

Year Plan

MSU SHEC

Service Director & Assistant Director

Anika Anand (she/her) & Gillian Grant-Allen (she/her)



2021–2022

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# Introduction

Dear members of the 2021 – 2022 McMaster Students Union (MSU) Executive Board,

I would like to welcome everyone to your new roles and thank you for your commitment to improving our student services here at McMaster. I am very honoured to be able to present this document to you, outlining some of the goals that SHEC will strive towards achieving in this upcoming year. I have now been in the role of SHEC Director for a little bit over two months and am so appreciative to be part of such of a long-standing service.

Before I begin to outline all the exciting plans and goals that I have for the service, I would like to begin with a brief history of our service! The Student Health Education Centre (SHEC) has been an essential part of the MSU for more than forty-seven years, since we first began at One James Street, as the Birth Control Centre, in October of 1973. Since then, SHEC has provided services to McMaster covering a variety of topics. The MSU Student Health Education Centre (SHEC) is a peer-run health advocacy, information, and resource connection service for McMaster University students. MSU SHEC employs a broad definition of the term “health”; recognizing that wellbeing looks and feels different to each person. Today SHEC provides free health supplies, referrals, and educational materials, and functions entirely as a peer-run service. As the MSU’s only non-denominational peer support service, SHEC reaches many different communities within the McMaster community through promoting our four strategic priorities: sexual reproduction and wellbeing, empowered bodies, substance use and mental wellbeing. Although the service looks much different than it did back then, many of our core values remain the same: equity, inclusion, accessibility, and compassion. Our safe(r) space is now located in room #202 of the McMaster University Student Centre (MUSC), and the SHEC drop-in space is available to all MSU full-time undergraduates for anonymous & confidential peer support, health information, supply distribution (I.e. earplugs, menstrual products, harm reduction and safe(r) sex items), and help navigating various wellness resources or concerns.

Service volunteers strive to engage with other students around health-related topics through anonymous *peer support*, *events*, *campaigns*, *media creation*, and so *much more*! The **free**, **confidential** and/or **anonymous** services we offer include:

* Safe(r) sex supplies: internal and external condoms, personal lubricants, digit cots, oral barriers (“dental dams”).
* Menstrual products: various pads and tampons from light to super absorbency.
* Personal health supplies: diapers, band aids, ear plugs, and to-go facial tissues.
* Harm reduction kits: Fentanyl contaminate testing strips & deactivation bags.
* Take-home pregnancy testing kits – ordered through Lockers of Love.
* One-on-one peer support (chat, video, or phone calls).
* Help navigating resources on- and off-campus.

Last year saw some big changes to the service, including the COVID-19 pandemic which involved a transition to navigating our services through an online environment. In addition, new roles have been added including: SHEC Assistant Director and Training and Development Coordinator(s). A blueprint detailing the new structural layout has been attached below for reference. As a member of the volunteer team throughout the duration of my University Career, I have seen the positive work that the SHEC service successfully implements from the perspective of a volunteer and a service user. Now, as Director, I am very excited to affect change as an active leader and collaborator of the SHEC team.



# Vision for MSU SHEC

Volunteer Safety:

The primary focus of the service has been, and always will be the safety and well-being of our volunteer team. Our hard working and dedicated team of peer support volunteers and executives are essential to the effective and efficient functioning of the service. Our vision relies on the safety and wellbeing of our team members. All proposed initiatives and programming are contingent on the health safety of the students at McMaster University, and our ability to secure proper personal protective equipment (PPE) and to develop and implement adequate safety precautions. All safety protocols will be developed in consultation with VP Administration with additional guidance from recommendations from expert health institutions including but not limited to; WHO, CDC and local regions that have effectively reduced virus transmission and prevalence. It is important to consider the health of everyone during these times, as a health-related service, we are aware that healthcare is often not universally accessible to everybody. It is with this in mind that we must ensure that all club activities and initiatives make accessibility and health safety a top priority, ensuring that all students have equal access and involvement without barriers or breaches in safety.

