. Professionalism is especially important in this role. Checking emails - which is easy to forget - and being responsive is ideal. At the same time, be friendly, welcoming, and have fun!

Internal Director Report

General Responsibilities

As the Internal Director, you will be responsible for anything that relates to the volunteers. This means that:

- Doodle is your friend (for scheduling).
- You will be the one who is in contact with the volunteers most frequently (for communications).
 - If it is within your comfort zone, it may be helpful to try and add the volunteers as Facebook friends, that way your messages are more likely to be seen when you are trying to get in touch with them.
- Facebook posts and messages are likely the fastest, most convenient way to contact volunteers, but if the communications is regarding a serious matter, or if you do not want to run the risk of your Facebook post getting pushed down by other posts, it may be a better idea to send an email instead.

Specifically, your responsibilities include:

- Scheduling volunteers for the term, any events that occur over the course of the term (Pride, etc.), exam period office hours etc.
- Oversee the weekly events.
- Dealing with any conflicts and issues that arise amongst the volunteers (interpersonal/intrapersonal).
 - If there is a very serious issue, the coordinators will usually help you handle it, but this is part of your role.
- Ensuring that the Centre is stocked with supplies.
 - I would recommend buying tissues in bulk – you will be buying a lot of tissues.
- Helping out at any Glow events throughout the term with the rest of the executive team.
- Attending weekly executive meetings.

Compost

Next term, Glow will be getting a compost bin from Campus Compost, along with a poster indicating what is compostable and what is not (see [Internal Appendix A](#)). Please make a note to

go over the composting criteria during Glow training. Volunteers from Campus Compost will come collect the compost two to three times a week. For events throughout the term, you can also rent a compost bin from Campus Compost (for free). If there are any questions or concerns regarding the compost, please contact uwcampuscompost@gmail.com.

Beginning of Term

- This will probably be the most time-consuming time of the term for the Internal Director as you will likely need to make many versions of this schedule before it can be finalized.
- Before the volunteer trainings:
 - Prepare a volunteer Google form to track volunteer information and preferences as well as a Doodle to record their availabilities
 - If you look in the Google drive, there are templates for the volunteer Google form from previous terms
 - You can use these as a guideline and make changes to the template as needed
 - To make your life easier, do everything within your ability to ensure that volunteers complete both the Google form and Doodle before they leave Glow training – stragglers may throw off your scheduling
 - Add all of the volunteers into the volunteer Facebook group
- Beginning of term scheduling:
 - I would recommend incorporating your schedules as tabs on the Volunteer Logs Google sheet; that way all volunteers will have access to it, and you won't need to continually post updated Excel sheets.
 - Generally, each volunteer is expected to commit 2 hours a week.
 - Volunteers will have indicated their preferences for office hours and/or weekly events – try your best to accommodate these, but it is also not the end of the world if you are not able to.
 - Depending on the quantity of volunteers, you can consider doubling them up for office hour shifts – this probably will not be an issue for Spring term though.
 - Depending on the amount of volunteers who would like to hold peer support hours, you can consider having an alternating schedule so that more volunteers can have this opportunity.
- Weekly event management:
 - Once the weekly event facilitators have been finalized, create a Facebook message thread or group for each event to facilitate communications within each group.
 - Hold meetings with the event facilitators to brief them on their roles.
 - At the beginning of each event, facilitators should initiate introductions (names and pronouns) and review Glow policies with all attendees.
 - TAT and TTT facilitators should prepare a list of all topics to be used for the term; Movie Night facilitators should prepare a list of all movies to be used for the term.
 - These should be communicated to the Marketing & Social Media Director so that they can queue the posts on Facebook.
 - TAT and TTT facilitators should also prepare a list of questions for each topic for the purpose of initiating/reigniting conversation.

- Around midterm season, check in with the event facilitators to see how things are going – remind them that reviewing the policies at the beginning of each event is important and should not be overlooked.
- This role was taken on by the Marketing & Social Media Director last term, so please see their EOT report for more detail.

Strikes and Points

- Keep track volunteer strikes and points as they happen – there is also a template for this in the Google drive.
- You can adjust the strike and points schemes as you see fit, but in the past we have used:
 - Missing 3 shifts without 24 hour notice = 1 strike
 - Covering a shift = 1 point
 - General helpfulness = 2 points
 - Volunteering at an event = 3 points

Scheduling

- For events that come up during the term, I would recommend posting in the Facebook group as well as emailing/individually messaging the Events Committee members to gather volunteers.
- If you are in the Centre during peak hours, you can also try asking the volunteers in person.
- You may need to try several of these methods before you get enough volunteers for an event.
- This is irrelevant for Spring term, but in Fall/Winter terms, I would recommend having reduced hours as there are not a lot of people on campus (around 4 hours a day plus at least one peer support hour a week).
 - Please pass this on in your EOT report.
- Exam period scheduling:
 - Office hours during exam period are do-what-you-can – it's OK if the hours are not completely filled.
 - Try to ensure that there is at least one peer support hour a week, and make sure the volunteers are comfortable with the amount of hours assigned to them.

