

TELUS Community Corner



TELUS team members Seth Anderson, Shaun Fuller, Theresa Stevens and Brian Bettis helping Fort McMurray fire chief Darby Allen.

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Keeping our communities connected: Support for Fort McMurray

TELUS has long been committed to standing with Alberta during challenging times, economic or otherwise. Along with numerous other companies we responded to the fire in Fort McMurray by:

Enabling financial and emergency support

- TELUS, our valued customers, our team members, retirees and Community Boards donated more than \$1.17 million in support of Fort Mac Relief efforts including over one million dollars to the Red Cross through text2donate and redcross.ca/telus
- Our customers donated nearly \$850,000 through our texting campaign, and team members contributed more than \$69,000 to redcross.ca/telus
- This campaign was the most successful campaign the Red Cross has ever seen in North America

- Through the generosity of our TELUS Community Boards, \$160,000 was allocated in support of grassroots charitable initiatives to support youth in Fort McMurray
- Our TELUS Community Ambassadors packed and sent 1,200 emergency hygiene kits (comfort kits) to the evacuation centres
- TELUS donated \$10,000 to the Fort McMurray United Way

Enabling connectivity

- We sent 1,400 mobile devices and ten mobile charging stations to evacuation centres with text and data service to be used by emergency personnel who are helping displaced residents
- We offered free texting and calling from TELUS mobile phones and payphones to local residents
- We waived fees related to home services and damaged equipment for our customers during the evacuation

Community Corner is going green

TELUS is proud to be a leader in environmental protection and sustainability.

In an effort to reduce our carbon footprint, we are pleased to announce that from now on, all issues of the Community Corner newsletter will be available in an online version only.

All current and previous issues of the newsletter are available on telus.com/communityambassadors

If you wish to sign up to receive a copy of the Community Corner in your inbox please email us at TELUSCommunityAmbassadors@telus.com with your name and email address.



TELUS in our Communities

Fort McMurray: a first-hand look at our recovery efforts

Our TELUS team member, Brian Bettis, shared his first hand story of the recovery efforts.

In my role as General Manager of Alberta North at TELUS, providing service to Fort McMurray has always been a critical priority for me; on May 1, when the “candleling” fire jumped across the Athabasca River and threatened our infrastructure, members across our entire organization instantly made it their priority too.

My fiancée and I were among the 88,000 people evacuated from the area. Fortunately, my house survived –albeit with heavy smoke damage – but, many others were not so lucky. While my fiancée took the lead in dealing with our affairs, I began to focus on keeping TELUS team members, customers and residents safe. After ensuring that our employees who regularly live and work in the city were evacuated safely, we quickly switched gears to ensure local residents were able to connect with worried loved ones.

To make that happen, more than 100 of my colleagues made the dangerous journey to Fort McMurray to help protect our infrastructure and refuel cell towers with nearly 60 employees sleeping on cots in our local TELUS office. My gratitude goes out to these heroes on the ground for keeping landline and cellular services running during such a difficult time.

In a state of emergency evacuation, not all residents fled the fires with fully charged mobile devices. To help these people reach their friends and family, we deployed 1,400 mobile devices and ten mobile charging stations into the area. Locals were provided with unlimited



Katarina Ortmann and Brian Bettis sharing a moment of support and gratitude for what they still had after the destruction.

texting and calling from these devices, as well as free calling anywhere in Canada from payphones in the area.

For those evacuees fortunate enough to be dialing out from their own cellphones, we wanted to ensure they had one less thing to worry about. To alleviate any concern of additional charges on their upcoming TELUS bills, we immediately communicated that we would be waiving overages for the month of May, as well as crediting customers impacted by the evacuation with one month of home services.

Our team’s hard work in the field is underpinned by thousands of hours of planning and support by scores of team members behind the scenes.

I am especially impressed by the TELUS Community Ambassadors –who volunteered their time to help evacuees, like myself. I moved to Fort McMurray nearly a year ago and I can’t begin to explain how unsettling it was to be uprooted from my new home in the face of a disaster. I’m touched that these Community Ambassadors packed and sent 1,200 emergency hygiene kits, along with TELUS stuffed animals, to provide a sense of comfort to families in the evacuation centres. Not only that, but these volunteers showed up to the Red Cross call centres to help respond to evacuee inquiries and locate missing loved ones.”

Parliament Hill joins TELUS to lend a hand

This past May, during our second annual TELUS Days of Giving event on Parliament Hill, hundreds of parliamentarians (including Members of Parliaments and Senators) joined TELUS team members in Ottawa to assemble kits in time for this September. Their contributions helped more than 1,500 kids across the country. This year also marked the first time that the Kits for Kids event was hosted in Edmonton, where 43 Members of Parliament packed 500 backpacks at the Alberta Legislature!

With the recent challenges experienced by the residents of Fort McMurray, we felt it was important to support some of the families that were affected. That’s why TELUS volunteers also assembled and shipped 500 backpacks to students in Fort McMurray. These backpack also included a heartfelt, personalized message of encouragement for kids who were impacted by the fires this past spring.

TELUS in our Communities

TELUS Community Ambassadors arm thousands of kids with back-to-school basics

For many families across Canada, going back to school in September can bring a mix of emotions. While parents look forward to watching their children flourish and grow in the classroom, for many, the rising cost of back-to-school shopping is simply not within their means. Every year, our TELUS Community Ambassadors work with local organizations to alleviate some of that burden through our Kits for Kids program.

This back-to-school season, our Ambassadors rolled up their sleeves to assemble and distribute over 12,000 backpacks filled with essential school supplies to families in need, enabling children to step into the classroom with confidence and an equal opportunity to succeed. Each kit is a backpack filled with a pencil case, colouring pencils, HB pencils, blue pens, white erasers, a flexible ruler, exercise books and loose-leaf sheets.

"It's vital for students to be equipped with the basic tools they need to learn. For many parents, it's a struggle to find that extra money to buy school supplies when they can barely cover the cost of putting food on the table," says Jill Schnarr, Vice-president, Community Affairs, "The TELUS Community Ambassadors Kits for Kids program will help ease that burden for some."

Since 2006, more than 108,000 Kits for Kids have been distributed to children in need throughout Canada.

How you can get involved

TELUS Community Ambassadors are passionate about our give where we live philosophy and they provide a vital connection to the communities where we live, work and serve. Today, with 23 clubs from Victoria to Atlantic Canada, our Ambassadors are over 4,000 members strong.

If you are inspired to make a difference in your community and want to join the Ambassadors in giving back, contact the TELUS Community Ambassadors at teluscommunityambassadors@telus.com



Vancouver Community Ambassador club president Ross Simpson with Julie Dzerowicz, Member of Parliament for Davenport, packing backpacks at the Kits for Kids event on Parliament Hill.

Team members in Alberta and B.C. are encouraged to participate in the payday lottery, as a portion of proceeds are donated to support TELUS Community Ambassador Initiatives like the Kits for Kids program. See page 21 to learn how to register today.

TELUS in our Communities

2017 TELUS Charitable Giving launching early next year

In 2017, TELUS will be moving to a new-and-improved Team TELUS Charitable Giving program registration website. The site will include enhanced features like making donations using your credit card and that the charity of your choice will receive the donation much sooner than before through monthly payments.

As we prepare to launch this new website, the Team TELUS Charitable Giving program start date will be shifting from fall 2016 to early 2017.

We will be in touch in the new year with more information about where and how to register your charitable donations for 2017.

Dollars for Doers: Recognizing your volunteer efforts

Our Dollars for Doers program underpins our give where we live philosophy. We are proud to reward your efforts to help make a positive difference in the communities where we live and work.

Please remember to record your 2016 volunteer hours and let TELUS reward you and your favourite charity for the good you do in your community.

Your total annual volunteer hours	TELUS total annual grant
50 hours	\$50
100 hours	\$100
200 hours	\$200
500 hours	\$500

To register your hours, log into the Team TELUS Cares registration website at telus.com/community/register, choose Dollars for Doers and follow the steps to enter your hours and claim your grant.

Please ensure you enter your 2016 volunteer hours and claim your grant before **December 31** at midnight (eastern). This is a firm deadline; your volunteer hours will automatically reset to zero on January 1, 2017.

Making strides towards a cure: the 2016 TELUS Walk to Cure Diabetes

On Sunday, June 12, a record-breaking 4,500 TELUS team members, retirees, friends and family attended local TELUS Walk to Cure Diabetes events to help make a difference in the lives of more than 300,000 Canadians. For the TELUS family, making life easier for those affected by type 1 diabetes and, ultimately, helping to find a cure, is a key priority and integral to building strong, healthy communities. 2016 marked TELUS' ninth year as title sponsor of the TELUS Walk to Cure Diabetes. That's nine years of record involvement, participation and funds raised: to date we have contributed over \$9.5 million to JDRF through TELUS donations and team member and retiree fundraising. Thank you for walking with us this year; together we are making, and will continue to make, great strides toward curing diabetes.



TELUS retirees, team members, friends and family at the team registration table at the Vancouver Walk.

Join the Walk in 2017 and help celebrate 10 years with us!

Information on the walk will be available on our new website in February 2017.