Supply Distribution:

In light of current University closures and pandemic guidelines, MSU SHEC is not able to provide free personal health supplies and safe(r) sex items directly from our space (MUSC 202). These hectic and trying times prompted creativity and lead to the adaptation as seen this past year in order to maintain our provision of this essential service to all McMaster students. An initiative that was run in collaboration with WGEN last year, and will continue this year, Collective Care, was one example of how we maintained our provision of essential personal health supplies without utilizing our physical space in MUSC. Modeled after last year's efforts, we will engage in discussions with those in the University, the MSU, and with additional external collaborators in order to discuss factors including financial sponsorships, delivery methods, ordering systems, new safety measures, continued anonymity and accessibility.

Additionally, several new harm reduction items have been added to our health supplies offerings, specifically related to Cannabis consumption. Cannabis has always been a popular drug amongst university populations, and its usage has continued to increase following its legalization in 2018. Our services stance on substance use involves minimizing any undesired effects of the substance in use via the Harm Reduction model. In order to continue empowering students to engage in consumption as they see fit, while minimizing long term health effects of chronic use SHEC will offer free filter tips for cannabis cigarettes (“joints”) and non-toxic foil and brass screens. These items will be provided in small packages that can be purchased from a wide variety of suppliers. This service need was brought to our attention following SHEC’s 2018 “Can I Cannabis?” campaign and plays a major role in our efforts to destigmatize substance use via Harm Reduction.

MSU SHEC has also acquired many Rapid Response Fentanyl (FYL) Test Kits and medium-sized Deterra Drug Deactivation Pouches. These will be offered to MSU members within our free “*Harm Reduction kits*”. These will be available following the completion, and printing, of our official Harm Reduction Booklet.

Warmline Support:

Considering this past year's transition to an online environment, SHEC introduced the *Warmline* as a novel and anonymous and accessible way to supply peer support to McMaster Students. The W*armline* is now being used in place of in person peer support, which would normally occur on a drop-in schedule in our Safe(r) space in MUSC 202. To better understand the use of the term “warmline”, please refer to this definition from [Hope and Healing Center & Institute, April 2020](https://hopeandhealingcenter.org/what-is-a-warmline/#:~:text=A%20warmline%20is%20a%20telephone,situations%2C%20recovery%2C%20and%20perseverance.). When scheduling operating hours, we must be mindful of:

* Volunteer, class and work schedules.
* Access to reliable internet and internet-capable devices.
* Avoidance of hours that expose PSVs to high volumes of crisis calls (i.e.. 11PM-7PM), as these calls pose as an extra emotional toll and our volunteers currently not have crisis-specific training.

Suggested hours of operation based on previous usage statistics are between 10:30 AM and 7:30 PM EST. However, these hours may need to be modified once hiring has been completed in order to better fit the volunteer team's availability and capacity. The service will also consider what forms of support volunteers feel comfortable engaging in (i.e., chat-based only or also having a video call option).

Strive to remain connected with the greater Hamilton and McMaster community:

The Service mandate encompasses so many different aspects of health and wellbeing, there is simply no tangible way to address every single advocacy concern in just 12 months. Thus, it is crucial that time and effort are invested in strengthening the Service’s relationships with other groups (including other MSU Services) that are already doing similar community-led work. We will also work towards promoting their resources to service visitors wherever applicable to maintain these reciprocal connections.