Midterm Policy Review (Mandatory)

- This is a new midterm training we initiated in Winter 2017 to remind volunteers of the importance and the contents of Glow's policies.
 - Hold an initial session and an alternate training held at Glow.
 - Preferably on a Wednesday or Friday after peer support.
- The initial midterm policy review session just occur at the beginning of midterm season.
- You can try to get the sessions to coincide with volunteer socials, if possible, to encourage more people to show up.
- Process:

- Take down the Glow policy posters from the wall.
- Start by having the volunteers list the contents of the policies from memory.
- Using the scenarios in [Internal Appendix B](#) as reference (courtesy of the Advocacy Director), split the volunteers into groups to present the scenarios in a creative way (role-play, talk-through, etc).
- Try to ensure that each group gets no more than three scenarios each (ideally two each).
- Groups should present the “what-not-to-do” scenario and have the rest of the volunteers indicate what should have been done instead.
- It is likely that a small group of volunteers will not be able to attend either training.
 - In this case, send out the Midterm Policy Review quiz via email (also found in the Google drive) – feel free to edit the original Google form.
 - Monitor the responses as they come in – if a volunteer is not taking the quiz seriously or has provided several questionable answers, arrange to speak to them about it.

Internal Appendix A



Internal Appendix B

- Cliqueness
 - A small group having conversation about what happened last weekend with two people clearly not part of the conversations.
 - A group having conversation/ playing a game as someone new comes in and doesn't get included.
 - The entire group having conversation that conveys that Glow is an "inside group", that it's queers vs. straights, etc.
 - Saying goodbyes/Hello's to only specific people.
- Verbal Safe Space Breach
 - Not entirely sure how to do this without committing a verbal safe space breach
 - Someone not giving trigger warnings (and not stopping after being reminded to give trigger warnings).
 - Someone clearly being uncomfortable during a not obviously "triggering subject" conversation and no one noticing/ people noticing, but not acknowledging it as justified.
 - Two people having a discussion where one person constantly talks from a generalized perspective and basically says "Your opinion is wrong".
- Touching
 - Hugging
 - Hair touching
 - Comforting
- Confidentiality Breach
 - So this is what happened during peer support
 - So this is happened yesterday outside of the centre
 - Outing someone ("But you told me that...")
- Privacy Breach
 - Posting on someone's Facebook when they leave the room
 - Looking over someone's shoulder
 - Non-volunteers accessing the Glow computer (Hey, what's on here?)
- Not greeting people who enter
 - Busy doing homework
 - In conversation with people
 - Not sitting at the desk
- During TATs
 - Changing topic to something that wasn't advertised
 - Going into clique discussions *i.e. steven universe*
 - Other people's conversations being louder than the actual TAT
- Not signing out a book
 - "But I only need it for an hour"
 - "But I'm an Exec"
 - "But it's not yet in the system"
- Not leaving the door open

- After hours during the week
- As a study space on weekends
- “But the piano is so loud”
- “But it’s ajar!”
- Letting non-volunteers in the centre
- “I was just going to the washroom”
- “I had to leave and no one’s card was down”
- “We’re just using it as a study space”
- During peer support
 - “Let me just finish my studying”
 - “Are you sure?”
 - *Recounting own experiences rather than listening*
 - “I would suggest that...”
 - Letting people back in before person leaves

Advocacy Director Report

As advocacy director my regular tasks included responding to incident report forms and overseeing the speaker bureau.

This term we had one anonymous incident report during the first week, which I followed up with but received no reply. Regarding the speakers bureau I scheduled three panels for the ‘Making Spaces’ training by the Workgroup for Sexual and Gender Diversity. Each panel consisted of three speakers and the discussion usually lasts for about half an hour. Interested speakers can sign up via a google form (on the drive) and closer to the date of any upcoming panel discussion a second google form is sent to everyone who signed up to be a speaker.

I also organised a trip to the Ace Toronto Conference 2017 at Ryerson and worked on various projects, including:

- Collaboration with Hillel Waterloo on a poster campaign for Holocaust Remembrance Day (January 27th) for which I designed “Pink Triangle” posters and distributed them all over campus. These are in the centre, and can be reused for next year.
- Collaboration with HeForShe to organise a “Queer Ball” and raise awareness for non-binary identifying people
- Collaboration with UW MATES to make their peer support more LGBT+ accessible
- Started communication with the Feds VP Education (Sarah Wiley) to raise trans and pronoun awareness throughout all Feds Clubs and Services
- Started communications with residences to make don training more inclusive MATES
- Finally, I represented Glow at the OK2BME GSA Conference and the Waterloo Regional College Mental Health Fair. At both we had a booth and pamphlets, giving out information about our organisation and providing resources.

Social Media & Marketing Director Report

I worked as the Social Media and Marketing Director for Glow during the Winter 2017 term. My position mainly involved posting event advertisements on the Facebook and Twitter pages. These included events that Glow was hosting, or other LGBTQ+ friendly events that were sent to the Glow email or Facebook page. I also made a post for our “Did You Know...” campaign every Monday that should be continued in future terms.

This term I also managed the volunteers for our weekly events, creating group chats with the four groups of event facilitators and ensuring they knew all of the rules. These rules included reviewing Glow’s three policies every week and posting in the volunteer group if they were to be missing shifts. In future terms these will need to be enforced more strictly, including occasional reminders in the group chats or even reminders during the mid-term policy review.

On a weekly basis, I created Facebook event pages for Talking About Things, Board Game Night, Tea Time Talks and Movie Mayhem. Facebook headers were created for these events and they are available in the Google Drive. To help with this, I ensured that the volunteers gave me a list of discussion topics and movies (including trigger warnings, if possible) during the first few weeks of classes for the rest of the term. Ideally, this would have been done through in-person meetings, though my schedule did not allow this. It is something else that should be implemented in future terms. The reasons for these lists is to ensure that the Social Media & Marketing Director does not have to remind volunteers for the topic or movie every week, and that the event pages go up in time.