TELUS in our Communities

TELUS Days of Giving: Celebrating 11 years of making a difference

In 2016 we celebrated our eleventh annual TELUS Days of Giving from May 14 to June 12, another record-breaking year of volunteering, bringing together more than 20,179 volunteers to over 1,500 activities across Canada.

At TELUS, we know that every act of giving, big or small, inspires another: we call this The Giving Effect. During this year's TELUS Days of Giving we celebrated the spark inside all of us that motivates us to give back – for some, it might be a loved one, for others, it may be a cause, or it is simply a colleague who gave them the encouragement they needed to lend a hand.

You won't believe the impact we made in just four weeks

Together, we gave back in the following ways:

- 131,818 pounds of food sorted at food banks
- 57,265 purple ribbons tied to support Pancreatic Cancer Canada's awareness campaign
- 12,000 children received new backpacks and supplies (500 packs went to Fort McMurray schools in support of the forest fire evacuees)
- 8,000 pink ribbons handed out in support of Breast Cancer awareness
- 6,950 trees and plants planted in parks and gardens
- 6,643 meals served to those in need
- 3,302 devices recycled from activities led by our TELUS Sustainability team
- 816 units of blood donated

Ensuring a sustainable future

Last year we celebrated the 10th anniversary of TELUS Days of Giving by bringing team members and community members together to create a meaningful art installation through two Social Art Rallies.

This year we wanted to help ensure a friendlier, sustainable future by investing in something that will continue to live and grow within our local communities for years to come. We worked closely with Evergreen (Toronto) and the Edible Garden Project (North Vancouver) community groups to beautify each urban farming space through activities such as planting seeds, clearing weeds, creating flower boxes and building a greenhouse, all in support of the groups' efforts to grow organic produce that is given back to the community. 600 volunteers helped create sustainable agriculture ecosystems at the Rexdale community garden



TELUS team members (L to R) Anna LeGresley, Tiffany Pandu-Oesman, Alessia Yaworsky and Sarah Clark helping the chefs serve lunch at the Union Gospel Mission.

and Loutet farms; and \$63,400 in materials were donated to construct the TELUS Greenhouse at Rexdale and 26 LifeSpace self-watering garden boxes at Loutet.

Since its inception in 2006, our TELUS Days of Giving has mobilized more than 130,000 Canadian team members, retirees, family and friends to offer over 417,000 volunteer hours to activities across the nation in support of our communities. Whether it is painting a school, landscaping a seniors' facility or beautifying a shoreline, the TELUS team and our extended family roll up their sleeves with their hearts and their hands to make an incredible impact where they live and work. Nothing showcases our heartfelt promise to give where we live more than our hallmark annual volunteering initiative: TELUS Days of Giving.



TELUS in our Communities

Pride 2016: Love is the Greatest Connection

From June 4 to September 4, a record-breaking 1,014 TELUS team members, family, friends, and inspiring community partners came together to celebrate the power of our differences and the strength of inclusiveness at 13 Pride events across the country and in Manila, Philippines.

Whether it was a team member talking about Pride in the elevator on the way to a meeting, selfies proclaiming #ShareLove on Snapchat, or parade-goers chanting “all for love and love for all” at their local Pride, our 2016 campaign messaging connected people across Canada in a powerful way. Our #ShareLove platform was so successful it won the community engagement category and the experiential marketing category in the annual BCAMA Awards.

TELUS is proud to give where we live to improve the lives of Canadians. In doing so, we have celebrated diversity by contributing over \$3.5M and volunteering thousands of hours of service to LGBTQ organizations throughout Canada since 2000. Thank you for celebrating the importance of diversity when it comes to supporting our customers, our communities and our team.



TELUS Talk

Guess who's #1 in customer service?

We've been on a journey for more than five years to put customers at the heart of everything we do. Each and every one of our team members live the Customers First philosophy every day to power TELUS to deliver amazing service at every interaction. It's because of our years of dedication, passion and collective commitment that we can continue to boldly talk about our service difference. We recently launched our new consumer Customers First message: **Amazing Service. It's what sets us apart.** And the proof is in the pudding:

- Our customers are happier– they stay with us longer than with any other national provider in Canada.
- Our customer service is better – Koodo won the hearts of Canadians as the #1 wireless provider in Canada and TELUS claimed the top spot as a premium provider among the national communications providers in the most recent J.D. Power Customer Satisfaction survey results.
- Our network is tops – we are the top national wireless network provider in voice, data and messaging quality according to the J.D. Power 2016 Canadian Wireless Network Quality Study.
- We are the #1 national carrier for the iPhone.
- We have the lowest complaints of any national carrier according to the Commissioner for Complaints for Telecommunications Services (CCTS).

Because of our CCTS results, we will proudly claim that TELUS is the **#1 national communications provider for customer service**, as part of our new Customers First message.

Can't stop and won't stop for our customers

We are #1 in customer service because our team constantly listens, learns and innovates to get better. We've created a culture that supports our customers along every moment of their journey, and we will continue to talk about the differentiated services that we deliver to support our customers. Some of the amazing services we will be profiling include:

- **Our TELUS Learning Centres** – where we help customers understand technology in small groups and one-on-one so they can use it to power their lives like never before.
- **TELUS Personal Reps** – our team provides dedicated case managers to help ensure our customers have what they need at every moment of their journey.
- **Smart Start** – ensures customers leave our stores working with their devices.
- **Device Check-up** – like a physical at your doctor's, but for your device.
- **TELUS 2-hour window** – ensures we are there when we say we will be, to install TV and Internet.

We deliver all these services with appreciation and empathy. Talking about our differentiated services that our customer-focused team delivers will demonstrate how amazing service is what sets us apart.

Strengthening our message

Our messages will be broadcast from coast-to-coast and your advocacy of our service message will help us move the needle. Help us say loud and proud why amazing service is what sets us apart. Learn more about our campaign at telus.com/whyTELUS.

TELUS Talk

From flip phones to connected homes: how TELUS' investments are changing Canada

Back in the day, flip phones and 56K modems were technological marvels that ran on the most sophisticated and advanced infrastructure – infrastructure built with dedication, ingenuity and collaboration by the TELUS team. Today, with technology evolving faster than ever, we are working just as hard to ensure we have the best infrastructure in place so our customers can use the latest devices and innovations for generations to come.

With mobile data traffic projected to grow 600 per cent between 2015 and 2020 (or 42 per cent a year) and the number of Internet of Things devices expected to double to 22 billion worldwide by 2018, infrastructure is everything. That is why we announced that we will make \$12 billion in capital investments in Quebec, Ontario, Alberta and British Columbia in the coming years. These investments will enable us to extend TELUS Fibre to thousands of homes and businesses in rural and urban communities, further strengthen our wireless service, and support our key healthcare and education initiatives.

Our capital investment is a key differentiator for TELUS and often a reason our customers choose to do business with us. [Check out the infographic here.](#)

Talked to your fridge lately?

In the near future, devices such as smart refrigerators with integrated voice-powered virtual assistants will be the norm. In fact, smart home devices will be as commonplace as smartphones within the next two years, according to a recent TELUS study.

Here are just a few of the exciting innovations powered by TELUS Fibre:

Phillips Hue lighting

Phillips Hue lets you control your home lighting from your smartphone. It can also be programmed to welcome you home, create a warm, virtual sunrise to wake you up in the morning and automate your lights completely to save energy or make it seem like you're home when you're not. [Learn more.](#)



August smart locks

Have you ever left home and forgot to lock the door? Were you already on the plane? With August Smart Lock, you can lock and unlock your door, create virtual keys for guests, and keep track of who comes and goes with a 24/7 activity log, all from your iOS or Android smartphone. It also offers a Doorbell Cam that alerts you every time the bell is rung and lets you see and speak with visitors from your smartphone, from anywhere you're not. [Learn more.](#)



Petnet Smartfeeder

The Petnet Smartfeeder allows you to control your pet's feeding from your smartphone – precisely measuring portions based on your pet's age, weight and level of activity. It also monitors your supply of pet food and ships more to your home when you're running low. [Learn more.](#)



TELUS Talk

Samsung Family Hub

The Samsung Family Hub smart fridge has a built-in camera that lets you check what's in your refrigerator at any time or anywhere using your phone. You can use the touch screen control to place a grocery order, coordinate everyone's schedules through the shared calendar, leave notes and reminders for family members, display photos, and even listen to music. Is there anything it can't do? Maybe your kids' homework. [Learn more.](#)



Urban Cultivator

You may have seen this one on [Dragons' Den](#). It's like farm-to-table, but faster. The Urban Cultivator is an indoor garden that enables you to harvest fresh, organic microgreens and herbs year-round in the comfort of your own kitchen.



TELUS Tech Corner

TELUS WISE®

Offered free-of-charge, TELUS WISE® (Wise Internet & Smartphone Education) engages Canadians of all ages in a discussion about Internet and smartphone safety to help keep ourselves, our families and communities safer from online criminal activity such as financial fraud and cyberbullying. We have reached over 1.2 million Canadians to date. This program would not be possible without ongoing collaboration with our partners. By example we are honored to have the Canadian Association of Chiefs of Police (CACP) endorse the TELUS WISE program.