During the 2019-2020 year, SHEC collaborated with **Hamilton Public Health (PHH)**, and was certified as an official Naloxone Distributor. This collaboration was to allow SHEC volunteers to train any interested visitors on how to utilize Naloxone when encountering a suspected opioid overdose, and to inform them of their legal protections under the Good Samaritan Act as well as provide them with nasal spray kits. Unfortunately, after PHH reached out to explain that a university would be acting as a satellite distributor of Naloxone within the community, the *Ontario Ministry of Health and Long-Term Care directly intervened in our plans*. The Ministry told PHH that we would not be allowed to distribute this life saving tool to post-secondary students as we (students) are not classified as a “high-risk population” for opioid overdose. Nevertheless, there has been a significant rise in accidental overdoses during the past 3-5 years due to rampant drug supply contaminations. Unfortunately, the Greater Hamilton & Peel areas are currently leading Ontario in terms of reported deaths and emergency department visits caused by accidental overdoses alongside Northern Ontario. Previous MSU SHEC Director Sydney and member Michelle completed a virtual policy consultation for an upcoming Student Health & Wellness paper being developed by **OUSA (Ontario Undergraduate Students Association)**. They asked that the MSU VP Education and President bring attention to this barrier created by the Ministry to limit Naloxone distribution in the upcoming *Student Health & Wellness policy paper*. The policy paper aims to create a unified platform that Ontario Universities can use to lobby the provincial government for legislative changes that will help students, including allowing the distribution of Naloxone by student groups. I*f the Ministry changes their stance* about having students from a local post-secondary institute distribute Naloxone on-campus, we will be reaching out to Heidi Berry from PHH and the MSU General Manager (John McGowan) to discuss the plans that were originally set out for the initiative.

So where do we go from here? MSU SHEC has developed a strong relationship with health care providers at the ***Prevention Clinic & Pharmacy* (PrEP Clinic)**. They offer one-on-one Naloxone administration training over video call and will even ship the medicine in a discrete package to anyone in Ontario (for free). We have referred many of students here and love working with their team! We strive to maintain the strength of this connection and utilize it in the upcoming academic year.

**Student Wellness Centre (SWC)** and **Public Health**, have both been partnered with us for our previously successful event Pee4 Pizza. This past year, due to COVID-19, McMaster students have not been on-campus and large gatherings are currently prohibited. Nevertheless, STBBI testing in Ontario has become extremely inaccessible during the pandemic with designated clinics being at reduced capacity and many individuals being too anxious to visit a walk-in clinic or their general health care provider due to prevailing stigma surrounding the topic. So where do we go from here? As aforementioned, MSU SHEC has developed a close relationship with the health care providers at the ***Prevention Clinic & Pharmacy* (PrEP Clinic**). They can send blood and urine samples to a local lab near you and will even send a [discrete] self-swab kit in the mail (To any Ontario Location). This is a great virtual service for those who are looking for an environment that also includes and even celebrates harm reduction, 2STLGBQIA+ patients, SWers, and HIV/AIDS+ folks. We plan on maintaining this connection and utilizing them as a resource during these hectic and trying online times.

MSU SHEC has previously discussed acquiring HIV self-testing kits from **INSTI**, a product which has recently received full approval from Health Canada. GetAKit.ca serves as a great example of how these tests can be distributed to students during pandemic times. These may be included as an ‘optional’ add-on to any Harm Reduction kit.

Improve Service Accessibility

Accessibility has always and continues to be a core value of MSU SHEC; however, the COVID-19 pandemic and public heath restrictions has changed both how our service may be accessed and has emphasized the need for prioritization of digital accessibility in our training materials, online campaigns, events, and other resources and services that we offer. One of our primary goals this year is to continue to prioritize the ongoing improvement of the service’s accessibility, particularly given the uncertainty surrounding the nature of in-person activities as well as the geographical barriers or barriers to COVID-19 vaccination access that many Undergraduate students face.

In the 2020-2021 academic year, training efforts were centralized into producing materials that were all one format or various low-cost formats due to training budget cuts, which posed multiple concerns in terms of accessibility and engagement. Creating digitally accessible materials and delivering additional accessibility training to peer support volunteers that is tailored to creating an accessible online safe(r) space is a primary objective for MSU SHEC this year. Furthermore, we hope to explore potential collaborations with disability and accessibility services and advocacy groups at McMaster and in the Hamilton Community, potentially through the creation of training materials or an event. Finally, we hope to continue to assess the accessibility features and concerns associated with various online platforms for hosting committee events, campaigns, asynchronous and synchronous training, and peer support (i.e., Microsoft Teams, Tawk.to, Microsoft Streams and Live Events, Facebook groups, etc.).

