REPORT

*From the office of the…*

**Maccess Coordinator**

|  |  |
| --- | --- |
| TO: | Members of the Executive Board |
| FROM: | Calvin Prowse |
| SUBJECT: | MSU Maccess Report #6 |
| DATE: | February 4, 2021 |

**MSU Maccess Report #6**

# Year Plan Update

Our programming has deviated quite significantly from our Year Plan, as a result of a delayed service opening and the transition to online. However, we continue to run events that were listed in our Year Plan. We are currently preparing to run our first campaign week, DisVisibility Week, as outlined in our Year Plan.

# Service Usage

### Drop-in Space

To track service usage, we ask volunteers to mark how many active users there are in our Discord server at the end of each hour, in addition to how many individual peer support requests have been made. To calculate daily totals, we add the numbers from each hour together. Therefore, “participants” does **not** refer to the number of *different people* accessing the space in a day, as community members who are active for more than one hour are counted more than once. Because volunteers often also engage in the space as community members, “participants” includes both volunteers and community members.

|  |  |  |  |
| --- | --- | --- | --- |
| **Day** | **Date** | **Participants** | **Peer Support** |
| Monday | **01/18** | 21 |  |
| Tuesday | **01/19** | 17 |  |
| Wednesday | **01/20** | 18 |  |
| Thursday | **01/21** | 21 | 2 |
| Friday | **01/22** | 17 |  |
| Monday | **01/25** | 16 |  |
| Tuesday | **01/26** | 19 |  |
| Wednesday | **01/27** | 16 |  |
| Thursday | **01/28** | 15 |  |
| Friday | **01/29** | 15 |  |

### Winter Programming

Maccess offered a variety of programming over the winter break for the first time ever. These events were well attended and overwhelmingly successful. We offered 3 drop-in sessions during some of the major holidays, where we opened our drop-in space for 2 – 2.5 hours. In addition, we ran a “Winter Chill” event over MS Teams. In addition to being a valuable source of support over the holidays, our Drop-in events allowed for more people to become aware of and connected to our Discord server.

|  |  |  |
| --- | --- | --- |
| **Date** | **Event** | **Participants** |
| 12/17 | **Hannukah Drop-in** | 6 |
| 12/25 | **Christmas Drop-in** | 8 |
| 12/28 | **Winter Chill** | 6 |
| 12/31 | **NYE Drop-in** | 14 |
|  | **Total:** | **34** |

### Events

Since our last EB report, we ran the following events:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Date** | **Event** | **Collab.** | **Participants** | **Facilitators** | **Total** |
| 12/10 | **Maccess Zine Art Event** |  | 2 | 1 | **2** |

### Community Groups

Our community groups will be launching next week. We currently have the following groups scheduled:

* Dating & Disability
* Anxiety
* Depression & Mood
* ASD
* Disabled Queer & Trans (with PCC)
* Navigating Health/Care (with SHEC)
* Disability in Colour (with WGEN & Diversity Services)

### Community Spaces

As of 01/31, we have the following number of community members in our digital community spaces:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **platform** | **01/31** | **11/23** | **change** | **% change** |
| **Facebook Group** | **86** | **84** | + 2 | + 2.4 % |
| **Discord Server** | **24** | **13** | + 11 | + 85 % |

### Social Media

As of 01/31, we have the following number of followers on our Social Media platforms:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **platform** | **01/31** | **11/23** | **change** | **% change** |
| **Facebook** | **959** | **958** | + 1 | + 0.1 % |
| **Twitter** | **278** | **275** | + 3 | + 1.1 % |
| **Instagram** | **575** | **538** | + 37 | + 6.9 % |

# Past Events, Projects, & Activities

See above.

# Upcoming Events, Projects & Activities

# Currently Working On

Projects we are currently working towards:

* Developing a “Skill Sharing” workshop series
* Maccess Zine
* Volunteer Appreciation Packages
* Maccess Mondays: Art as Activism Instagram showcase

# Budget

We have used a total of $562.28 of our budget. Since our last EB report, we have purchased *The Jackbox Party Quintpack* so that we can use it during events. Now that our service is online, we hope to use more of our budget this semester.