40% of Canadian seniors have at least one social networking account, like Facebook to keep in touch with their families and friends. They are also the fastest growing demographic joining social media today! To ensure that TELUS WISE engaged Canadians 65+ years of age in a discussion about Internet safety that is meaningful to them – we launched TELUS WISE Seniors at the end of August 2016. This program is for Canadian seniors who are already using the Internet and want to learn more about Internet and smartphone safety. We host free workshops and have also created a guide for seniors' use.

A big thanks to retired TELUS Ambassadors in Alberta and BC who provided valuable feedback on the program when it was in the design stage. We also host TELUS WISE generations program development workshops in Calgary, Surrey, Toronto and Vancouver in support of TELUS Days Of Giving to develop the framework for this important program.



TELUS Tech Corner

One in seven individuals has a hackable password. Could it be you?

Experts say the average person has 19 passwords to remember and more than a third of us don't make them strong enough. Unfortunately, using weak passwords leaves the door wide open for the bad guys to access your accounts and to attack you. Don't believe us? Sixty-three per cent of all data breaches involve weak or stolen passwords.

So what are the bad passwords and how do we make them better? Based on experience, we've found individual passwords fall into one of three categories:

The number cruncher

We've all been there. You have to think of a password on the spot so you string some numbers together in sequence. Guess what? It's not a great password strategy. It's critical to use letters and special characters as well. More variety leaves fewer variations for a criminal to guess.

Cyber thugs use sophisticated methods to guess passwords, and they are constantly getting better at their craft. In the past, a hacker could get your password after a few weeks of concerted effort. Today, it only takes a matter of seconds thanks to inexpensive and readily available tools.

Make sure to use passwords that include a combination of letters, numbers and special characters to make it harder on criminals looking to crack them.

The typist

We understand the creative juices don't necessarily flow when you are asked for a new password, but choosing neighbouring keys on your keyboard, such as "Qwertyuiop" or "1qaz2wsx" isn't a good idea. They are as easy to crack as 12345678. Hackers are incredibly sophisticated and prey on people with these types of passwords.

To supercharge the strength of your password add special characters and a mix of upper and lowercase letters. Consider this: eight lowercase letters have 208 billion combinations. Add two more lowercase letters and you have 141 trillion combinations! Throw in a couple special symbols and a mix of upper and lowercase letters and the number of combinations goes up exponentially – making it tough for hackers to get your info.

The weather fan

We live in a beautiful country with spectacular and distinct seasons. While celebrating the seasons is practically a national pastime, there's no need to rejoice the season (winter, fall, summer, spring) via your quarterly password change.

Instead of a weak password like 'Summer2343' why not try a passphrase? What's that you ask? A simple phrase that's easy to remember but hard for an attacker to crack. A good passphrase is often considered to be the best type of password and contains has a mix of lower and uppercase letters. It's even stronger if you replace letters with numbers or symbols, like swapping the letter 'a' for the '@' symbol or the letter 'o' with the number zero. It's also a good idea to use a phrase that means something to you. For instance, "I hate fraudsters" becomes "iH8fr@ud\$turZ".

What can you do to protect yourself?

If your passwords fall into any of the above-mentioned categories, change them right away and take your rightful place as part of the human firewall in your organization.

Always remember treat your passwords like you would treat underpants: change them often, don't leave them out in the open and don't lend them out.

Strengthen your cyber security stance with [TELUS Security](#).

TELUS Tech Corner

Five ways to make your computer run faster

Tired of a sluggish laptop or PC? Read these easy tricks to help speed up your machine.

1. Empty your recycling bin

Make sure you empty your recycle bin every week as it may have big files in there you don't want. Double check as anything you delete from your recycle bin is final.

2. Delete cookies and temporary Internet files

Cookies and temporary Internet files occupy computer memory which results in slow computer performance. Go to Internet options under tools on your browser and delete cookies. This is a quick way to boost your laptop / PC performance.

3. Turn off animations (see diagram on right)

While animations and fancy visual effects certainly can make Windows look pretty, they also eat up processing power, especially on older machines. Sure, turning these off will make your PC look like it's from 1994, but it's the same principle as drag racing; strip out everything but the bare essentials and it will be considerably quicker.

Step 1: Open the Start menu and type 'Adjust the appearance and performance of Windows'.

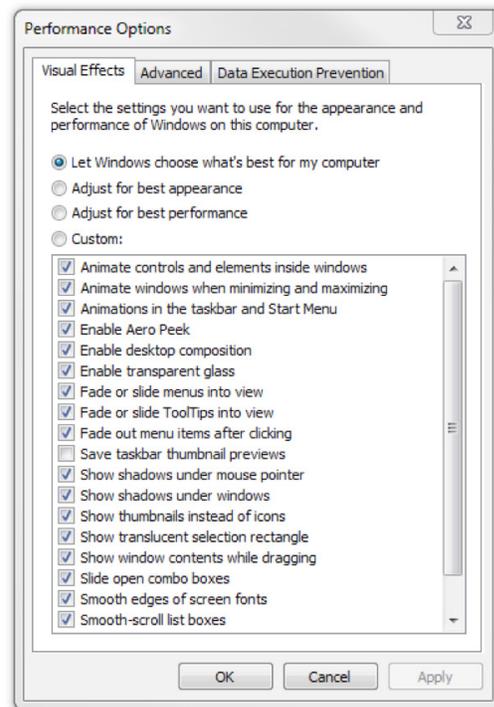
Step 2: Click the result under Control Panel, and it'll open a dialogue menu

Step 3: Disable specific visual effects or select 'adjust for best performance' to turn them all off.

Step 4: Click OK.

4. Clean out the dust, but not with a vacuum

The easiest way to clean out the nooks and crannies of your laptop is with a can of compressed air. Keeping your computer free from dust will help its performance. You can also clean out the electronic cobwebs by rebooting your machine every week.

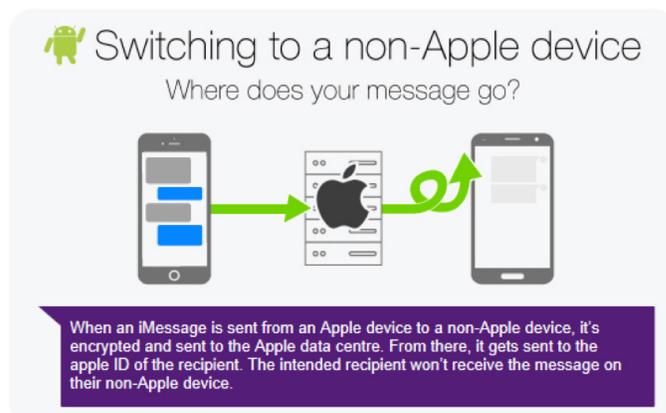


Step 3. Turn off animations

Switching phones? Learn how to get all your messages

If you recently switched phones from an iPhone to an Android or other non-Apple device, you may not be receiving all your messages. That's because you need to tell Apple that you no longer want to use iMessage on your phone.

Previously, you needed a certain degree of tech savviness and time to scour Apple's support boards to figure out how to do it. TELUS has made it way easier. When a customer moves from an iPhone to a non-Apple device we send them an SMS that walks them through the process.



Need assistance? [Contact us.](#)

TELUS Tech Corner

Report spam text messages

How to spot a spam text message and report it for free using 7726*

Spam text messages are unsolicited and generally unwanted commercial advertisements sent to wireless phones via text or picture/video messaging. Not just annoying, these unsolicited messages count against your text messaging plan, creating additional concerns.

Many spam messages announce that you've "won" something or qualify for a refund. The fraudulent text entices you to collect your prize by going to a website or calling a number. The spammer's intent is to access your personal data so they can sell that data to someone else. Be aware of the different phone and text messaging scams that target TELUS wireless and text messaging customers.

Spam text messaging is an increasing problem worldwide. With your help, we are committed to fighting spam and are working to minimize it across our network.

What to do if you receive a spam text message

- Forward the spam message to the short code 7726 (SPAM) so that we can start an investigation. If you receive a number of spam texts, we recommend putting 7726 into your contact list so that you don't need to remember the numbers

- Don't respond directly to a phone number where you believe the spam text originated. Responding alerts the spammer that your number is genuine
- If you're not able to view the number or if it's email spam, forward us the entire message (along with the full header if it's an email)

It's free to report spam

Reporting Spam to 7726 is free. Messages forwarded to 7726 don't count toward your data or Messaging usage package.

How to forward a text message from your phone to 7726

Forwarding methods will vary, depending on your phone.

iPhone:

- Touch and hold the message
- Select More
- Select the message you want to forward, then select Arrow in the bottom right corner
- Enter 7726
- Select Send

Android and Windows:

- Press the message (being careful not to activate a link)
- Choose Forward (from the menu)
- Forward to 7726

BlackBerry:

- Open the message
- Using the Menu key select Forward
- Forward to 7726

What to do if you get charged for spam text messages

If spam text messaging has become a problem for you, simply forward the message and we'll work to resolve the issue. You won't be charged for forwarding spam messages to 7726.

If you believe you've been charged for a spam text message, chat with us online, call *611 from your TELUS wireless phone, or visit a TELUS store. We'll work with you to resolve the charge.

*TELUS customers only

Community Ambassadors Clubs

British Columbia

Central Island ►

Earlier this year, the Central Island club took on the challenge of providing support to the Nanaimo Affordable Housing Society by supplying apartment starter kits to low-income tenants. This project helped the community by providing the basic essentials such as cleaning supplies and laundry hampers for independent apartment living.

