|  |  |
| --- | --- |
| . MSU-logo-2001 | REPORT *From the office of the…*Student Health Education Centre (SHEC) Services Coordinator |
| TO: | Members of the Executive Board |
| FROM: | Sydney Cumming (they/her) |
| SUBJECT: | SHEC Report (V) |
| DATE: | Thursday December 3rd, 2020 |

# **Year plan Update**

SHEC’s bi-annual ‘reduced’ exam schedule will begin on (Mon.) December 7th and will last through (Wed.) December 23rd. Hours of operation will be 10:30am-11:30am and 3:30-5:30pm (EST) each weekday. Students looking to access our anonymous peer support can still do so on a drop-in basis through our [Tawk.to page](https://tawk.to/msuSHEC) for a quick chat. However, audio and video peer support will only be available to those that request it ahead of time via Microsoft Forms. The form is currently being finalized and promotional assets are soon to be ordered from the Underground to help advertise these special seasonal “SHEC ins”.

MSU SHEC and WGEN are about to launch our new virtual fund distribution program! Together, the PTMs of the two services will respond to anonymous requests received via MS Forms for electronic gift-cards.

|  |  |
| --- | --- |
|  | A large portion of SHEC’s Health Supplies budget line has been devoted to this initiative to help ensure students can meet their basic needs throughout the pandemic. This project will hopefully reduce the number of visits that either PTMs or service users must make to campus and will increase the number of students served! Select featured gift-card options include Rexall, Walmart, PC, Babies R’ Us, GC2B, etc.  We also provide free supplies to the Food Collective Centre for their distribution programs, such as Lockers of Love! Most notably: safe(r) sex supplies, diapers, menstrual products, pregnancy tests, and (***coming soon***) personal drug testing kits. Students can order anonymously [online](https://forms.office.com/Pages/ResponsePage.aspx?id=VULlUrBySUaVGi3kwXAAnQqTUpOt3V9Eue9lFLSUaA9UOUc4T0tZOEhHM1AzVTlUSloyNlpHWk9FVy4u) and have their supplies ready to pick-up within 2-days on campus! We hope to eventually collaborate with the McMaster Library as well, who previously offered to assist with funding for packaging supplies and to safely distribute them to students via their curb-side pick-up program. Other potential resource circulation partners include the SWC and the Mail Distribution Centres inside of McMaster Residence buildings. |

# **Service Usage**

Approximately 6 to 7 students have used the new SHEC Warmline to contact a peer support volunteer since our soft launch in late September - 3 since our last EB report (each ranging from 10 to 30 minutes per session). Unfortunately, one chat was missed on November 12th. The lack of visits this month can be partially attributed to the relaunch of the MSU website (*see Challenge A*) at which point the link and information about our Tawk.to page was removed. This next semester, we will pay to promote the Warmline on our social media platforms. However, first, the Promotions Coordinators and I will discuss whether or not to commission new promotional assets for the Warmline – particularly something less *pink* and less *wordy*.

This past weekend, the service received two urgent messages from students through confidential correspondence. One for pregnancy testing and another for secondary crisis intervention. It seems evident that the service’s usual uptick in usage- which happens every year around exam time- is about to begin.

|  |  |
| --- | --- |
|  | Both exams and the holidays tend to elicit heightened stress levels for undergraduate students. As such, SHEC often sees a large increase in requests for peer support sessions and pregnancy testing beginning in late November through to mid-January. By all means, these are alarming trends. However, they perfectly illustrate why SHEC as a service has always chosen to remain open (on a reduced operating schedule) during exams and at the beginning of each academic term.  Although, the rise in pregnancy testing may seem coincidental, we have heard ample accounts of students experiencing menstrual irregularities around this time of year. The most common causes of menstrual irregularities - besides those that require medical consultation - are sudden major changes (high/low) in one’s stress levels, eating, sleeping, or exercise habits. Moreover, students who are on oral contraceptives often mention that they find it increasingly difficult to take their pills as prescribed during this stretch of time. Many undergraduates find that during exams they “zone out” to such a degree they might miss or ignore (intrinsic or external) signals to eat, sleep, or take their medication. |