Improve Service Visibility:

The COVID-19 Pandemic and restrictions have changed how MSU SHEC operates on a daily basis. It is a primary goal this year to increase service visibility and to ensure that McMaster students know how to access our services, as well as what those services look like in an online environment.

During a normal year, our peer support volunteers would offer the following services on a drop-in basis to those visiting the space (MUSC 202) …

* Lending library with health-related literature (zines, pamphlets, books, etc.)
* Nursing and parenting space (with free feeding and diapering supplies)
* On-site pregnancy testing (free/confidential urine tests)
* Directions around campus & Accompaniment to SWC Counselling
* In-person peer support (in our private back office)
* Ion therapy lamp (“SAD light”)

These services are specific to SHEC operating on an in-person basis, and are no longer available in the same form. We plan on achieving this goal by releasing several campaigns about what MSU SHEC looks like in an online environment. These campaigns will be released throughout the academic year in order to reach students consistently and remind them/update them on service changes as COVID restrictions are modified.

Most returning students know what SHEC looks like and offers in-person, however it is important to update students with what sort of services and supplies we offer in an online world, as well as how to access these resources via SHEC. In addition, we plan on sharing a more diverse array of resources and training materials by diversifying the perspectives and scale of information being shared.

# Projects/Events

## Continuous Activities

Peer Support:

The Peer Support that MSU SHEC provides is rooted in an anti-oppressive framework that acknowledges complex trauma that comes with living in a society that actively seeks to marginalize and harm us and/or those whom we love. [Here](https://www.facebook.com/plugins/video.php?href=https%3A%2F%2Fwww.facebook.com%2FmsuSHEC%2Fvideos%2F567926427357818%2F&) is a detailed video that the Service created in 2019 to explain how to access peer support through our safe(r) space on campus (*currently closed due to COVID-19*). It is on our to do list, to recreate this video with more up to date information and staff as soon as time/Pandemic guidelines permit.

Peer support at MSU SHEC is completely free 100% of the time. We offer confidential and anonymous support to all service users. Our peer support volunteers are trained to never pressure a visitor to disclose any personal or sensitive information. Instead, we welcome students to share more details if that is something they wish to do or are comfortable with.

Chat-based peer support will be available on a drop-in basis through a platform called "Tawk.to" during official operational hours. A video or phone call must be booked ahead of time (~ 48 hours in advance) using our anonymous request form, bit.ly/SHEC-In!

Collective Care:

In the Winter 2021 semester MSU SHEC and WGEN partnered to provide students with virtual gift cards to assist them in covering the costs of essential items like safe(r) sex supplies, menstrual products, gender-affirming gear, parenting supplies, and much more! We plan to continue this collaborative initiative throughout the upcoming academic year. Individuals will be able to request their card anonymously via online form (at bit.ly/Collective\_Care) or they can email the organizers (confidentially) at SHEC-WGEN@msu.mcmaster.ca.

This initiative was originally meant to *temporarily replace* our usual in person distribution of material-resources from the two services while our physical centres on campus are closed due to COVID-19. However, after viewing the success this campaign drew in, it would be useful to keep this program running in the future for certain items that students may want more autonomy over the purchasing process (i.e., Gender-affirming gear, products for children under the age of 12 years old, parenting supplies, and personal hygiene items such as body wash or deodorant, etc.).

This program is to be managed only by paid staff, including the MSU SHEC Director and Assistant Director, as well as the WGEN Director and Assistant Director. This is the case to ensure that any/all contact information or sensitive information that is disclosed through the official request form remains confidential and anonymous. The paid staff tasked with running this continual supply distribution effort plan to meet early in the year (when time and hiring permits) with VP Finance to discuss which funding pathways are most appropriate for the Collective Care initiative and to devise a suitable sponsorship recruitment plan. Currently, potential sources of additional funding via grants, sponsorships, and/or donations are the MSU Special Projects Fund; McMaster Alumni Association; Okanagan Charter McMaster; McMaster Graduate Student Alliance (GSA); OPRIG McMaster; and McMaster President’s Advisory Committee on Building an Inclusive Community (PACBIC).