The club chose this project because it is a local Nanaimo charitable society that supplies affordable housing to the physically and mentally challenged so that they can have basic independence. This project initially started in last year because the club had to accumulate all the materials needed and work within a tight budget. All of the major work of assembling the kits and delivering them was done in late March this year. As a result, the club was able to create and deliver kits to 41 very happy new tenants.

It meant a lot to the team to lend a helping hand by providing basic household supplies to tenants in need. As a result the club agreed it will become an ongoing program to maintain a small supply of starter kits for any new tenants moving into the housing complex. The entire Central Island executive committee supported this project and wanted to send a huge thank you to all those that came out to help assemble the kits as it was no easy task.



Central Island Community Ambassadors delivering apartment starter kits to the Nanaimo Affordable Housing Society (from L to R: Glen Husband, Karen Conway, John Conway, Stan Cameron, Jim Spinelli (NAHS executive director)).

◀ Fraser Valley

One of the many volunteer efforts that the Fraser Valley club has been involved with this year was the making of fidget mats for Alzheimer and dementia residents in various care homes. Ten dedicated volunteers participated in a Sewing Bee in Langley where the volunteers sewed 5" squares together, did batting and flannel backing on each mat and attached sensory items.

The club is always looking for new projects to support their local communities by providing items to help the citizens. They realized that everyone has family members or acquaintances who suffer from Alzheimer's or dementia, so when the opportunity arose to learn how to make the Fidget Mats, the club began collecting fabric & sensory items to produce them.

The volunteers proudly produced and delivered 22 Fidget Mats to two care facilities in Surrey. The staff members at these facilities were so elated to receive the mats for their residents. The feedback has been overwhelmingly positive; they see the mats being used and are very helpful for their residents. Since then, the club has heard from more care homes who would like some fidget mats for their residents.

The program was the combined effort of many passionate club members. Executive member, Lori Humphrey, developed the program and gathered and sorted the items to produce the mats. Linda Jackson (club president) and Jessie Wong (volunteer coordinator) enlisted the volunteers and organized the work place for the sewing bee. Numerous members contributed the items used in the project.



Fraser Valley Community Ambassador Lori Humphrey showing several fidget mats sewn by the Ambassador volunteers.

Kamloops ►

In April, the Kamloops Community Ambassadors participated in fundraising for the Kamloops Therapeutic Riding Association (KTRA). Since 1988, the KTRA has been providing individuals with disabilities (children to adults) the opportunity to enhance their physical, psychological, social and recreational benefits through horseback riding.

The Kamloops team was able to raise \$1,000 in donations for the KTRA. The funds raised made it possible for five clients to take riding lessons at no cost. A special thanks to Ambassador Donna Hartnell who donated more than 33 hours to make a quilt from various old TELUS volunteer t-shirts to help with the fundraising.



Kamloops Community Ambassadors Jennifer Ebenstiner and Janet Ellison proudly showcasing the quilt made by Donna Hartnell for a raffle to raise money for the Kamloops Therapeutic Riding Association.

Community Ambassadors Clubs



Kootenay East Ambassadors at the Kits for Kids event (from L to R: Rory Bruce, Dan Stone in back, Left to right: Eva Schieffert, Ray Leclair, Ed Thouret, Isabel Thouret, Jean Lees, Debi Hart and grandson Sawyer Sutton, Curly Lepage, Chris Wiecezorek, David Cummings, Les Radcliffe, Al Evans, Lynn Maffioli, Charlene Rothwell, Edith Leclair and Linda Normandeau)

◀ Kootenay East

This year, the Kootenay East club was excited to participate in the annual Kits for Kids event at the TELUS warehouse. In June, the volunteers put together backpacks filled with school supplies and delivered them to the School Board office for the East Kootenays. The club is passionate about helping children and those in need in their community and was proud to deliver a total of 240 backpacks this year. The club would like to thank Debi Hart and the many other TELUS Community Ambassadors.

Kootenay West ▶

The Kootenay West Community Ambassadors participated in the Kits for Kids event during TELUS Days of Giving on May 30 at the TELUS office in Nelson. The west Kootenay area has a very high cost of living with many low income or single parent families who find back to school expenses difficult to cover. The club believes that every family should be able to send their children back to school with all the supplies they need and not have to cut back on food to be able to purchase supplies.

The event had a great turnout with 19 volunteers producing 260 backpacks for delivery to schools to give out to those children in need.



Kootenay West Ambassadors at their Kits for Kids event (back row L to R: Pete Chernenkoff, Dave McMichael, Gord McGregor, Diane McGregor, Bette Craig, Shirley Boyes, Doug Hartley, Heather Hartley, Cindy Sarton, Lloyd Sereduk | front row L to R: Marge Witton, Margaret Thast, Holly Hasenkox, Ellen Robinson, Jean Peloso, Billie McMichael, Nancy Brown | missing: Harvey Craig)

Okanagan ▶

The Okanagan Community Ambassadors are fortunate to have a team of 10 – 12 knitters who work all through the winter and summer months knitting and crocheting blankets, toques, scarfs, and baby blankets for various groups in need in the Okanagan. The items are donated to a variety of groups within the community, young and old, who need assistance to stay warm during cooler temperatures: schools, kindergartens, Westbank first nations children, homeless people, women's shelters and seniors who do not have any family support.

Ten lap blankets were donated to seniors living at Sun Pointe Village. The blankets are kept in the shuttlebus and are useful for seniors going on outings who may get cold in the vehicle. Some blankets are stored in the activity area in the home where seniors can grab a blanket anytime they feel chilly while they participate in daily activities. Lynn Babbings, Activity Co-ordinator at Sun Pointe Village says that "the blankets are well-loved and well-used in both the shuttle and the activity room. We very much appreciate the donation of time by the Ambassador knitters."

The club would like to recognize Sue Giffin and the knitters who supported the project and Bea Carignan (team lead), who has been instrumental in leading knitting projects in the Okanagan along with many other volunteer activities.



Okanagan Community Ambassadors donating the knitted blankets made by the volunteers (from L to R: Bea Carignan, Lynn Babbings (activity co-ordinator for Sun Pointe Village), Sue Giffin).

Community Ambassadors Clubs

◀ Prince George



Prince George Community Ambassadors Diane Girard (third from left), Carol Lloyd (fourth from left) and Anita Connell (right) delivering Comfort Kits to the University Hospital of Northern BC.

Every Tuesday (aside from the Christmas Break and the summer months) the Prince George Ambassador group gets together at the Prince George campus to sew, stuff, and create a variety of items that are distributed within Prince George and far-reaching areas. This regular activity is a way for TELUS retirees to stay connected to each other and active TELUS team members, while giving back to the community through a variety of projects. The club passionately believes in the we give where we live motto and volunteers tirelessly to ensure they do what they can to help wherever help is needed.

Through these projects, the members are able to come together as a team and give back to members of the community by providing essentials they need as well as some extras to brighten their day. There are many projects that the Tuesday group supports. One major project is working on holiday stockings that are sewn and decorated by the group and then filled by team members. The team members are always excited to select a stocking with a festive design and fill them so they can be distributed to those less fortunate. Last year 200 stockings were sewn, decorated, filled and distributed. This year they are aiming to fill more than 200 stockings.

Other projects that the Tuesday group works on are: baby bags, senior bags, shelter packs and heart and stroke pillows. They have long been projects that the group is passionate about and countless community members have benefitted from these items. Angel boxes, which are boxes lovingly crafted and given to families to memorialize their infants who have passed on, is newer project that the group works on. Some new projects for the Tuesday group going in to the 2017 season are knitted knockers and cards for seniors.

The club would like to thank Gail Compton for leading the holiday stockings and cards for seniors projects, Diane Girard for the baby bags and heart and stroke pillows, Dawn Quinn for the senior bags and angel boxes, Carol Lloyd for the shelter packs and Cheryl Purves for the knitted knockers.

◀ South Island



South Island Community Ambassadors together with a representative from Rainbow Kitchen, a community partner, at Partner Day (from L to R: Sarita Sall, Paul Latour (Rainbow Kitchen), Liz Garrett, Ashley Miller, Jill Howard).

The South Island club was proud to contribute their volunteer efforts to the Rainbow Kitchen this year. The Rainbow Kitchen, housed in the Esquimalt United Church, is a hub for 20 non-profit organizations. The Kitchen serves hot lunches daily to 125-140 people: youth living on the street, seniors on low incomes, single parents with children, those suffering from mental health issues, the unemployed and the underemployed. 36,000 meals are served every year in a safe and supportive environment and the Kitchen treats all with respect and kindness.

The South Island club chose to support the Rainbow Kitchen in a number of ways throughout the year. The members volunteer to serve and prep food weekly and purchased a fridge full of food for the Kitchen to use. Most recently, they participated in the radical renovation of the Kitchen. In order to be sustainable, the building needed a massive renovation. The building in which the Rainbow Kitchen operates is near the end of its life. Twenty other non-profits also use the facility and without

the significant upgrades, the future viability of this most important charity would have diminished. The renovation ensured that the lunch program continues and that the other non-profits are able to continue their services in a safe environment. The updates moved the facility from end-of-life to sustainable with room to grow and ensures that the site functions in a much more efficient capacity with an upgraded kitchen, new electrical, new bathrooms, new windows, a new roof, landscaping and food production.