Furthermore, I scheduled all Facebook event posts and Twitter reminders once I had the full lists of discussion topics and movies from volunteers. This meant that the weekly event posts never went up late or were missed. On Facebook, I scheduled the event pages to be posted one week before the next week’s events. For example, since Board Game Night is on a Tuesday, the event would be created on the Wednesday before. On Twitter, I scheduled weekly event reminders for the 11:00 AM on the morning of the events. These tweets included reminders of the discussion topics or movies for the week. The scheduling of Twitter posts was done through Hootsuite, while Facebook events were scheduled directly through Facebook.

Lastly, the main goal from last term that was not achieved was the implementation of an emailing system. This would include an opt-in weekly email newsletter that includes a summary of upcoming events.

Appendix 2: Impact Reports

- There were approximately 6450 centre users this term, not accounting for the likelihood of repeat visitors. Combined with 6500 users in Fall 2016 and 5096 in Spring 2016, there were approximately 18046 centre users this past year.
- 60 hours of peer support were offered throughout the term. An estimated 1 to 2 individuals per week accessed peer support.

- Our Facebook page reached 1171 likes, with a gain of about 40 from January. It shows an average of 470 people reached per post between January and April (down from 511 in the previous 4 months). The highest reach within a day was 1049, on March 16th. The page showed less growth overall this term than in the previous Fall 2016 term.
- Since Facebook limits the amount of organic reach, it may be difficult to expand our network without paying for further engagement.

Appendix 3: Event Reports

The following is a list of all the events that we have run in the W2017 term:

1. Volunteer training
2. Feds Open House booth
3. Alternate volunteer training
4. Weekly events
 - a. TAT (Talking About Things)
 - b. Board game night
 - c. TTT (Tea Time Talks)
 - d. Movie night
5. Gender Equity Fair booth
6. Ace Toronto (Un)Conference
7. Volunteer social (pre-drag show)
8. "It's Not a Drag" (drag show alternative)
9. Drag Me to the Bomber
10. OK2BME GSA conference
11. Glow Goes to Pride? community meeting
12. Healthy Sexuality Week
 - a. TAT: Porn & Sex Work with special guest
 - b. Inclusive Valentine's Day card booth
 - c. Great SEXpectations
 - d. Movie Night: Perks of Being a Wallflower
 - e. Ace Toronto workshop
13. Midterm policy review
14. Midterm policy review (alternate)
15. Midterm volunteer social
16. Queer Ball
17. Volunteer appreciation

Volunteer Training

The first official Glow Volunteer training, includes the Glow executives going over the policies, peer support training, signing of confidentiality agreements, and a visit to the center to show volunteers what they're working with. A majority of this training is shared with the Women's Centre.

Category <i>Educational, Social, Promotional, or Other</i>	Education	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$190.00	Date	January 7th, 2017
		Times & Timing	9:00AM - 3:00PM
		Location	STC 0010 Glow Centre (SLC 2102)

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	25
Partners in organizing	Tracy Morgan (Counselling Services) Women's Centre	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: University of Waterloo Students who applied to volunteer with Glow through Leads.	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Volunteer applicants were emailed directly.

Goals and Learning Outcomes of the Event

Goals: To educate incoming Glow Centre volunteers on the policies we uphold in the centre, run them through scenarios, train them for peer support, and show them what the glow centre stands for and what we work to achieve. We also take the chance to introduce the center volunteers to the term's executive team. Learning Outcomes: Volunteers learn how to access, use and manage the centre as well as policies they are expected to maintain in the centre and who to contact when they need more information.

Summary of Event

The event successfully trained incoming volunteers on how to access, use, and maintain the centre. It also gave a complete overview of the policies that volunteers are required to maintain during their stay in the center. And gave volunteers the chance to to meet the execs and their fellow volunteers.

Recommendations for Future Events

None

Feds Open House Booth

Students of the UW community come to meet and learn about the Glow Centre and volunteer opportunities. Student may complete a stamp ticket after learning about the different services that FEDs has to offer to get pizza.

Category <i>Educational, Social, Promotional, or Other</i>	Promotional	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$0.00	Date	January 11, 2017
		Times & Timing	11:00AM-2:00PM
		Location	SLC Great Hall

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	75~
Partners in organizing	Federation of Students	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: Students at the University of Waterloo.	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Promotions were mainly done through the Glow Centre's social media outlets (Facebook event, Twitter). This event was also promoted by the FEDs promotional pages.

Goals and Learning Outcomes of the Event

Goals: This is an information sharing and volunteer outreach opportunity; this event was a way to inform students of the University of Waterloo of our service. Another goal was to recruit new volunteers for the Glow Centre as the alternate training was scheduled for January 14th.

Learning Outcomes: The guests learned about the Glow Centre (what we do, where it is, upcoming future events) and about volunteer opportunities.

Summary of Event

The event went well as it informed many students about the Glow Centre as a services (such as our weekly and upcoming events, what our role is, etc). Many students also expressed interest in volunteering.

Recommendations for Future Events

A recommendation is that we update the poster-board and custom fliers (some fliers had events from previous terms)

Alternate Volunteer Training

The second official Glow Volunteer training, includes the Glow executives going over the policies, signing of confidentiality agreements, and a visit to the center to show volunteers what they're working with.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$61.48	Date	January 14th, 2017
		Times & Timing	9:00AM to 2:00PM
		Location	SLC Multipurpose Room Glow Centre (SLC 2102)

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow Executive team	Total Participants	20
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: University of Waterloo Students who applied to volunteer with Glow through Leads.	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Volunteer applicants were emailed directly.

Goals and Learning Outcomes of the Event

Goals: To educate incoming Glow Centre volunteers on the policies we uphold in the centre, run them through scenarios and show them what the glow centre stands for and what we work to achieve. We also take the chance to introduce the center volunteers to the term's executive team.