**Social Media Engagements**

**Table II – General Platform Metrics**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Platform** | **Insights** | **This Week**  *(Nov 21st - 27th)* | | **This Month**  *(Oct 30th – Nov 27th)* | | **This Year**  *(Nov 27th, 2019 – ‘20)* | |
| Value | Change | Value | Change | Value | Change |
| **Instagram** | **Followers** | 894 | **+ 4** | 894 | **+ 6.4%** | **~~-~~** | **~~-~~** |
| **Impressions** | 508 | **- 73.1%** | 10,437 | **+ 95.7%** | **~~-~~** | **~~-~~** |
| **Profile Visits** | 34 | **- 43.4%** | 1,610 | **+ 799.4%** | **~~-~~** | **~~-~~** |
| **Website Visits** | 2 | **+ 100%** | 34 | **+ 466.6%** | **~~-~~** | **~~-~~** |
| **Emails Sent** | 0 | **0 %** | 0 | **0 %** | **~~-~~** | **~~-~~** |
| **Reach** | 635 | **- 41.5%** | 2,395 | **+ 244.1%** | 5,880 | **+ 98.2%** |
| **Twitter** | **Followers** | 1,160 | **0 %** | 1,160 | **- 1** | **~~-~~** | **~~-~~** |
| **Mentions** | 0 | **0 %** | 0 | **0 %** | **~~-~~** | **~~-~~** |
| **O.P. Retweets** | 0 | **0 %** | 2 | **+ 200%** | **~~-~~** | **~~-~~** |
| **O.P. Likes** | 0 | **- 100%** | 6 | **0 %** | **~~-~~** | **~~-~~** |
| **Link Clicks** | 0 | **0 %** | 5 | **- 58.3%** | **~~-~~** | **~~-~~** |
| **Profile visits** | **~~-~~** | **~~-~~** | 105 | **- 52.5%** | **~~-~~** | **~~-~~** |
| **Impressions** | **~~-~~** | **~~-~~** | 3,922 | **+ 96.1%** | **~~-~~** | **~~-~~** |
| **Engagement** | 0.0% | **- 0.2%** | 1.0% | **0 %** | **~~-~~** | **~~-~~** |
| **Facebook** | ***New* Likes** | 2 | **0 %** | 7 | **- 13%** | 22 | **+ 1%** |
| ***New* Followers** | 2 | **- 33%** | 8 | **0 %** | 128 | **+ 5%** |
| **Reach** | 397 | **- 12%** | 3,324 | **+ 101.9%** | 17,877 | **- 61.2%** |
| **Video Plays** | 9 | **+ 50%** | 35 | **- 28%** | **~~-~~** | **~~-~~** |
| **Page Previews** | **~~-~~** | **~~-~~** | 2 | **- 50%** | **~~-~~** | **~~-~~** |
| **Views** | 48 | **+ 26%** | 229 | **+ 38%** | **~~-~~** | **~~-~~** |
| **Engagements** | 13 | **- 7%** | 495 | **+ 53%** | **~~-~~** | **~~-~~** |
| **Actions** | **~~-~~** | **~~-~~** | 3 | **+ 100%** | **~~-~~** | **~~-~~** |

**(~~-~~) Indicates that no data was available for this metric**; there was either a lack of engagement or the insight values were not provided by that specific social media platform for the given time range.

Each platform seems to be getting more action than the previous year – aside from our “reach” on Facebook. This makes sense as the last executive team released 3 promotional videos in October and November; each of which reached 4.3K views within 24-hours.

In general, engagements have been up on Facebook and Instagram this past month, while there has been low engagement on Twitter – likely attributed to there being less activity from SHEC on this platform. Moreover, there were paid promotions for our recent event on the former two but not the latter.

|  |  |
| --- | --- |
|  | Lack of presence on Twitter has been something the service has been trying to remedy, however, the PTM has been leading this effort and they had to take some time off this past month. The team will also look at introducing paid ads on this platform during the upcoming semester to boost our *active* follower count. |