The renovation took place over three weekends in September and October. However, efforts started in June, when ten Ambassadors worked on the Event Management Herowork Leadership team and provided support by working on meeting planning, training and documentation creation.

The Rainbow Kitchen is now sustainable and the less fortunate community members will be able to continue to receive a hearty meal and enjoy the companionship and support of each other. The South Island Ambassadors will continue to serve their community members in a non-judgmental, welcoming place for guests to feel respected and part of the family.

Special thanks to Bob Hope who arranged to have Paul Latour come to the club's Partner Day in March to speak about the project. The club's volunteer coordinator Mary Pollon worked with the volunteer liaison at the Kitchen and coordinated the message to the broader club members. Ten dedicated Ambassadors signed up for leadership roles in the project. Overall, the renovation project and weekly volunteer efforts were a new initiative to the South Island club this year and it was wonderful see it result in a huge success!

Sunshine Coast ▶

Every week in Powell River, a group of dedicated volunteers meet together and work on Knitted Knockers, which are knitted prosthetics for breast cancer survivors. They help breast cancer survivors by providing a soft, comfortable prosthetics that can replace the commercial ones which cost several hundred dollars.

This initiative was started by the Prince George volunteers themselves and the Sunshine Coast Community Ambassador club helped them get going with a small donation and some organizational support. Since then, those volunteers have all signed up as Ambassadors and are now participating in the Dollars for Doers program through their knitting project.

Special thanks goes to Joyce Morris, a BC Tel retiree, and Shirley Koleszar. They were instrumental in leading and organizing the knitting group. Joyce is also the champion knitter and has knitted over 60 pairs so far!

The volunteer knitters have donated the Knockers locally and now have about 45 pairs available for donation to any of the other clubs across Canada. Please contact Mieke Kang (miekekang@hotmail.com) if you would like to request a pair of Knockers.



Sunshine Coast Community Ambassador Mieke Kang (left) delivering Knitted Knockers made by Powell River volunteers.

Community Ambassadors Clubs

Upper Island ►

The Upper Island Community Ambassador club worked on the Kits for Kids event earlier this year in June at the TELUS offices in Courtenay.

The club has been involved in this national program since its beginning and it is very important to them as it helps many students by providing much needed school supplies and easing the pressure and expense for many parents.

Thanks to the efforts of 13 dedicated Ambassadors, the club delivered 240 backpacks to three different school districts.



Upper Island Community Ambassadors working on the Kits for Kids event (from L to R: Terry Hluska, Roberta Hluska, Gordon Cromer, Mary Smith, Hans Urdahl, Treasa Falk, John Falk, Joyce Vaughan, George Nasadyk, Gail Nasadyk, Marie Watson, Kirsten Jeffrey).

Vancouver ►

The Vancouver club participates in many volunteer activities throughout the year and supports many charities, namely, the Ronald McDonald House in BC. This year, the club had the opportunity to support the House in a new way: helping provide bagged lunches to families staying at the House. The House is situated on the campus of BC Children's Hospital and BC Women's Hospital + Health Centre and is a home away from home for the families and their seriously ill children who are receiving treatment at BC Children's Hospital. The Ronald McDonald House serves 2,000 families each year and eases the financial burden for parents when they must leave their homes, jobs, and communities to care for their sick child in Vancouver. It offers emotional support from other families experiencing similar situations. The House is also a place where families can better heal.

The opportunity to provide bagged lunches to the House was uncovered by Vancouver club president Ross Simpson and his wife Hilliary while they paid a visit to the House to present a donation cheque. While on a tour of the facility, they inquired if there were any volunteer opportunities at the House and a few months later, Ross received a call from them asking if the club would be interested in providing bagged lunches one Sunday a month for families staying there. Parents who stay at the House are responsible for their own meals, so providing complimentary prepared bagged lunches gives a much needed break for the parents and enables them spend more time with their ill child.

Ross and Hilliary Simpson were instrumental in the bagged lunch event. They did all the shopping and joined the other volunteers at Ronald McDonald House in preparing the lunches. Additionally, Hilliary was in contact with Ronald McDonald House to make certain that all food concerns were being addressed and the club had the right number of sandwiches required. At the end of the event the dedicated team produced 50 lunches, feeding some very happy families.

Our Vancouver Ambassadors continue to collect much needed items such as gently used musical instruments, bedding and children's clothing – especially for newborn babies. If you have anything to donate, please drop the items off at the Brian Canfield Centre at 3777 Kingsway, Burnaby, BC, on the 6th floor.

Lastly, we would like to recognize Sue Clark for all of her outstanding contributions over the years. Since joining our club in 2002, Sue has used her talents in sewing to make blankets for emergency services and thousands of Christmas stockings for women's shelters. As a volunteer driver, Sue also transports our volunteers to the Union Gospel Mission and The Salvation Army to serve meals. She has been a volunteer driver for many significant events in the Lower Mainland, including the 2010 Winter Olympic Games, the World Junior Ice Hockey Championships and the Dominion Curling Club Championships. Thank you, Sue!

The Vancouver club meets on the third Tuesday of the month (except in July and August) at the Brian Canfield Centre, 3777 Kingsway. Meetings start at 10:30 a.m. and new members are always welcome.



All smiles from Ross and Hilliary Simpson while preparing sandwiches for bagged lunches for families at the Ronald McDonald House.

Community Ambassadors Clubs

Alberta

Calgary ►

The Calgary club was extremely happy to participate in Crayon Packs for Kids activity at TELUS House East in Calgary from May 28 to June 3. The club collected over 18,000 crayons and created over 6,000 Crayon Packs for the Alberta Children's Hospital. Each pack contained three different coloured crayons and were distributed to children in different areas of the hospital, mostly the emergency department, to keep them entertained while they are there. Parents of the recipients consider it an absolute godsend during a long stay or wait at the ER. Every child who visits the hospital could very likely end up going home with one of those packs, so the hospital goes through quite a few every year.

The TELUS House Calgary building is mainly a call centre where team members work shifts, so it was quite challenging for the team to find volunteer events that allowed groups of team members to volunteer together. However, it was discovered that there was a huge need for crayon packs for kids at the Hospital and the Crayon Packs for Kids activity was a perfect opportunity for team members to take part in. As a result, over 100 team members were able to participate in this TELUS Days of Giving activity.

The Alberta Children's Hospital is an organization that has been close to the hearts of the team members at the Calgary office for several years. The team has also done numerous volunteer events at the Hospital's Healing Gardens, helped with fundraising efforts like poinsettia sales and provided many donations to Child's Play, a holiday wish list of items for the kids to keep them entertained during their stay at the hospital.

A huge thanks goes out to Shirlene Grier-Saman who was the TELUS Days of Giving prime for TELUS House Calgary. She also had a great amount of support from a committee of frontline team members who were amazing at encouraging others to get involved.



Calgary Community Ambassadors delivering the Crayon Packs for Kids and volunteering at the Healing Gardens of the Alberta Children's Hospital.



Edmonton Community Ambassadors happy after a hard day's work at the Edmonton General Continuing Care Centre rooftop garden (from L to R: Edmonton General volunteer, Micheline with Ambassadors Diane Farwell, Dianne Scheuerman, Audrey Zubick, Cindy Superkoski, Lanny Graham, Barry Scheuerman, Pat Graham, Heather Hanson, Linda Ardiel).

◀ Edmonton

In May and June, the Edmonton club was proud to contribute their efforts to the Edmonton General Continuing Care Centre rooftop garden. Volunteers did many activities to refresh the garden: spring clean-up, pruning shrubs, planting new perennials and annuals and washing patio furniture.

The rooftop garden is the only fresh air that the residents of the Centre receive, but the Centre only has one dedicated volunteer caring for the gardens. The club felt like they could make a difference and provide the help needed to maintain this valuable asset. Many members enjoy gardening and the opportunity to work together to provide such a beautiful environment for residents who spend years in continuing care was an easy choice.

In just one day in May, the volunteers were able to prune all the shrubs, plant new shrubs and perennials they provided and prepare all the flowerbeds for planting annuals. Additionally, the volunteers cleaned the patio furniture for the residents, families and staff to enjoy. Wonderful connections were made with the garden volunteer and Centre volunteer coordinator as well as residents who came to the rooftop while the volunteers were working. In June, the volunteers went back to plant over 300 annuals. Finally a month later, everyone was excited to visit and see the gardens in bloom.

Seeing the excitement in the eyes of the residents was thanks enough knowing they would be able to spend many hours over summer enjoying the gardens. It is a beautiful, peaceful place to spend some time.

A special thanks to Heather Hanson who heard the need for help and was instrumental in putting together a group of 11 volunteers.

◀ Medicine Hat



Medicine Hat Community Ambassadors volunteering at the Cactus Communications soup kitchen Food Bank fundraiser (from L to R: Dot Hanson, Sandy Hart, Brandy Deacon, Stampede royalty: Makayla Chambers (princess) and Ali Mullen (queen), Julie Koch, Marj Treiber, Ingrid Koch, Brenda Ramsdale, Vy Dooley, Martha Falkenberg). The table in front of them displays the celebratory cakes sold at the raffle.