Lockers Of Love:

MSU SHEC developed a partnership with the MSU Food Collective Centre so that people can anonymously order health supplies online. However, *they are currently only distributing gift cards for President’s Choice, due to ongoing campus restrictions.*

The PTM communicates with the MSU FCC staff throughout the year, as needed, and picks-up supplies from the Space (or the MSU Office) whenever stock is running low. This has been a fantastic project that has made our service’s supplies more accessible. The most popularly requested items through this program are pregnancy tests and nursing/ parenting supplies. This upcoming year, if restrictions permit, we plan to add the aforementioned Harm Reduction Kits to the order form. This partnership will be the responsibility of the Assistant Director.

## Repeating Projects/Events

What the SHEC:

During the Winter 2021 semester, MSU SHEC began offering weekly programming called “What the SHEC? Drop-In’s” (W.T.S.) from Monday to Thursday on Microsoft Teams Live Events. These sessions ran for one hour and were intended to provide anonymous drop-in Q&A opportunities. Two closed spaces were offered: 2STLGBQIA+ Hour (Mondays) and Disabled/Chronically Ill/Mad/Mentally Ill Hour (Tuesdays).

These livestreams allowed students to anonymously join our broadcast directly from their web browsers and to quickly ask their peers health-related questions or just listen in to the conversation of the day. W.T.S. ran four times per week, from 6:30-7:30 PM (EST). We plan to continue this initiative this upcoming year with the added objective of commissioning more promotional assets from the Underground to advertise these “W.T.S.” Live streams and improve visitor turnout.

## Annual Projects/Events

Harm Reduction Fair:

MSU SHEC has previously hosted a drop-in event with various partnering community and MSU groups in the MUSC Atrium (aka “Marketplace”). Featured booths included the AIDS Network who would speak about their mobile van, MSU EFRT who would discuss emergency response, and a couple stations run by MSU SHEC volunteers. This lasted from 2014 through to 2019, but the turnout eventually faded almost entirely.

In 2019, the SHEC PTM arranged to hold an event in collaboration with MSU Pride Community Centre called “Fully PrEP’D”. For this live event, we had Pharmacist Drew from the Prevention Clinic + Pharmacy come in to discuss HIV/AIDs, PrEP+PEP, Naloxone, and insurance coverage/ service accessibility.

This year we plan on further adapting this event into an online fair consisting of multiple sessions spanning, perhaps over a couple of days. We feel it would be beneficial to invite additional speakers to diversify the viewpoints and topics relating to the overarching theme of Harm Reduction. For example, not just focusing on a medicalized framework, but also hearing from those with lived experiences addressing the sociological side of Harm Reduction. These sessions will begin with a general introduction to harm reduction, what it looks like and how it works. However, we plan on potentially having Drew come in for volunteer training this year and continue to partake in this event.

Exam Care Programming:

This project has been run twice annually for a very long time and is a signature SHEC event. This event has consistently presented itself as a very expensive event; however, engagement is always extremely high. It costs $400 - $900 per semester just for the prizes/care package items alone, with additional costs for promotional materials. That being said, during Spring of 2018 and Fall of 2021, the Student Wellness Centre gave us $450 for this project. This year, we anticipate that we will be collaborating with another service (i.e., SWHAT, Spark, Diversity Services or Maccess), to further increase engagement and to lower costs.

During the Spring of 2019 summer resource cards were included in the packages and proved to be very popular. These cards listed resources that would maintain hours of operation throughout the duration of the summer, since we and the rest of the peer support department are closed. We believe that this is a crucial resource that added to the importance of our care packages. We have also had remarkable success when offering students several more expensive items that could be won (i.e., hiding a Golden Ticket in one of the packages for an Amazon Echo and having folks enter via social media to win a weighted blanket or S.A.D. lamp).