**Table II – Specific Post Metrics**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Platform** | **Action/ Engagement** | **Abortion Advocacy Letter** (Fri. Oct 30th) | **Cum One, Cum All! Promo Assets** (Fri. Oct 30th) | **SHEC’s Warmline Promo Assets** (Tue. Nov 10th) | **Trans Health – Shared from WGEN** (Mon. Nov 23rd) |
| **Instagram** | **Likes** | **~~-~~** | 137 | 101 | **~~-~~** |
| **Comments** | **~~-~~** | **17** | 1 | **~~-~~** |
| **Saved** | **~~-~~** | 30 | 27 | **~~-~~** |
| **Sent** | **~~-~~** | **1,824** | 33 | 0 |
| ***New* Follows** | **~~-~~** | 13 | 14 | **~~-~~** |
| **Website Visits** | **~~-~~** | **20** | 6 | 0 |
| **Profile Visits** | **~~-~~** | **773** | 110 + 4 | 0 |
| **Impressions** | **~~-~~** | **2,843** | 854 + 257 | 166 |
| **Reach** | **~~-~~** | **2,130** | 746 | 134 |
| **Twitter** | **Retweets** | **~~-~~** | 1 | 2 | **~~-~~** |
| **Likes** | **~~-~~** | 3 | 3 | **~~-~~** |
| **Media/Link Clicks** | **~~-~~** | 5 | 26 | **~~-~~** |
| **Detail Expands** | **~~-~~** | 14 | 4 | **~~-~~** |
| **Profile Visits** | **~~-~~** | 3 | 2 | **~~-~~** |
| **Impressions** | **~~-~~** | 338 | 2,286 | **~~-~~** |
| **Facebook** | **Reactions** | 28 | 14 | **40** | 0 |
| **Comments** | 0 | 0 | 0 | 0 |
| **Shares** | 2 | 2 | **6** | 0 |
| **Impressions** | 876 | 1,147 | **1,813** | 208 |
| **Engagements** | 108 | **140** | 83 | 2 |
| **Reach** | 786 | 987 | **1,615** | 190 |

**(~~-~~) Indicates that no data was available for this metric**; there was either a lack of engagement or the insight values were not provided by that specific social media platform for the given time range. Values that are underlined represent metrics from Instagram stories, whereas other data resulted from posts.

Evidently, the service needs to ensure that we not only share promotional and informational assets on our Instagram story but that we also post those assets on the general newsfeed section.

|  |  |
| --- | --- |
|  | Only using the story function for some assets has limited our ability to reach ***new*** audiences, accurately record engagement, and for our partners to share those assets to their own networks. Moreover, if the executive that posts the story doesn’t add it to one of SHEC’s ‘highlights’ the information will only be visible for 24 hours. This inadvertently affected outreach efforts for two separate projects over this past month. |

Promotions for our big event, “**Cum One, Cum All! Safe(r) Sex During the Pandemic**”, were extremely well received! However, the event reached a much larger audience and elicited more excitement on Instagram than the other two platforms.

|  |  |
| --- | --- |
|  | There was a total of $5.53 (out of a budgeted $10) used to promote the event on both Facebook and Instagram before the Ads Centre deemed them as inappropriate for marketing purposes.  Moreover, several volunteers reminded us that many folks – especially younger students or those who haven’t been exposed to sex-positive environments – are unlikely to share assets and/or respond to events covering such topics on Facebook. This is precisely because it is the favoured social media platform of older adults. In short, most students have many (older and/or sex-negative) family members on Facebook and, thus, are hesitant to share content about sexual wellbeing on there. |

The executive team shared the promotional assets for our new Warmline on the first Tuesday following the event. We chose this date, specifically, because our Instagram audience is most active on Tuesdays and we knew that there would be added buzz generated from the recent event. These assets performed outstandingly well considering the lack of paid marketing used. Moreover, the posts were widely shared by SHEC volunteers which boosted the number of impressions and the ultimate reach. This reminds us all of the importance of asking volunteers to share important posts with their own personal networks.

# **Past Events, Projects, & Activities**

[**Cum One, Cum All! Safe(r) Sex During COVID-19**](https://l.facebook.com/l.php?u=https%3A%2F%2Fbit.ly%2F37v8mu6%3Ffbclid%3DIwAR3mkw5UrdbN3pV4QeQ74jnW3trYHddjB76Mtbzan6eJDOywiI1pZA_Q5LY&h=AT08sScQmZ7DEnfPvycDbWYrYftY3RWfFGVuRdAlDWry2ytEzk70FhcsLitvqSZtNWlwvV6ReKlaXihG8LCqZSKsMTRlABpRZ2wYDnH4DsFXfddx7r2gMRoGxTFS6b6NiQep) was held on November 5th, hosted by our special guest [Eva Bloom](https://linktr.ee/whatsmybodydoing) (she/her). The event fits directly within the service’s mandate under our strategic priority to engage students around topics of Sexual and Reproductive Wellbeing. It was a modernization of SHEC’s former [Sex 101](https://www.facebook.com/events/568679020233908/)/ 202 events series, which had an increasingly low turn-out and required an incentive to get students to participate (i.e. raffle giveaway for attendance).