The Medicine Hat Community Ambassadors proudly participated in the Soup Kitchen Food Bank fundraiser held by Cactus Communications in May. At the beginning of every year, the Ambassador executives select a primary charity to donate their time, money and expertise to. Since southeastern Alberta was severely affected by the downturn in the economy, putting more pressure on the food budgets of many families, the club selected the Medicine Hat Food Bank as the charity for 2016. The club already supported the Food Bank Brown Bag school lunch program, so it was a perfect fit for them to go forward with support on the proposed Soup Kitchen fundraiser. For this fundraiser, Cactus Communications, an authorized TELUS dealer, opened their drive-through service bays, staff kitchen and front reception. Homemade soup, fresh buns and locally grown vegetables were prepared and served to the public. A silent auction, raffles and

entertainment kept attendees active throughout the 4 hour event. A live on-location radio broadcast was arranged by Cactus Communications to increase community awareness of the need for cash and food donations. Ingrid Koch, owner/operator of Cactus Communications and executive member of the Medicine Hat TELUS Community Ambassadors Club, invited the club to participate in the event. The Ambassadors rose to the occasion by making soup, baking, getting donations for the silent auction and then were on location to prep and serve food, sell tickets and monitor the silent auction. Hours of preparation were required to make the event run smoothly. The photo shows only a handful of the workers and Stampede Royalty that gave to this event. It was a full day.

It all came together at the end of the day when the Food Bank received \$4,600 in cash input. All funds raised were used by the Medicine Hat Food Bank immediately to buy food and restock dwindling shelves.

Special recognition goes to Ingrid Koch, the queen of this event. Everything from a donated building, advertising budget, her staff, her family and friends were committed to the Soup Kitchen cause. The Medicine Hat Community Ambassadors executive and another dozen members and significant others were all proud to give support to the Food Bank that was in much need.

Community Ambassadors Clubs

Ontario

◀ Barrie



Barrie Community Ambassadors presenting a cheque to Habitat for Humanity (from L to R: Jennifer Berry (Habitat from Humanity), Kim Vey, Carley Brandon, Jessica Crowe)

Earlier in July, the Barrie club participated in the Habitat for Humanity Upcycle Auction, where team members obtained items found at Habitat for Humanity ReStores donation centres, garage sales and around people's houses, and "upcycled" them into something unique. Some of the beautiful items created were: a plain flower pot made beautiful with custom calligraphy, a herb garden built within a wooden skid and a child's toy transformed into trendy bookends. TELUS team members then bid on their favourite upcycled items in an online auction held from July 21 to 28.

The Upcycle Auction is a regular event in the Barrie club's calendar. Carley Brandon, a member of the Barrie club executive team, came up with this unique concept. In her own words, she shares why the auction means so much to her and to the entire Barrie team:

"Dorothy was absolutely right when she said 'There's no place like home'. When it's cold or rainy there is nothing more comforting for me than a warm home and munchkins to snuggle with. I'm thankful that TELUS and Habitat for Humanity are able to work together to help others achieve the same comfort in communities where we live and work".

A total of 10 items were upcycled for the auction and a total of \$634 was raised for Habitat for Humanity Huronia. The money raised benefitted the next Habitat for Humanity build in Barrie, a unit which will house three local families when it's completed in 2017. It will also allow TELUS Barrie team members who are passionate about providing affordable housing to take part in the build.

A huge thanks to Carley Brandon and Lorna Sheppard who led the event and donated upcycled items to the auction. Also, thank you to the other team members who donated items: Kim Vey, Jessica Crowe, Anne Burgess, Ben Moher, Yolanda Thomas, and Mavis Byrne (external).

◀ Ottawa



Ottawa Community Ambassador Natalie Reesal (right) delivering purses filled with cosmetic items to the Cornerstone Women's Shelter.

Earlier this year, the Ottawa Community Ambassadors were proud to collaborate with Women Helping Women in the Purse Project. TELUS team members donated unused makeup, toiletries and purses, with one member's mother actually making some of the purses herself. A total of 75 purses were filled to the brim, collected and delivered to the St Joseph's Women's shelter, the Sheppard's of Good Hope shelter and the Youville Centre for young mothers. Women are the fastest growing homeless population in our nation's capital. These organizations help women struggling with poverty, encourage women to pursue a good education while they face the challenge of single parenthood, give women a sense of dignity and help women feel good about themselves by giving them access to the bare essentials.

The Ottawa club has a history of working with the less fortunate and marginalized. They have built relationships with many organizations that help them understand the struggles of those in need, especially the ones that many are not aware of. The club takes great pride in working with these organizations and witnessing the difference they make in people's lives. They learned that although the efforts of this project may appear to be a small gesture, it gives the women the lift they need to improve their self-confidence and allows them to feel like real people.

Three Ambassadors were instrumental in this initiative: Natalie Reesal, Emily Sandwell, and Michelle Dupuis. This was a new project for the club and it took a great deal of preparation and organization; however these ladies took the time to personally deliver the purses, which were greeted with much appreciation and enthusiasm. The Ottawa club is excited to work on this project again next year.

Community Ambassadors Clubs

◀ Toronto Central



Toronto Central Community Ambassador Sujin Son proudly displaying her first knitting project ever. Hand-made lap blankets like this are made to support the Mount Sinai Hospital's Helping Hands project.

The Toronto Central Community Ambassadors proudly host lunch and learn sessions on knitting and crocheting every third Wednesday of the month at TELUS House Toronto to support the club's commitment to provide knitted and crocheted items to the Mount Sinai's Helping Hands program. One-on-one sessions are also available upon request.

The Toronto Central TELUS Community Ambassadors have supported Mount Sinai's Helping Hands program since the early 2000's. Mount Sinai is an acute care academic health sciences centre affiliated with the University of Toronto. Clinical strengths include women's and infants' health, chronic disease management, specialized cancer care, emergency medicine, and geriatrics. Mount Sinai is an exemplary hospital in the heart of Toronto that provides care to friends, family, and colleagues. Thanks to two volunteer knitting/crocheting instructors, the lunch and learn Helping Hands program enables TELUS team members with little to no knowledge or experience in knitting or crocheting to participate.

This year to date, the Toronto Central TCA club has donated 26 handcrafted items to Mount Sinai Hospital. In 2015, the club donated 26 handcrafted items, and in 2014, the club donated 33 items.

The handcrafted items created by our team members include:

- Bereavement gowns and baby blankets. Many grieving parents at Mount Sinai Hospital receive small knitted items, lovingly created by volunteers, as a keepsake of their baby.
- Lap blankets and shrugs. The Geriatric Program welcomes these items to provide comfort for elderly patients.
- Arm bands/PICC line bandage covers. These items cover and secure PICC line dressings, OmniPods and other medical devices, and prevent PICC lines from snagging giving patients the security to move about with confidence.

This program would not be successful without Elizabeth Jewell who led this program from its inception. Many thanks also goes to the club's new dedicated resident knitting and crocheting instructors Marlene Morton and Maria Doan for continuing to lead this program. Their support has resulted in an increased level of participation.

◀ Toronto East



Toronto East Community Ambassadors participating at the Growing Communities workshop at the Tropicana Community Services. In this photo: Julia Palatino, Gerlyn Monje, Judith Allen, Zelma Kelly, Diane Chung, Andrej Majstorovic, Paulette Yazbeck, Michael Buncan, Pauletta Frater, Amy Duncan, Andrew Gemon, Brett Curtis, Reid Kelly, Vonnelle Forde, Dessie Fanfair and Rhea Viegas.

This year, the Toronto East Community Ambassador Club was happy to work with former club executives (and former TELUS team members) in an initiative to support those less fortunate in the community through the Growing Communities: Pillars for Success Workshop. The club has made it a priority to focus on giving back to the immediate community, through local partners such as Tropicana Community Services and other United Way affiliated organizations. As such, the Workshop supported the club's long-standing partnership with Tropicana Community Services, whose focus is on disadvantaged youth in the community, a cause that is very close to club members' hearts, by inviting youth supported by their organization to the Workshop.

In the Workshop, the subject matter experts focused on four main topics, topics that the youth participants could benefit from and use in their everyday lives. The topics included: values, skills, entrepreneurship and kemeti yoga.

In addition to supporting the event with volunteers, the club also donated 150 backpacks filled with much needed school supplies to the participants. There was overwhelming positive feedback from the workshop.

Jennifer Grant, a Tropicana counsellor, said "A couple of days after the event, I saw two of the youths who attended the workshop. Both of these youths spoke about some of the learning they achieved during the breakout sessions and were able to provide concrete examples of how they were going to incorporate the information into their lives upon their return to school. I also received calls from participants expressing their thanks."

The Tropicana staff and workshop attendees also had a lot to say:

- "Every year it's hard to provide school supplies. So this program honestly saves me and my kids. Truly grateful!"
- "This helps us out so much. I was just saying I don't know if I could do it all this year. This is a great thing and we greatly appreciate this."
- "This backpack, with school supplies, has helped me by ensuring that I was to get everything that was needed for a great start to a new school year. I used the spare money to buy new clothing and shoes."
- "This backpack with school supplies has helped me by providing my child with supplies she needs. I can use the money for food."