In previous years, MSU SWHAT was an extremely useful partner for the distribution of exam care packages. Plus, the initiative allowed students to socialize with volunteers in a less intimidating environment (compared to walking home at night), which helped them to promote their squad of friendly volunteers and to further increase their service usage during exam time.

This year, due to COVID-19 considerations, it is likely that Exam Care Programming will take place as “Exam giveaways” to adapt previous plans to that of a virtual environment.

## Other Projects/Events

Volunteer Socials:

Volunteer engagement and retention initiatives are to be primarily handled by the Volunteer Coordinator(s) and Assistant Director. These events are to provide chances for peer support volunteers to engage in individual and/or group debriefs following difficult peer support sessions and/or other recent events that may cause the team distress.

Volunteer recognition initiatives will also be primarily handled by the Volunteer Coordinator(s). The Volunteer Coordinator(s) are responsible for facilitating 3 to 4 social events for the entire volunteer team to increase a sense of community and interconnectedness. This may also include a selection of thank you gifts, seasonal gifts or branded items. These events should be spaced out throughout the duration of the academic year, preferably 2 during the Fall semester and 2 during the Winter semester. This is however subject to change based on the discretion of the Volunteer Coordinator(s) and depends on factors including but not limited to budgetary considerations, volunteer engagement and COVID-19 guidelines.

# Project/Events Timeline

## Spring/Summer Term

|  |
| --- |
| May |
| Service Goals:  | * Transition phase (work on year planning and executive hiring processes, orient ourselves with any/all training material and previous reports necessary)
* General Year planning
 |
| June |
| Service Goals: | * Update the SHEC Operating policy and appropriate JDs for EB.
* Continue executive hiring.
* Release returner and upper year volunteer applications
* Year planning
* SHEC Space Visit, particularly to assess inventory; Special permission to enter MUSC 202 in preparation of the upcoming year.
* Seek out training materials & opportunities for the new executive team members that are specific to their roles.
 |
| July |
| Service Goals: | * Finish returner + upper year volunteer hiring
* Executive training
* September training planning (Decide what needs to be covered and divide up the responsibilities fairly)
* Have a clear vision of what the year ahead will look like and seek out increased support in areas that executive team may be feeling overwhelmed.
* Operations: assess venues for accessing peer support and evaluate their efficacy and accessibility features.
* **EB Report 1 due July 5 @ Noon (meeting July 8 @ 2)**
* **Budget Plan Due July 9th**
 |
| August |
| Service Goals: | * Seek Community Sponsorships & Donations: Supplies distribution funding and gift-cards for giveaways later in the year.
* Support SHEC Executives with creation of their year plans
* Finish all returner + upper year hiring.
* Virtual Welcome Week: Collaborate with other departments or services as requested.
* Operations: Set hours of operation and continue assessing venues for accessing peer support.
* Fall PSV Hiring Opens: The two-week submission period for new transfer and first-year students PSV applications opens on August 27
* Have check-ins with each of the executives to discuss what their semester-long and year-long goals are and how we can help support them as classes begin..
* **EB Report 2 due August 30 @ Noon (meeting September 2 @ 2)**
 |