Learning Outcomes: Volunteers learn how to access, use and manage the centre as well as policies they are expected to maintain in the centre and who to contact when they need more information.

Summary of Event

The event successfully trained incoming volunteers on how to access, use, and maintain the centre. It also gave a complete overview of the policies that volunteers are required to maintain during their stay in the center. And gave volunteers the chance to to meet the execs and their fellow volunteers.

Recommendations for Future Events

None

Talking About Things (Weekly Event)

Talking About Things (TAT) is a semi-formal discussion with queer and trans relevant topics, offered every Monday evening throughout the term.

Category <i>Educational, Social, Promotional, or Other</i>	Social, Educational	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$120.00	Date	Mondays
		Times & Timing	7:00-10:00PM
		Location	Glow Centre (SLC 2102)

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Rebecca (Beck) Mallozzi Social Media & Marketing Director TAT event facilitators	Total Participants	85~ throughout the term
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	6	Demographics: University of Waterloo students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook events were queued each week to publish on the main Facebook page. The Weekly Events poster is also up in the centre and around campus.

Goals and Learning Outcomes of the Event

Students who participate in our TAT discussion nights can share their experiences and opinions, and interact with other community members about queer and trans topics. This will help foster communication, respect, and serves as an educational tool.

Summary of Event

All weekly events begin with the facilitators reading the Three Policies and noting their importance within the Glow Centre space.

The list of topics we had throughout the term: coming out, religion, mental health, transphobia and internal discrimination, fashion, sexual health and education, cultural differences, deconstructing gender, feminism, disabilities and queer issues, media and queer baiting, and queer idols and icons.

Recommendations for Future Events

In the future, we will have the event shared on the Feds calendar so as to encourage non-Glow members and volunteers to attend. The mailing list will also be a tool for advertising weekly events. Continue creating the master list beforehand. Facilitators should also prepare information beforehand.

Board Game Night (Weekly Event)

Board game night offers a friendly atmosphere to play with games from our Centre collection.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$120.00	Date	Tuesdays
		Times & Timing	7:00-10:00PM
		Location	Glow Centre (SLC 2102)

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Rebecca (Beck) Mallozzi Social Media & Marketing Director TTT event facilitators	Total Participants	120~ throughout the term
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	6	Demographics: University of Waterloo students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook events were queued each week to publish on the main Facebook page. The Weekly Events poster is also up in the centre and around campus.

Goals and Learning Outcomes of the Event

Students who participate in our board game night can relax and socialize within a safe space, and play games from our centre collection.

Summary of Event

All weekly events begin with the facilitators reading the Three Policies and noting their importance within the Glow Centre space. This event was well-received, similar to previous terms.

Our most popular games this term were Sushi Go, Uno, and Settlers of Catan.

Recommendations for Future Events

In the future, we will have the event shared on the Feds calendar so as to encourage non-Glow members and volunteers to attend. The mailing list will also be a tool for advertising weekly events.

Tea Time Talks (Weekly Event)

Tea Time Talks (TTT), is a casual discussion with queer and trans relevant topics, offered with tea and snacks, every Wednesday afternoon throughout the term.

Category <i>Educational, Social, Promotional, or Other</i>	Social, Educational	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$60.00	Date	Wednesdays
		Times & Timing	2:30-4:00PM
		Location	Glow Centre (SLC 2102)

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Rebecca (Beck) Mallozzi Social Media & Marketing Director TTT event facilitators	Total Participants	85~ throughout the term
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	6	Demographics: University of Waterloo students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook events were queued each week to publish on the main Facebook page. The Weekly Events poster is also up in the centre and around campus.

Goals and Learning Outcomes of the Event

Students who participate in our TTT informal discussion sessions can share their experiences and opinions, and interact with other community members about queer and trans topics. This will help foster communication, respect, and serves as an educational tool.

Summary of Event

All weekly events begin with the facilitators reading the Three Policies and noting their importance within the Glow Centre space.

The list of topics we had throughout the term: LGBTQ representation in TV shows and movies, Trump's presidency, labels/pronouns, online communities, sex positivity, how to make Waterloo more inclusive, biphobia, stereotypes, gendered clothes and products, representation within the LGBTQ community/pride, and vanity sizing and body image.

Recommendations for Future Events

In the future, we will have the event shared on the Feds calendar so as to encourage non-Glow members and volunteers to attend. The mailing list will also be a tool for advertising weekly events. Continue creating the master list beforehand. Facilitators should also prepare information beforehand.

Movie Mayhem (Weekly Event)

Movie Mayhem is a movie night offered by the Centre, which features screenings of LGBTQ+ films or TV shows from our centre collection.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$120.00	Date	Thursdays
		Times & Timing	7:00-10:00PM
		Location	Glow Centre (SLC 2102)

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Rebecca (Beck) Mallozzi Social Media & Marketing Director TTT event facilitators	Total Participants	70~ throughout the term
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	6	Demographics: University of Waterloo students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook events were queued each week to publish on the main Facebook page. The Weekly Events poster is also up in the centre and around campus.

Goals and Learning Outcomes of the Event

Students who participate in our movie night events can relax and socialize within a safe space, and watch media that is specific to the queer and trans experience.

Summary of Event

All weekly events begin with the facilitators reading the Three Policies and noting their importance within the Glow Centre space. This event was less well-received as in previous terms. Facilitators provided a few trigger warnings for some titles.

The list of movies we had throughout the term: Saving Face, Mambo Italiano, Kinky Boots, Imagine Me & You, Tomboy, Perks of Being a Wallflower, Transamerica, Farewell My Concubine, Latter dAys, A Single Man, Circumstance, and Brokeback Mountain.