A special thank you goes out to the club's former club president and vice-president who have since moved onto new roles outside of TELUS: Vonnelle Ford of Higher Love and Andrew Gemon of APM Consulting, for their huge contributions in not only organizing the event, but also personally delivering two of the four workshops.

Community Ambassadors Clubs

Quebec

Montreal ▶

In collaboration with Connections – the TELUS women's network, the Montreal Community Ambassadors participated in Women's International Day in March. The Ambassadors worked with Connections to collect over 75 second-hand purses that members donated at the International Women's day event hosted by Connections. After the purse collection event, the Ambassadors held an activity to fill the bags with hygiene items such as soaps, creams, and body washes, all purchased by the club. The purses were then donated to a key shelter in Montreal called "Her Street". The items in the purses provided the recipients with comfort while the purses gave them the confidence and credibility they needed to get back on their feet and into the workforce.

The Montreal club enjoys and continues to seek out opportunities to collaborate with other groups like Connections to create symbiotic relations and enhance visibility. This event enabled the Ambassadors to gain visibility in the community and, in turn, ensured that Connections met their mandate of contributing to women in need in their community. Special thanks goes out to Montreal club executives Tiffany Brazier and Fatima Atik who were instrumental in spearheading this initiative and to Connections who were open to the initiative and allowed them to run with it!



◀ Quebec City

In May, Community Ambassadors in Quebec/Beauce participated in an event to clean and pick-up trash around Saint-Charles Lake, the main source of drinking water for Quebec City. The group worked in collaboration with L'Association pour la protection de l'environnement du lac Saint-Charles et des Marais du Nord (APEL). APEL is a non-profit organization dedicated to the protection and enhancement of the rich ecological heritage in the catchment area of the St. Charles River, in order to promote a harmonious living environment for human inhabitants, sustainability and water quality.

Environment is an important cause for the Quebec/Beauce club. Our we give where we live motto makes sense when we want to ensure that we enable future generations to live in a healthy environment.

At this year's event, the members collected eight cubic metres of garbage including tires, garbage cans, empty bottles and even a car bumper! People passing by congratulated the group for their work. At the end, everyone was proud to contribute to improving the situation for the drinking water in that area. This was the first year the team participated in this event and since it was a great success, everybody agreed to do it again next year.

Special thanks to Anick Hince, the activity prime, who was in charge of working with the organization, understanding their needs and bringing the group together to make the event a success.



Rimouski ▶

The Rimouski Community Ambassadors participated in a garage sale during TELUS Days of Giving at the end of May. They invited team members to support a cause by donating items they don't use anymore. The \$1,500 collected from the sale of the items was donated to L'Arbre de Vie, an organization that provides food and a warm, safe place to the homeless in the Rimouski area.

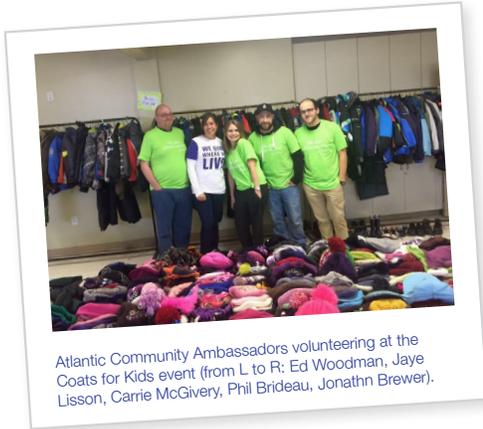
The Rimouski club understands that some TELUS team members are unable to participate at a TELUS Days of Giving event, so giving them the opportunity to donate helps them give back to the community. This is a way that the club helps everyone participate, no matter how much time they can give.

Recognition goes out to Jacinthe Beaulieu, Jovette Pelletier, Sylvie Belzile and Lise Dubé. Jean-Pierre Paradis also contributed to these efforts but had to leave to work on activities to support the Fort McMurray fires, another very worthy cause.



Community Ambassadors Clubs

Atlantic Canada



◀ Atlantic Canada

The Atlantic Canada club was happy to participate in the Coats for Kids event this year, a program that they have been participating in since 2013. This year, the event took place on Saturday November 5.

The Coats for Kids program empowers their volunteers to support an incredible organization, Moncton Headstart, in helping to provide hundreds of families in Moncton and surrounding areas with coats and winter accessories necessary to be safe and warm. The club has always focused on youth and family-centric programs and every year, they have partnered with Moncton Headstart, an organization that has provided over 300 families with the winter apparel they need to ensure their kids are safe and warm for the upcoming winter.

Jaye Lisson, president of the Atlantic Club, is delighted to see a different set of volunteers at this annual event. Every year after the event, the volunteers go out and share their experience with others so that they may partake in the program in the next year. It truly speaks to the willingness and desire of the members to help such an incredible program.



Alberta and BC Pay Day Lottery

The TELUS retiree and team member 50/50 Pay Day Lottery is a critical way the Community Ambassadors Program sustains itself and funds local community programs and causes in British Columbia and Alberta. Through this initiative, team members contribute three dollars for their draw and retirees contribute five dollars to a separate draw. There are 26 draws per year for team members and 12 draws per year for retirees. Every two weeks, half the entire pot goes to the lucky winner and the other half goes to a fund used by Ambassadors in B.C. and Alberta for local volunteer and giving initiatives.

Sign up today to help make a difference in your community and for your chance to win! This program is only available to team members and retirees living in British Columbia and Alberta.

Retirees in BC: [1-877-334-5050](tel:1-877-334-5050) or [email tcc_bc@telus.com](mailto:tcc_bc@telus.com)

Retirees in AB: [1-877-768-3587](tel:1-877-768-3587)

Team members: register through your SAP Selfserve portal or go to go/ttc

Team member Pay Day Lottery winners

Alberta

April 14, 2016	Johnny Louie	Calgary	\$4,536.00
April 28, 2016	Jenelle Flynn	Calgary	\$4,522.50
May 12, 2016	David Brown	Edmonton	\$4,525.50
May 26, 2016	Mahad Mohammed	Edmonton	\$4,545.00
June 9, 2016	Shawn Cooper	Calgary	\$4,536.00
June 23, 2016	Shawn Bissonnette	Spruce Grove	\$4,504.50
July 7, 2016	Bob Kutcher	Edmonton	\$4,489.50
July 21, 2016	Curtis Braun	Calgary	\$4,486.50
August 4, 2016	Chris De Leon	Calgary	\$4,458.00
August 18, 2016	Dustin Froescul	Edmonton	\$4,396.50
September 1, 2016	Tyler Ulmer	Medicine Hat	\$4,368.00
September 15, 2016	Joey Schneider	Calgary	\$4,363.50
September 29, 2016	Kelly Masding	Calgary	\$4,347.00
October 13, 2016	Vivek Bhatt	Calgary	\$4,344.00
October 27, 2016	Don Hewko-Degner	High Prairie	\$4,327.50

British Columbia

April 14, 2016	Bill Chaisson	Vancouver	\$6,421.50
April 28, 2016	Jennifer Bock	Prince George	\$6,373.50
May 12, 2016	David Turgeon	Victoria	\$6,378.00
May 26, 2016	Jade Duong	Burnaby	\$6,364.50
June 9, 2016	Bill Kearney	Vancouver	\$6,364.50
June 23, 2016	Mona Davaryshad	North Vancouver	\$6,333.00
July 7, 2016	Winona Naval	Burnaby	\$6,289.50
July 21, 2016	Shari Gale	Vancouver	\$6,282.00
August 4, 2016	Cody Bradshaw	Quesnel	\$6,285.00
August 18, 2016	Keith Dalgetty	Abbotsford	\$6,219.00
September 1, 2016	Dan Miskovic	Vancouver	\$6,199.50
September 15, 2016	Wendy Piddington	Burnaby	\$6,190.50
September 29, 2016	Ned Hodaly	North Vancouver	\$6,153.00
October 13, 2016	Julie Tung	Vancouver	\$6,142.50
October 27, 2016	Ryan Hindley	Victoria	\$6,115.50

50/50 Retiree Lottery winners

Alberta

April 28, 2016	Sally Mantai	Wetaskiwin	\$2,378.00
May 26, 2016	Brenda Carlson	Leduc	\$2,384.00
June 23, 2016	Oda Neumann	Spruce Grove	\$2,400.00
July 21, 2016	James Edmund	Red Deer	\$2,410.00
August 18, 2016	Brenda McNeill	Edmonton	\$2,408.00
September 29, 2016	Kathleen M. Johnston	Didsbury	\$2,422.00
October 27, 2016	Lawrence Lo	Edmonton	\$2,440.00

British Columbia

Management

April 28, 2016	Robert Kelly	Kamloops	\$1,800.00
May 26, 2016	Ron Fox	Chilliwack	\$1,795.00
June 23, 2016	Sharon Johnston	Vancouver	\$1,805.00
July 21, 2016	Bernice Larmont	Surrey	\$1,797.50
August 18, 2016	Pat O'Toole	Qualicum Beach	\$1,797.50
September 29, 2016	Greg Close	Prince George	\$1,812.50
October 27, 2016	Ross Blewett	Coquitlam	\$1,812.50