## Fall Term

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| --- |
| September: |
| Service Goals:  | * Complete Peer Support Volunteer Hiring: Finalize hiring of new transfer and first-year students.
* Peer Support Volunteer Training: Provide a comprehensive and accessible training experience for all new and returning volunteers.
* Resume Collective Care initiative with WGEN (i.e., open the visitor-facing form and begin accepting responses)
* Operations: and assess need for more volunteers.
* Find a balance between work, school, and personal responsibilities; hopefully reduce hours of work per week to match those of the job description.
* Meet the services collab event (Diversity services, Maccess, WGEN)
 |
| October: |
| Service Goals: | * Committee Performance Review: Committee executives will check in with their team members and follow up with the Director and Assistant Director.
* Promotional Strategies Review: Meet with the Promotions Coordinator alone and then in conjunction with the other executives.
* Online Pod Socials (six smaller group events each hosted by one of executive team members) and/or Volunteer Social, as decided by Volunteer Coordinators and Assistant Director
* Relax expectations of volunteers to accommodate the fact that many folks will be in the processing of applying for further studies (i.e., graduate school, continuing education, etc.).
 |
| November: |
| Service Goals: | * SHEC Cares Planning: Finalizing our alternate programming for exam care packages & placing any relevant purchase orders.
* Resources & Advocacy Committee Campaign: Release of the first full-sized campaign of the year
* SHEC Promotional Items: Purchasing custom SHEC branded items that can be given to McMaster students.
* On-going executive training event & decide on a possible conference we can attend together as an added learning experience (we did this in 2018 with the Indigenous Health Conference and everyone learned a lot)
 |
| December: |
| Service Goals: | * Exam-Time Peer Support: Each volunteer will sign-up for three hours (in total) over the span of the exam period
* Online Volunteer Social: At the very beginning of the month we will host a volunteer social event with varying options (i.e., a virtual study hall *and* a movie night)
* Develop Winter Training: Decide on what needs to be covered and divide up the responsibilities fairly.
* Have check-ins with each of the executives to discuss what their second semester looks like and how we can shift expectations of them accordingly, as well as review goals for the upcoming semester..
* Provide volunteers and executives with the opportunity to provide feedback on the operation, accessibility, inclusivity, or other aspect of their experience with the service throughout first semester.
 |

## Winter Term

|  |
| --- |
| January: |
| Service Goals:  | * Winter Training: Host a refresher training session(s) for all peer support volunteers.
* Committees Resume: Open call to the entire volunteer team for interested committee members to join for the new term.
* Director Hiring: All submissions, application review, and interviews for the SHEC 2022 - 2023 Director position should occur around this time.
* Find way to make everyone’s jobs more accessible and enjoyable in hopes of maintaining steady engagement levels from both volunteers and executive team members.
 |
| February: |
| Service Goals: | * Executive Hiring: All submissions, application review, and interviews for the SHEC 2022 - 2023 executive team should occur around this time.
* Committee Performance Review: Committee executives will check in with their team members and follow up with the Director.
* Host a Volunteer Social event
* Director Transition Period: Assuming the incoming Services Director has been hired, the Director
* will begin having regular meetings with them and begin to work on their transition report.
* Macess Collab event
 |
| March: |
| Service Goals: | * PSV Hiring: Submissions should open around this time, followed by interviews, for peer support volunteer applications for the 2022 – 2023 academic year.
* Letters of Recommendation: Offer volunteers the opportunity to reach out to chosen executive for a letter of recommendation.
* Transition Reports: Writing and editing transition reports for the incoming executive team.
* Volunteer recognition and appreciation before exam shifts begin.
* Diversity Services Collab event
 |
| April: |
| Service Goals: | * Complete Transition: Finish writing transition reports and have meetings with the incoming executives.
* Exam-Time Peer Support: Each volunteer will sign-up for three hours (in total) over the span of the exam period
* Year-End Socials: Host a volunteer and executive social event to celebrate the end of the academic year!
* Make sure that the next Director (and Assistant Director, if applicable) has a relatively smoother transition ahead of them (with less uncertainty) by providing comprehensive resources to refer to throughout the next year and an open line of communication!
 |

# Finances & Equipment

## Budget Projection

Below I have attached the approved budget for this year, and the appropriate allocation of funds. At this point in time, the Assistant Director has received no budgetary training, and the Director has received little to no Budgetary training. This is as detailed as we can be thus far. The official Budget Plan is due on July 9th, 2021 and will be completed and submitted by that date.



The budget for training was previously $2,200 or greater for many years, however it was cut to $500 in May of 2020 because the MSU did not realize the costs associated with delivering training online (i.e., Zoom conference licensing expired, MS Teams compatibility issues, transcription/ closed captioning fees, etc.). Due to associated costs with creating accessible training in an online environment (I.e., videos professionally captioned through an online service like Rev.com...cost is ~$1.25/min), it is likely that additional funding will be needed for the associated training costs. It is also imperative that guest speakers who have specialized knowledge for their efforts are compensated fairly.