Recommendations for Future Events

Consider offering tv show episodes or series in lieu of movies. Education Director to continue working on trigger warning list.

In the future, we will have the event shared on the Feds calendar so as to encourage non-Glow members and volunteers to attend. The mailing list will also be a tool for advertising weekly events. Continue creating the master list beforehand.

Gender Equity Fair Booth

The mission of the UW Gender Equity Fair is to unite different groups and services on campus that speak out against gender inequality and help facilitate education and awareness. This event establishes an excellent network for individuals who have an interest in social justice, and also provides a platform to help the attending organizations promote their ideas, values, and contributions on campus.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$0.00	Date	January 18th, 2017
		Times & Timing	10:00AM - 3:00PM
		Location	SLC Great Hall/MPR

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	UW Gender Equity Fair	Total Participants	60
Partners in organizing	HeForShe, SWEC, Glow, etc.	Comments:	
Number of students involved in planning and execution	15	Demographics: University of Waterloo students	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook across the pages of multiple organizing partners

Goals and Learning Outcomes of the Event

The goal of the event is to unite different groups and services on campus that speak out against gender inequality and help facilitate education and awareness.

Summary of Event

The event successfully brought together different groups and services on campus that speak out against gender inequality to help facilitate education and awareness. Glow brought the Glowparty board. This interactive component of the Glow booth was well received.

Recommendations for Future Events

For individuals who were passing by SLC Great Hall and did not have prior knowledge of the event, there could have been better information signage to indicate the nature of the event.

Ace Toronto (Un)Conference

Hosted by Ace Toronto, the (Un)Conference served to create a space for open discussion among ace and/or arospec community members and allies.

Category <i>Educational, Social, Promotional, or Other</i>	Educational, Support	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$110.49	Date	Saturday, January 21st
		Times & Timing	10:00am-7:00pm
		Location	Ryerson Student Centre

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Ace Toronto	Total Participants	4
Partners in organizing	N/A	Comments:	^ From Glow
Number of students involved in planning and execution	N/A	Demographics: Conference-goers	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Ace Toronto contacted us via email to invite us to the event. We advertised on our Facebook page.

Goals and Learning Outcomes of the Event

The goal of this conference is to create a space for more in-depth conversations among ace and/or arospec community members.

Summary of Event

Glow rented a car to commute from Waterloo to Toronto. Attendees from Glow were free to choose which workshops to attend at the Conference. Breakfast, lunch, and dinner were all provided at the event, and attendance was cost-free to all.

Recommendations for Future Events

Rent vehicle beforehand so as not to incur additional charges

Pre-Drag Volunteer Social

A social opportunity for Glow volunteers to meet each other in a friendly, open environment over food and drinks at the campus bar. This took place before the termly drag show hosted by Glow.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$0.00	Date	February 3rd, 2017
		Times & Timing	5:30-7:00PM
		Location	The Bombshelter Pub

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	30
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: Glow volunteers	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook event within private Glow volunteer Facebook group

Goals and Learning Outcomes of the Event

The goal of the event was to provide Glow volunteers with a fun opportunity to get to know one another outside of regular Glow activities.

Summary of Event

We got together in the Bombshelter Pub to socialize, eat, and drink before the Drag Show was underway. Based on the above goals and learning outcomes, the event was fairly successful. The event provided the intended purpose, and the turnout for the event was better than expected. Volunteers paid for their own food, as our budget did not allow to cover for it. We should continue to have these pre-drag socials, as it is a good opportunity to gather all the volunteers together.

Recommendations for Future Events

For future reference, it may be beneficial to account for a few extra people when making reservations. The social aspect could have been ameliorated with a chance for volunteers to more easily socialize with those not sitting at the same table.

“It’s Not a Drag” (Drag Show Alternative)

A social event for those who are under 19, or prefer a quieter hangout alternative on the night of Drag Me to the Bomber.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$0.00	Date	February 3rd, 2017
		Times & Timing	8:00-11:30PM
		Location	SLC 2134/2135

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Wanning Luo Internal Director	Total Participants	7
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	3	Demographics: Glow volunteers and invitees	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook event within private Glow Facebook volunteer group

Goals and Learning Outcomes of the Event

The objective of the event is simply to offer a quieter alternative social event for all ages on the night of Drag Me to the Bomber. Video games, movies, and snacks were provided by those attending.

Summary of Event

While the event may have benefited from a larger group of people and some supply of food and drinks, the purpose was achieved, and the need was fulfilled. The event is meant to be an alternative to Drag Me to the Bomber for those who would prefer it rather than an event to detract attention from the drag show, so the event is considered to be generally successful based on the goals and learning outcomes.

Recommendations for Future Events

The event could have been made more popular with some supply of food and drinks.

Drag Me to the Bomber

Miss Drew and Friends perform at Drag Me to the Bomber. This event will also be featuring performances by the UW Drag Club and is co-hosted by Feds.

Category <i>Educational, Social, Promotional, or Other</i>	Social Entertainment	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$250.00	Date	February 3, 2017
		Times & Timing	9:00PM-12:00AM
		Location	The Bombshelter Pub

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	150~
Partners in organizing	The Bombshelter Pub, UW Drag Club	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: Students at the University of Waterloo and their guests over the age of 19.	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Promotions were mainly done through the Glow Centre's social media outlets (Facebook event, Twitter, FEDs posters, digital signage).

Goals and Learning Outcomes of the Event

Goals: To entertain students and guests while raising awareness of drag culture (like the university's own drag club) and for the Glow Centre

Learning Outcomes: The guests learned about the Glow Centre, and drag culture in the KW community and in UW.