TWU

April 28, 2016	Roberta Murray	Salmon Arm	\$1,097.50
May 26, 2016	Louise Hatton	Victoria	\$980.00
June 23, 2016	Lois Simpson	Kelowna	\$992.50
July 21, 2016	George Holland	Delta	\$992.50
August 18, 2016	Eric Carswell	Victoria	\$992.50
September 29, 2016	Joseph Creally	Courtenay	\$1,022.50
October 27, 2016	Carol Osadchuk	Coldstream	\$1,042.50



Calendar of Events

British Columbia

Central Island Holiday Luncheon

Wednesday, December 7, 2016

11 a.m.: Doors open

Coast Bastion Hotel, Ballroom

11 Bastion Street, Nanaimo, BC V9R 6E4

Cash donations at the door, with proceeds going to a local charity

Tickets: Please contact either Karen Conway (email: jkconway@telus.net, phone: 250-758-2288) or Glen Husband (email: gjhusband@telus.net, phone: 250-390-6616)

East Kootenay Holiday Dinner

Saturday, December 10, 2016

5 p.m.: Cocktails

6 p.m.: Dinner

Heritage Inn, Ballroom

803 Cranbrook Street, Cranbrook, BC V1C 3S2

Tickets: \$10 each

Kamloops Holiday Luncheon

Friday, December 9, 2016

11:30 a.m.: Doors open

12:00 p.m.: Turkey buffet served

Desert Gardens

540 Seymour Street, Kamloops, BC V2C 2G9

Tickets: \$10 each
(proceeds to go to a local charity)

Contact : Butch Dixon (phone: 250-377-0880)

Penticton Holiday Luncheon

Sunday, December 11, 2016

11 a.m. – 3 p.m.

Penticton Lakeside Resort Convention Centre

21 Lakeshore Drive West, Penticton, BC V2A 7M5

Tickets: \$10 each

Contact: Rogie Rogatschnigg (email: rogie@telus.net, phone: 250-492-6122) or John Wilson (phone: 250-498-6612)

Prince George Holiday Dinner

Friday, December 2, 2016

6:30 p.m.

Coast Hotel (Inn of the North)

770 Brunswick St, Prince George, BC V2L 2C2

Tickets: \$15 each

Contact: Gail Compton (email: gail.compt@gmail.com, phone: 250-640-1512)

There will be appetizers, a photo booth, door prizes, holiday raffle quiz and a 50/50 raffle

Coat check by donation, with proceeds going to the Parkinsons Society

South Island Holiday Luncheon

Friday, December 2, 2016

11:30 a.m.

Uplands Golf Club

3300 Cadboro Bay Road, Victoria, BC V8R 5K5

Tickets: \$10 each upon registration

Contact: Cathy Brankston
(email: cbrankston@telus.net, phone: 250-383-2366)

Sunshine Coast Holiday Luncheon

Thursday, December 1, 2016

11:30 a.m. – 2 p.m.

Sunshine Coast Golf & Country Club

3206 Sunshine Coast Highway, Gibsons, BC V0N 1V0

Tickets: No fee, but donations are requested for the local Food Bank

Invitations sent in November.
Please RSVP to Manjit Kang (email:mskang@telus.net)

Upper Island Holiday Luncheon

Sunday, December 4, 2016

1 – 4 p.m.

Filberg Centre, Evergreen Lounge

411 Anderton Avenue, Courtenay, BC V9N 6C6

Tickets: no fee for Ambassadors

Contact: Kirsten Jeffrey (email: kirsten2@shaw.ca, phone: 250-757-9776) or

Gordon Cromer (email: pgcromer@telus.net, phone: 250-923-4668)

West Kootenay Holiday Dinner

Saturday, December 10, 2016

6 p.m.: Happy Hour

7 p.m.: Dinner

Best Western Plus Baker Street Inn & Convention Centre

153 Baker Street, Nelson, BC V1L 4H1

Tickets: no fee

Contact: Margaret (Bubbles) Thast (phone: 250-352-2664)

Alberta

Calgary Holiday Luncheon

Wednesday, December 7, 2016

11:30 a.m.: Doors open

12:30 p.m.: Luncheon

Centennial Branch Legion 285

9202 Horton Road SW, Calgary, AB T2V 2X4

Tickets: \$15 each

Tickets on sale at Elbow Park Exchange, 3601 7A Street SW

Donations will be accepted for the Veteran's Food Bank

Contact Wendy Hoflin (phone: 403-603-3366)

Medicine Hat Holiday Dinner

Saturday, December 10, 2016

Cocktails 5 p.m.

Dinner 6 p.m.

Paradise Valley Golf Course - Banquet Room

Tickets: \$25 each (non-Ambassadors)

Please bring a non-perishable food item for donation to the Medicine Hat Food Bank

Contact Sandy Hart: (email: wensan@telus.net, phone: 403-580-0780)



In Memoriam

Name	Date of Death	Location
Jim Demetris	April 3, 2016	Vancouver, BC
Philip Bonderoff	September 27, 2016	Victoria, BC
Bob Johnston	October 13, 2016	Edmonton, AB

If you would like to include a name of a TELUS retiree who has passed away, contact teluscommunityambassadors@telus.com or 1-866-697-8184. Permission from the family is required before we can post a name.

Key contacts for TELUS Community Ambassadors

Corporate contacts

TELUS Community Ambassadors
510 W Georgia St, 23rd Floor
Vancouver, BC V6B 0M3
1-866-697-8184 (toll free)
teluscommunityambassadors@telus.com

Team TELUS Cares

Dollars for Doers and
Team TELUS Charitable Giving
1-855-697-8183 (toll free)
TeamTELUSCares@telus.com

Pension contacts

AB/B.C. and QC pension
Morneau Shepell Ltd.
1-877-768-3587

B.C. TWU pension
Christina Littlejohn
604-430-1317
christina.littlejohn@twplans.com

Retiree Customer Service Concerns
SOS.request@telus.com
SOS support team will respond
within 48 hours



Club contacts

BRITISH COLUMBIA

B.C. 50/50 lottery
Ross Simpson
604-432-2519 | 1-877-334-5050
tcc_bc@telus.com
(Tuesdays and Thursdays only)

B.C. provincial programs
Bobby Farr
604-432-5825
bfarr@telus.net

Central Island
Glen Husband
250-390-6616
gjhusband@telus.net

Karen Conway
250-758-2288
jkconway@telus.net

Kootenay East
Edith LeClair
250-426-3131
e_leclair@telus.net
Les Radcliffe
250-426-5441
lcwradcliffe@telus.net

Fraser Valley
Linda Jackson
604-461-9892
linda_jackson@telus.net

Evelyn Finlayson
604-581-6667

Kamloops
Pat Bauer
250-955-6463
mail@patandrick.ca

Judy Haynes
250-578-8414
bepopn@telus.net

Okanagan
Hu Reijne
250-769-4484
hu_reijne@telus.net

Prince George
Lorri Kidd
250-561-7444
Eldeekay@icloud.com
Diane Girard
250-961-2916
Girard.diane@gmail.com

South Island
Robert Hope
250-658-0171 | 250-213-2669
hopeful@telus.net

Salmon Arm
Pat MacLeod
250-835-8837
macleod.pat3@gmail.com

Maureen Yip
250-658-1244
sakwan@telus.net

Sunshine Coast
Jack Carlson
604 885-8074
prodcom@telus.net

Upper Island
Gordon Cromer
250-923-4668
pgcromer@telus.net

Kirsten Jeffrey
250-757-9776
kirsten2@shaw.ca

Vancouver
Ross Simpson
604-432-4735
yale4me@telus.net |
tcc_bc@telus.com

Vernon
Colleen Dix
250-558-8585
Kootenay West
Marge Witton
250-352-5454
marge.witton@telus.net

Bette Craig
250-352-7153
bettec@telus.net

ALBERTA

Alberta 50/50 lottery & provincial programs
Maureen Atha
780-508-1148 | 780-499-3831
maureen.atha@telus.com

Nina Takayanagi
780-493-4901 | 780-691-1614
nina.takayanagi@telus.com

Calgary
Richard Milton
403-530-3224 / 403-818-7553
richard.milton@telus.com
Marilyn Papp
403-282-1088
mrpapp@shaw.ca

Calgary workshop
403-530-5252
cycoam@telus.net
website

Edmonton
Bonnie Frederick
780-465-5357
bfreder@telus.net
Linda Ardiel
780-475-7892
lardiel@telusplanet.net

Edmonton workshop
780-451-0713
tccedm@telus.net

Red Deer
Tim Mearns
587-876-1279
tim.mearns@telus.com

Medicine Hat
Sandy Hart
403-529-5260 | 403-580-0780
wensan@telus.net

ONTARIO

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Brenda Simpson
705-712-0507
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Toronto East
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Monica Winger
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QUEBEC

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Quebec City
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418-802-0211
mario.desgagnes@hotmail.ca

Rimouski
Jacinthe Beaulieu
418-318-6102 | 418-722-4154
jacinthe.beaulieu@telus.com

ATLANTIC CANADA

Jaye Lisson
506-878-7707
jaye.lisson@telus.com

If you are not yet a Community Ambassador or know a fellow team member or retiree who would be interested in joining this group of volunteers, please email us at teluscommunityambassadors@telus.com