|  |  |
| --- | --- |
|  | Although it went a little overtime, the event had about 56 attendees - 85% of whom had no known relation to the service! The event was well received on social media, especially on Instagram. Special thanks go out to the UnderGround for creating an awesome promotional design and Michael Wooder who helped us arrange paid marketing for the event.  As stated in the previous EB report, SHEC made an agreement with Bloom to have a recording of the workshop available to Mac students for a period of 7 days after the event. At this point, the video has been uploaded as a MP4 file to a designated Google Drive folder and the auto-generated transcript (VTT) has been edited for accuracy. Over the winter break, the Events & Outreach Co-Executives will work on generating a SRT file from the corrected transcript and then attaching it to the MP4 file. Once this has been completed, we will contact Bloom again to discuss when the best time to share the video recording would be. It will then be shared via email (to those that registered for the event), as well as through additional social media channels as deemed fit. In the future, we will look into paying an external service to handle the transcript editing process as it takes ***many*** hours. |

[**Building Trans Inclusive Health Care Spaces**](https://www.facebook.com/WGEN.MSU/posts/2873307832897077?__xts__%5B0%5D=68.ARAJH7qVBJAtFeaGtlYEmwcTQ3MOSvRST5hjJg346CcNt1mDGC-SeQgJFJd6Z3se4oXMWcHqeIIeka3mZB1KDH21baGBCBPIFE839gzdfxgaqFfcqaOaPTqbM1O5KXwh3tMHLVHoEPhE82IAG3Is6lsc8GclB0aIMPRbCVn0c-gWfUt6HKR8gdAtcsz1ruU4b4Inr9g-AjvCc7h3u4m1EbcRCpbo8Ii8YtO6VNNYTWOgwy9ategL06aaIGwv2hBjLAJCyB-j6NM9sqIUo2CDffB1mV73fXuLCoOMVA2yxTGw0TE1vBZKccmxCmiEHlagtq4e8SSnPuostEHzoxewplgrqw62N4mU5eHUn-Kc0mb9KLBm7OFJlj-XevapFDyYlMM5ztNNXJztfojThvZsi5KC3ceIe19-pb-2xg2I4FOJrBSWoHpbGTQonNPDnNDXneQhTxw0z4LozdC6Gw9glqKbyJR0w4OLrPpWergRYjcUPgUnuG-X3Y8toUiYiFU5to9Fk3ZocOBAFcw85y6i&__tn__=K-R) was held in collaboration with the Women and Gender Equity Network (WGEN) on Monday, November 23rd. The live event featured discussions around trans folks’ experiences in accessing health services, the over-medicalization of trans identities, and how to build more trans-inclusive health care spaces going forward! It was an important and intimate event that we hope to recreate in the future.

# **Currently Working On**

Beginning on Tuesday (Dec. 1st), SHEC and Maccess will be running our Winter Care Giveaway on social media. The programming will be entirely asynchronous with raffle entries closing the following Tuesday (Dec. 8th) at 2:00pm EST and winners being drawn on the Thursday (Dec. 10th). Prizes include $25 and $50 gift-cards to their choice of superstores, essential oil roll-on kits, a desktop SAD lamp, and a weighted blanket!

|  |  |
| --- | --- |
|  | These prizes were carefully selected to increase food security and/or offer students a means of trying holistic (yet often expensive) self-care strategies during the stressful time that is exams season. Much of the funding for these items comes from the generous sponsorship of the Student Wellness Centre, while SHEC will cover costs associated with shipping the physical items to the winners. This will replace our annual exam-time programming “SHEC Cares” where volunteers would previously have prepared 400 care packages and then distributed them over the course of 3 days. Maccess also held similar build-your-own care package events in previous years, hence why this partnership made sense! |

Both of SHEC’s internal committees have just begun holding their regular team meetings. Each committee is deciding on which projects they would like to prioritize throughout the remainder of the school year. Currently, the Resources & Advocacy committee is wrapping up their first full-sized campaign about healthy relationships during the pandemic – with an emphasis on positive ways of interacting with those that we live alongside (i.e. family members, housemates, etc.). The Events & Outreach committee has been busy planning for the upcoming semester and working with the PTM to collaborate with other services or departments upon request.