Summary of Event

The turnout was great for the event. There were many opportunities used to promote the UW Drag Club and the Glow Centre. The audience was very entertained and enthusiastic while watching the show. As we head leftover condoms that would soon expire, these were blown up and used as balloons, which were entertaining for those at the event.

Recommendations for Future Events

Continue collaborating with UW Drag Club. Consider finding a DJ and lights volunteer ahead of time, so as not to burden volunteers.

Living Rainbow: OK2BME Gay-Straight Alliance Conference

The 7th annual GSA conference, hosted by the OK2BME program in partnership with the Waterloo Region District School Board. This GSA (Gay-Straight Alliance) Conference is geared towards students in Grades 7-12, with LGBTQ+ community centres setting up booths to promote their services.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$65.41	Date	February 8th, 2017
		Times & Timing	11:30AM-1:00PM
		Location	Bingemans Conference Centre

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Rachel Yavnai Brie Treviranus Service coordinators	Total Participants	~200
Partners in organizing	OK2BME, Waterloo Region District School Board	Comments:	
Number of students involved in planning and execution	4	Demographics: KW region high school/middle school GSA students and teachers	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

N/A

Goals and Learning Outcomes of the Event

High-school and middle school GSA students who participate in the OK2BME Conference and access the Glow Centre booth and resources will be able to learn more about the services we offer and how they can get more involved in the LGBTQ+ community. These conferences have been run for numerous years, and their success is evident in their increased turnout and positive feedback. Glow's presence at this event helps attendees become more aware of external LGBTQ+ centres and resources available to them in post-secondary.

Summary of Event

Glow centre executive members hosted a booth at this GSA conference.

Recommendations for Future Events

Continue collaboration with local high schools and middle schools for the purpose of LGBTQ+ awareness.

Glow Goes to Pride? Community Meeting

This moderated discussion was open to the general public, and covered Pride Toronto's decision to honour Black Lives Matter's demands, including the decision to exclude police floats in the parade. Pizza was provided.

Category <i>Educational, Social, Promotional, or Other</i>	Other	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$105.00	Date	February 8th, 2017
		Times & Timing	5:00-7:00PM
		Location	QNC 1502

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Rachel Yavnai Brie Treviranus (Service coordinators)	Total Participants	20
Partners in organizing	Chris Lolas Feds President	Comments:	N/A
Number of students involved in planning and execution	2	Demographics: Student body, particularly those involved in the LGBTQ+ community and POC	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook event page, Feds event calendar, direct invitations sent to other groups on campus (i.e. UWBASE, FemPhys, EngSoc, Women's Centre), Twitter.

Goals and Learning Outcomes of the Event

The student body - particularly LGBTQ+ individuals and community members - who join in our discussion will be able to express their opinion on Glow's potential decision to attend Pride in June 2017. Glow intends to gain a wide perspective of opinions and vote on what best represents the views of the community.

Summary of Event

By choosing to either participate or not participate in the upcoming Pride festivities, Glow will be communicating a public opinion and taking a stance on the matter. Due to the weight of this decision, we hosted this open forum to gather as many opinions and ideas as possible, to ensure that we are sufficiently representing the student body. Opinions from various individuals were heard, and the consensus was gathered that Glow should continue to appear at Toronto Pride and publicly agree with their support of marginalized LGBTQ+ members of the community. Chris Lolas was our moderator.

Recommendations for Future Events

Reconsider Glow's position as an LGBTQ+ service when considering another event such as this. Plan a better moderation with concrete guidelines of the Glow Executive team's involvement in the discussion.

Talking About Things (TAT) - Porn & Sex Work feat. Jelena Vermillion

As part of Healthy Sexuality Week, our usual Monday weekly event (Talking About Things) featured a guest speaker to discuss sex work, pornography, and how it intersects with the queer and trans community.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$55.00	Date	February 13th, 2017
		Times & Timing	7:00-10:00PM
		Location	Glow centre
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Rachel Yavnai Brie Treviranus Service Coordinators	Total Participants	15
Partners in organizing	Jelena Vermilion Guest speaker	Comments:	
Number of students involved in planning and execution	3	Demographics: University of Waterloo students	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Facebook event, poster distributed across campus			
Goals and Learning Outcomes of the Event			
Community members that participate in this sex-work focused discussion night will be able to expand their knowledge on the sex industry, ask questions, and challenge preconceived notions.			
Summary of Event			
A guest speaker, Jelena Vermilion, spoke of her experiences with sex work and pornography. There was a period for questions and answers, discussions on the ethics of the sex industry, and how this can compound with queer and trans experiences. The speaker was given an honourarium for her service, and snacks were provided.			
Recommendations for Future Events			
Better communications with discussion-goers about ongoing consent, given the topics discussed. Consider having this event in another room, since regular centre users accessing the space in this time may be uncomfortable.			

Inclusive Valentine's Day Booth (Healthy Sexuality Week)

As part of Healthy Sexuality Week, on Valentine's Day students could find Glow in the SLC Marketplace to pick up a free Valentine's Day card. We had a selection of inclusive cards, including relationship-specific and neutral ones.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre of Sexual and Gender Diversity
Total Direct Event Costs	\$93.00	Date	February 14th, 2017
		Times & Timing	10:00AM-3:00PM
		Location	SLC Marketplace

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	50~
Partners in organizing	Jose Commissioned artist	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: University of Waterloo student community	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook event page, Feds event calendar, Twitter, Healthy Sexuality Week poster

Goals and Learning Outcomes of the Event

University of Waterloo students passing through the Student Life Centre can pick up a free Valentine's Day card with inclusive themes (polyamory, asexuality, etc). This will foster inclusivity in a typically heteronormative event.