|  |  |  |
| --- | --- | --- |
| ACCOUNT CODE | ITEM | BUDGET / COST |
| 5003-0118 | **OFFICE SUPPLIES** |  |
|  | **TOTAL SPENT IN LINE** | **$0** |
|  | **REMAINING IN LINE** | **$100** |
| 6102-0118 | **ANNUAL CAMPAIGNS** |  |
| Nov 4 | *Art workshop collaboration with PCC* | *$200* |
|  | **TOTAL SPENT IN LINE** | **$200** |
|  | **REMAINING IN LINE** | **$2,600** |
| 6494-0118 | **VOLUNTEER RECOGNITION** |  |
| Jan 4 | *The Jackbox Party Quintpack* | *$62.28* |
|  | **TOTAL SPENT IN LINE** | **$62.28** |
|  | **REMAINING IN LINE** | **$687.72** |
| 6804-0118 | **TRAINING EXPENSE** |  |
|  | **TOTAL SPENT IN LINE** | **$0** |
|  | **REMAINING IN LINE** | **$500** |
| 6501-0118 | **ADVERTISING & PROMO** |   |
| June 10 | *Executive Team Hiring Promo* | *$75* |
| Aug. 12 | *Peer Support Volunteer Hiring Promo* | *$75* |
| Nov. 4 | *Pet & Plant Appreciation Event* | *$150* |
|  | **TOTAL SPENT IN LINE** | **$300** |
|  | **REMAINING IN LINE** | **$1,400** |
| 6603-0118 | **SPECIAL PROJECTS** |  |
|  | **TOTAL SPENT IN LINE** | **$0** |
|  | **REMAINING IN LINE** | **$750** |
| **TOTALS** |
| **TOTAL BUDGETED DISCRETIONARY SPENDING**  | **$6,600** |
| **TOTAL ACTUAL DISCRETIONARY SPENDING**  | **$562.28** |
| **REMAINING DISCRETIONARY SPENDING**  | **$6,037.72** |

# Volunteers

We have just closed our Peer Support Volunteer applications for second term. We are currently preparing to interview these new candidates. Additionally, we are aiming to conduct one-on-one check-ins with our volunteers from last term.

# Current Challenges

As noted in EB Reports #1, #2, #3, #4, and #5, it has been difficult running the service while keeping to my allotted hours. Although I have been able to use some of my lieu time this term, I will be unable to use up all my lieu time before the end of the year, as the amount of lieu hours I have remaining exceeds the number of hours remaining within my contract. Additionally, as noted in my previous EB reports #3, #4, and #5, I am increasingly concerned about the lack of transparency from the MSU regarding backpay processes. Although we have been told that this process is forthcoming, there has been little communication on how this process will be implemented, and it will not take place until the end of the year. It is deeply unsettling that I have yet to be compensated for my lieu hours from the beginning of my contract in May. As such, I am deeply concerned that I will not be appropriately compensated for my labour. Additionally, it is distressing to see that these concerns have not yet been adequately addressed, despite them continuously being raised by myself and other PTMs for the past 9 months.

Last minute changes to the Director hiring timeline have been quite difficult to manage, as they have taken placewithout appropriate collaboration or communication. The new hiring timeline will now take place during our DisVisibility campaign week. As such, I will need to be responsible for reviewing resumes and interviews during one of the busiest times of the year, instead of the initial dates I had already set aside time for. In addition to my Maccess Coordinator position, I am also completing a placement for my degree 24 hours a week. For this reason, it is essential that there is clear and collaborative communication about changes such as these, to ensure that I am able to schedule my time around the needs and demands of my commitments. In addition to myself, it is essential that other members of the hiring board are kept up to date with these changes, as their schedules are also quite booked up. Additionally, it would be helpful if these changes were sent directly to the rest of the hiring panel, instead of relying on PTMs to keep them in the loop. This position is (supposed to be) a part-time position, so it does not make sense for PTMs to be taking on a liaison role, especially considering how frequently we go over hours. Additionally, because this position is supposed to be part-time, I do not monitor my email 24 hours a day. As such, I may not be able to forward time-sensitive emails like this on a moment’s notice, as I only check my email twice a week.

On the topic of hiring, I am deeply concerned about the MSUs decision to shift to a fully asynchronous interview model. Potential candidates for the position have disclosed to me concerns about this model as well. Recording an interview in advance may cause increased anxiety, as candidates feel that their interview must be perfect. This process will undoubtedly lead to candidates reviewing their interview and re-recording it several times. It may also make candidates feel less comfortable and safe during the interview process, as they are unable to see who their interviewers are. Additionally, the candidate will not be able to use body language to determine whether their statements are understood, and there is no opportunity for clarification if they are misunderstood by the hiring panel. Additionally, for candidates who are trans, non-binary, or gender-diverse, reviewing their recorded interview and hearing their voice may cause feelings of dysphoria. Because of these reasons, many candidates may not feel comfortable applying to, or interviewing for, the Director position. As such, this new process may inadvertently filter out qualified disabled and trans folks from the hiring pool. Although this asynchronous interview process claims to be more equitable, it is clear that it could potentially re-create inequity, rather than minimize it. To address these concerns, a live interview option should be provided to all candidates, without it having to be formally requested by the candidate as an interview accommodation. This would not drastically modify the recruitment process, as these live interviews can be recorded and passed along to other members of the hiring board that cannot attend at that time.

# Successes

Our winter programming was a resound success. Community members were able to access support during the difficult holiday season, which may have been an especially stressful time this year due to isolation or inability to spend time outside of the house. Additionally, these events allowed even more community members to discover our digital drop-in space, consequently leading to an 85% increase in the number of service users in our Discord server. I hope the success of our winter programming will be continued in future years, as clearly there is a need for access to community support during the holiday season.

# Other

N/A