Our two Volunteer Coordinators are currently finalizing their accessibility edits to the 2STLGBQIA+ competency training that was provided by Christian (they/him) from the Pride Community Centre. This mainly consisted of editing the autogenerated transcripts from MS Stream and splicing the smaller videos together into one 70-minute long training video. Since this content will not be broken up into smaller parts, there will be a short quiz that accompanies the video to ensure that volunteers have met the (unofficial) learning objectives. This should be released at the beginning of the Winter Break, alongside a short training assessment for topics covered in September through November. After this, the Volunteer Coordinators will begin organizing Winter training alongside the PTM.

# **Upcoming Events, Projects & Activities**

The tri-annual SHEC Service Review begins on (Monday,) November 30th. These will remain open for two weeks to assess the opinions of both our SHEC volunteers and MSU community members about the success of SHEC and/or needs for improvement. We remain hopeful that this Review will provide further validity to the requests that the PTM has made to restructure and relocate the nearly 50-year old service. An update is needed to fit the modern needs of Generation Zee students as well as to increase accessibility, anonymity, and provide truly equitable (and transparent) job opportunities.

Over the Winter Break, the Resources & Advocacy committee members have the opportunity to help review old campaigns and/or help source new community connections (“referrals”) to help us update our directories. We are struggling to maintain up-to-date information and thus have incentivized participation by offering volunteers an additional e-gift card for their extra work – the funding for which comes from our Reference Library budget line and supplements the original “Book exchange” initiative that was planned for this past summer.

|  |  |
| --- | --- |
|  | The sudden transition to online operations, the changeover of the MSU website (*see* *Challenge A*), as well as the impacts of COVID-19 restrictions on the availability and accessibility of services within the community have all been major barriers for SHEC this year. |

The PTM will be meeting separately with the Promotions Coordinators and the Volunteer Coordinators to review their individual Year Plans over the Winter Break. Unfortunately, both positions require a high degree of adaptivity due to the various unexpected duties that arise every year. Thus, these mid-year reviews are a way to ensure that our service goals remain properly aligned with their annual goals. Moreover, it ensures that (as a whole) we are actively doing what is best for service users rather than solely *reacting* to the whims of the pandemic and/or others.

# **Budget**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | |
| ***BUDGET LINE*** | ***ITEM*** | ***BUDGET / COST*** | |
| **HEALTH SUPPLIES** | *Reproductive Wellbeing – Pregnancy Testing Strips & Collection Cups* | *170.63* | |
| **TOTAL SPENT IN LINE** | **$170.63** | |
|  |  |  | |
| **ANNUAL CAMPAIGNS** | *Cum One, Cum All! – Guest Speaker Payment & Promotional Assets* | *700.00* | |
| **TOTAL SPENT IN LINE** | **$700.00** | |
|  |  |  | |
| **ADVERTISING & PROMOTION** | *Shipping – Branded sweaters for several execs* | *9.47* | |
| *Paid Ads/Boosts – Fall volunteer hiring and Cum One, Cum All!* | *19.53* | |
| *Digital Package – Promotional Assets for the new Warmline* | *150.00* | |
| *Digi-Lite Package – Promotional Assets for the Winter Care Giveaway* | *60.00* | |
| **TOTAL SPENT IN LINE** | **$239.00** | |
|  |  |  | |
| ***TOTALS*** | | | |
| **TOTAL BUDGETED DISCRETIONARY SPENDING** | | | $8,450.00 |
| **TOTAL ACTUAL DISCRETIONARY SPENDING** | | | **$1,109.63** |
| **REMAINING DISCRETIONARY SPENDING** | | | $7,340.37 |

# **Volunteers**

SHEC volunteers will receive the second official round of training materials in late January. This training will very likely include several synchronous scenario-based training sessions. Each session would consist of approximately 7-9 volunteers and 1-2 executives (i.e. all members of Pod #7, their Pod leader, as well as one of the Volunteer Coordinators).

|  |  |
| --- | --- |
|  | Possible topics include scenarios where volunteers need to connect visitors to crisis services, respond to STBBI disclosures, etc. Due to the nature of the topics covered, extensive and frequent content warnings (CWs) will be provided. CWs should be provided at the beginning of each session and additional warnings are to be given 1-2 minutes in advance. These CWs allow volunteers to discretely mute their microphone and speakers if desired or to otherwise emotionally prepare themselves for the conversations ahead. |

The SHEC team will be holding our second team-wide social on December 18th, a virtual Movie Night! Due to the increased workloads around this time of year, the Volunteer Coordinators decided to set up a “lowkey” event - attendance remains optional. The exact movie(s) are TBD via popular vote and will be selected from Kanopy, a streaming service available to students through the McMaster Library. Captioning will be available through the movie platform. This event has already received EOHSS approval. We are also planning on sending our volunteers $5 electronic gift-cards as a token of appreciation and recognition this Winter Break. This expense was originally approved on October 20th, but we have yet to place the order due to time constraints.