Summary of Event

As part of Healthy Sexuality Week, free Valentine's Day cards were given out at a booth, along with resources and safe sex supplies. A selection of inclusive cards, including relationship-specific, and neutral cards were commissioned from an online artist to be given out.

Recommendations for Future Events

Most successful cards were the ones with two fem-identifying folk and the one for self-love. Consider making extra of these, and more single-awareness/asexuality options.

Great SEXpectations (Healthy Sexuality Week)

This is an interactive play designed to empower students to make healthy and informed decisions about their relationships, sexual health and sexuality.

Category <i>Educational, Social, Promotional, or Other</i>	Educational Entertainment	Service Name	The Glow Centre for Gender and Sexual Diversity
Total Direct Event Costs	\$0.00	Date	February 15th, 2017
		Times & Timing	11:00AM to 1:00PM
		Location	SLC Multipurpose Room

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Rachel Yavnai Brie Treviranus Service Coordinators	Total Participants	15
Partners in organizing	SHORE Centre	Comments:	N/A
Number of students involved in planning and execution	2	Demographics: University of Waterloo's student community	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook event on the Glow Centre's facebook page and Posters across campus.

Goals and Learning Outcomes of the Event

Goals: To educate the UW community on a variety of issues that arise, especially in the age demographic that in on campus relating to gender, sexuality, orientation, shaming, consent and safe sex.

Learning Outcomes: People who attended the show had a chance to voice when they felt that an error in judgement was made and then they were given the chance to correct these errors. It gave a platform for the attendees to see the extent of their knowledge, add to their own knowledge and inform others at the show.

Summary of Event

The event had a terrible turnout, aside from the executive team members, and organizing volunteers who attended, 4 people in total where there. Nevertheless that did not take away from the event's life, and the performers still did their best to inform and entertain us.

Recommendations for Future Events

Marketing the event in a better way would've helped, also the event was meant for more of an awareness type event, not specific to LGBTQ+ on campus, which was who we marketed the event to.

Perks of Being a Wallflower Movie Night (Healthy Sexuality Week)

For Healthy Sexuality Week, the Glow Centre invites anyone in the UW community to join us in watching Perks of Being a Wallflower during Movie Mayhem.

Category <i>Educational, Social, Promotional, or Other</i>	Social Entertainment	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$10.00	Date	February 16th, 2017
		Times & Timing	7:00-9:30PM
		Location	Glow Centre (SLC 2102)
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow executive team, event facilitators	Total Participants	13
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	10	Demographics: Students at the University of Waterloo and their guests	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Promotions were mainly done through the Glow Centre's social media outlets (Facebook event, Twitter, FEDs posters).			
Goals and Learning Outcomes of the Event			
<p>Goals: For students to watch and enjoy a movie related to LGBTQA+ topics and healthy sexuality.</p> <p>Learning Outcomes: LGBTQA+ students and allies watched and enjoyed a movie related in terms of healthy sexuality.</p>			
Summary of Event			
The turnout was great for the event in comparison other Movie Mayhem nights. The guests enjoyed watching the movie, and there was a lot of ongoing commentary on what was good and bad.			
Recommendations for Future Events			
Having a discussion about the movie and how it relates to Healthy Sexuality Week after the movie finishes should be something to consider.			

Ace Toronto Workshop (Healthy Sexuality Week)

To wrap up Healthy Sexuality Week, Glow invited special guest ACE Toronto in the SLC Great Hall for a workshop on asexuality, non-normative relationships and sex-positivity. Whether students identify under the ace- and/or arospec umbrella, or have just encountered these terms for the first time ever, this was an opportunity to listen, learn, and share about why talking about asexuality contributes to LGBTQ+ positive, comprehensive sexual education.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$75.00	Date	February 17th, 2017
		Times & Timing	11:00AM-2:00PM
		Location	SLC Great Hall
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	10
Partners in organizing	Ace Toronto	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: University of Waterloo community	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
Facebook event, Facebook page promotion, Feds calendar, Feds poster run			
Goals and Learning Outcomes of the Event			
Asexual awareness and education on campus. Bringing asexual experiences to the discussion around healthy sexuality. Promote inclusion of ace and/or arospec people in LGBTQ+ spaces.			
Summary of Event			
Workshop on asexuality, non-normative relationships and sex-positivity, led by Ace Toronto. Format: presentation with audience interaction and group work sessions. They were offered an honourarium for their services.			
From people who identify under the ace- and/or arospec umbrella, to those who have just encountered these terms for the first time ever. A workshop to promote listening, learning, and sharing about why talking about asexuality contributes to LGBTQ+ positive, comprehensive sexual education.			
Recommendations for Future Events			
Further advertisement (low attendance), continue collaborating for ace awareness			

Midterm Policy Review

A review session for the general volunteers of the three policies, done interactively.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$0.00	Date	February 28th, 2017
		Times & Timing	6:10-7:00PM
		Location	Glow Centre (SLC 2102)

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Executive team	Total Participants	25
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: Glow general volunteers	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook event created within Glow Facebook volunteer group.

Goals and Learning Outcomes of the Event

The goal of the event was to provide Glow volunteers with midterm policy training in an engaging way to review Glow's Inclusion Policy, Safe Space Policy, and Confidentiality Policy.

Summary of Event

Based on the above goals and learning outcomes, the event was fairly successful. The event provided the intended purpose, and the turnout for the event was better than expected. The volunteers actively participated in the listing of the policies and reported that they enjoyed the interactive (role-playing) portion of the training. Overall, the event was well-received and provided volunteers with sufficient review of the policies. It is recommended that Glow continue to run this event in subsequent terms.