There was also a SHEC executive social on the evening of November 11th from approximately 8:30 – 9:30 pm (EST). This was our third exec social, but our first of the Fall term and with our two new executive team members. We played a round of virtual “What Do You Meme?”. Sarah (she/her) won with a total of 7 points, followed closely by Kaitlyn (she/her) with 5!

# **Current Challenges**

***A. Website Relaunch.*** This truly threw our entire team for a loop when it happened, as it erased 8-years and 73-pages worth of campaigns, resources, policies, etc. The website remodel was an oddly elusive topic that was discussed in the most vague of terms; leaving the SHEC team completely unaware that we would *immediately lose all of those pages and the information they stored*. Even though many of these archived pages remain the top search results on Google, they return an error/ empty URL message when selected. Our understanding was that an entirely new website (with a different URL) was being created, not that the existing website would be remodeled and most of the pages deleted or replaced with information from internal service documents (rather than the existing webpages that we were asked to update in both July and September).

|  |  |
| --- | --- |
|  | **“**The true accomplishment here was updating our main **SHEC webpages** on the MSUwebsite over the span of 3 days to prepare for the event. Of the 73 SHEC-specific pages on the MSU website, we were able to correct information on 10 of them, with plans to review the rest of the pages over the duration of the year – adding each page to the new website one-by-one after they have been fully updated.**”**  **– SHEC EB Report (ii)** on August 28th, 2020 |
|  | Our team was already planning a macro-scale review of the SHEC pages this year, but we are (once again) being forced to do so in a short amount of time with little to no administrative support. Moreover, this time we need to reupload all our campaigns to a secondary platform (issuu.com) as we are no longer allowed to upload dynamic information onto the new version of the webpage, only “static” data... This will significantly increase the team’s workload over the Winter break, especially as we must now reach out to various individuals in the MSU Office just to access the archives. The deadline on this project was accelerated exponentially - due to a lack of clear communication and/or consultation with part-time managers - and it will inevitably draw the executive team’s attention away from preparing for our annual Winter volunteer training. |

***B. Expectations.*** There seems to be a consistent lack of clarity when it comes to expectations. Naturally, the level of effort and/or consultation that is desired for any given project differs, yet the difference is rarely explained ahead of time. This is particularly challenging to navigate for neurodivergent students. This is where things like templates, guidelines, or set goals are helpful.

***C. Anonymous Support.*** The service is looking for better ways of offering anonymous support to students when an audio or video call is requested, however, it is no longer a high priority concern due to the lack of demand.

|  |  |
| --- | --- |
|  | After some discussion, the team is hopeful that we can use the existing extension number to facilitate anonymous peer support via telephone! The phone option would likely only be available for 2 hours per night though, in order to minimize the number of people that know the passcode for our voicemail. During those select hours of operation, an executive or returning volunteer would monitor the Meridian telephone system remotely through [Avaya Equinox iX Workspace](https://www.eng.mcmaster.ca/sites/default/files/remote_work_tools_v1.02.pdf?fbclid=IwAR2RnUgBzzQkotdXMZVU_uvGJVcWy2d2BferyB5akU-gIROoL8oa9D42h3k) during their hour-long shift. Ultimately, we are looking to have one dedicated number where visitors can phone in for anonymous peer support, yet with the ability to delegate call receiving to specific volunteers.  The issue of offering truly anonymous video support also persists. There also seems to be some confusion amongst students on how to access video support. These issues will be discussed over the break; however, they are currently relatively low on our list of collective priorities as there has yet to be any requests for video support. |

# **Successes**

Finally, SHEC has received an increased number of requests for collaboration, interviews, and consultations over the last month or so. This is nice because it indicates that we are being taken seriously by our peers and it provides executive team members with additional opportunities to serve the community!

Reminder:

The SHEC executive team recently wrote Premier Higgs and Minister Shepherd of New Brunswick to express our concern with the lack of accessible abortion care options in the Maritime province. We have requested a formal response, but have made our letter [public access](https://bit.ly/3oBx5mm) in the meantime and encourage other MSU Services to share our [Facebook post](https://www.facebook.com/msuSHEC/posts/3433526193399015) to apply pressure on the politicians as we await said response.