Recommendations for Future Events

For future reference, it will be better to schedule this training for 1.5 hours to account for potential delays and to schedule it on an evening during which there are no weekly events (Wednesday or Friday) so that there will be minimal interruptions towards the end of the event. It would also be better if the review were held slightly earlier in the term since there will inevitably need to be an alternate review training to accommodate the volunteers' varying schedules.

Midterm Policy Review (Alternate)

A review session for the general volunteers of the Three Policies, done interactively. This was the alternate date for those that could not attend the initial review session.

Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$0.00	Date	March 10th, 2017
		Times & Timing	6:10-7:30PM
		Location	Glow Centre (SLC 2102)

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Executive team	Total Participants	12
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: Glow general volunteers	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook event created within Glow Facebook volunteer group.

Goals and Learning Outcomes of the Event

The goal of the event was to provide Glow volunteers with midterm policy training in an engaging way to review Glow's Inclusion Policy, Safe Space Policy, and Confidentiality Policy.

Summary of Event

The volunteers actively participated in the listing of the policies and reported that they enjoyed the interactive (role-playing) portion of the training. Overall, the event was well-received and provided volunteers with sufficient review of the policies. It is recommended that Glow continue to run this event in subsequent terms.

Recommendations for Future Events

Running this before the volunteer social and on a Friday (without interference of weekly events) proved successful.

Midterm Volunteer Social

An opportunity for Glow volunteers to play board and video games together while enjoying snacks.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$21.50	Date	March 10 th , 2017
		Times & Timing	7:30PM – 10:00PM
		Location	MC 2017

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Glow executive team	Total Participants	17
Partners in organizing	N/A	Comments:	
Number of students involved in planning and execution	8	Demographics: Glow volunteers	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

This event was advertised to the volunteers by a Facebook event within private volunteer Facebook group

Goals and Learning Outcomes of the Event

The goal of the event was to provide Glow volunteers with an opportunity to relax and have fun with other volunteers.

Summary of Event

Based on the above goals and learning outcomes, the event was fairly successful; attendance was high and everyone was always preoccupied with a game.

Recommendations for Future Events

Even though a fairly large selection of board games were brought, Uno and Sushi Go were the most popular and longest played games. It would be advisable to bring these games for any board-game-related social event.

Queer Ball

Hosted a queer dance on April Fool's Day in collaboration with HeForShe. This was an LGBTQ+ inclusive event, and featured a dance area with a DJ and free food and drinks. Dress was on the fancier side.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre For Sexual and Gender Diversity
Total Direct Event Costs	\$527.00	Date	April 1st, 2017
		Times & Timing	8:00PM-1:00AM
		Location	St. Paul's Alumni Hall
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Rachel Yavnai Brie Treviranus Service Coordinators	Total Participants	70~
Partners in organizing	HeForShe	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: University of Waterloo students and their guests	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Facebook event page, Ticketfi page, Feds calendar submission, sharing through the Feds Facebook page, sharing among St. Paul's residences, poster submitted for poster run, digital signage in the SLC

Goals and Learning Outcomes of the Event

Students and guests that attended the Queer Ball at Alumni Hall were given an opportunity to dress up, and socialize in a queer-friendly environment. This type of event has been long-requested.

Summary of Event

HeForShe was a collaborator for the event, and subsidized the full cost of the DJ and food provided from Chartwell's. As the venue did not allow for sticking items to the wall, flags were draped over the 19+ area barrier and a projection of the event's banner was shown on the wall. There was opportunity to socialize, dance, eat, and the 19+ area provided a unique aspect.

Tickets were purposefully oversold. There was worry that we would reach capacity, however 68 of the 106 that RSVPed through Ticketfi came.

Recommendations for Future Events

Aim to make this an annual Winter term event. Begin preparation earlier on, as this was planning within 30 days. If a collaboration with HeForShe is not possible, consider having the tickets \$10 each instead of free. Consider a different venue, as this was slightly too large for dancing, and not as fancy for a ball. Consider advertising this more thoroughly. Consider also changing the name, as there was a comment on Facebook about the use of "Queer" as a slur. As well, having more guest tickets could encourage more attendance.

Volunteer Appreciation

Glow general volunteers are given an opportunity to socialize, with activities such as button making and board games available. Pizza, drinks, and a volunteer appreciation gift was provided in recognition for their hard work throughout the term.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	The Glow Centre for Sexual and Gender Diversity
Total Direct Event Costs	\$490.00	Date	April 5th, 2017
		Times & Timing	5:00-9:30PM
		Location	MC 2034

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Executive team	Total Participants	30
Partners in organizing	N/A	Comments:	N/A
Number of students involved in planning and execution	8	Demographics: Glow Centre general volunteers	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Promotion was done through Glow Centre's volunteer Facebook page.

Goals and Learning Outcomes of the Event

Glow general volunteers who participate in the volunteer appreciation event will be given an opportunity to relax and celebrate the end of a successful term. Volunteer events are done to show our gratitude for their dedication to their role, and will aim to encourage further interest and camaraderie within the service.

Summary of Event

Glow volunteers were given a chance to socialize amongst one another and celebrate the end of the term. Pizza from Campus Pizza and drinks from the Bombshelter Pub were provided. Board games from the centre were brought, and the button maker and materials were provided as the central activity. A gift was also given to them: a lanyard with the Glow logo repeated along the sides with a thank-you card, within personalized paper sacs.

Recommendations for Future Events

Purchase more drinks, book room much more in advance so as not to have it located in MC again, have executives on hand to give a demonstration of how to use the button maker.