We plan on meeting with VP Finance soon to discuss funding pathways that are most appropriate for the MSU SHEC service, and to devise a suitable sponsorship recruitment plan. We plan to utilize the MSU Special projects fund for any/all collaborative events/campaigns and applying for additional funding through potential sources of additional funding via grants, sponsorships, and/or donations are McMaster Alumni Association; Okanagan Charter McMaster; McMaster Graduate Student Alliance (GSA); OPRIG McMaster; and McMaster President’s Advisory Committee on Building an Inclusive Community (PACBIC).

## Inventory

Inventory Tracking ([excel sheet](https://mcmastersu.sharepoint.com/%3Ax%3A/s/shecxec/EcVWlV3_dvtNuexQjI1yLaUBhsyzA8BQYiXzhzAM7Y6NXQ?e=Hmi5Nn)) has presented itself as a difficulty in previous years. This year, we are lucky enough to have two paid positions (Director and Assistant Director) to work on keeping track of stock supplies and expiration dates.

The excel sheet has information about the current stock within the Space as well as suggested quantities to keep in the Space based on whether the service is operating in-person or virtually. The excel sheet also tracks information about who added or removed supplies from the Space on what date, how much was taken and how much stock remains, as well as any discrepancies between the stock levels and service usage reporting from volunteers. The discrepancy part will not be of use so long as we remain in a virtual environment.

If the COVID-19 restrictions permit in person operations, the PTMs will alternate duties in preforming an inventory tally every 1-2 weeks. However, a full detailed inventory (making note of upcoming expiration dates) should be conducted once every 4 to 6 weeks.

MSU SHEC has approximately 300 books in its possession (as part of the lending library) as of June 2020. Last year, the team compiled photos of the front cover of each book and uploaded these photos into a designated Google Drive folder. The Resources & Advocacy Coordinators were then making an excel sheet with each title and author, date of publication, as well as any negative online reviews or harmful materials within the book. This year, we plan to remove any book that pre-dates 1993 (excluding the classics like “Sister Outsider”), or any other materials that are harmful and/or outdated. Following the completion of this task, we plan to provide our contact at the McMaster Library with an official list of books available from the Lending Library. Some of them are listed on the library’s online catalogue but the list has not been updated since 2008.

## Contacts

All P.O. requests from the Service must be sent to VP Finance, the Accounting Intern, and Accounts Payable - regardless of the total amount being spent. Only a PTM can submit a P.O. and only VP Finance can approve them.

|  |  |
| --- | --- |
| ***Contact*** | ***Duties*** |
| ***Vice-President Finance*** vpfinance@msu.mcmaster.ca | · Only they can **approve P.O. request**, must wait for their ‘OKAY’ even if you have been sent a PO #· Relevant contact for **budgeting questions**· **Extra funds**: administer of the Special Projects fund and Capital Growth/Expenditure form  |
| ***Accounts Payable & Payroll Administrator*** payables@msu.mcmaster.ca | · Will provide **PO #s** after approval of purchase request form (also called “Purchase Orders”)· Has all relevant **payment info** (credit cards, debit cards or will issue a cheque)· Should send **receipts** to them as well. |
| ***Accounting Clerk******(Student Intern)***accountingclerk@msu.mcmaster.ca | · Will provide **PO #s** after approval of purchase request form (also called “Purchase Orders”) |

# Promotions

Promotions are absolutely everything. This position entails a whole lot of creativity, organization, initiative, and thoroughness.

Promotions will need to be considered weeks in advance. It is important to encourage everyone on the team (from executives to volunteers) to consider how the Service wants to present itself to the community whenever we release something new. Whether it is a new free product or a big event, the key to success is knowing who your target audience is and making sure to cater to their interests and needs.

Most promotional material is to be created through the Underground to ensure full compliancy with the MSU’s design/media regulations & guidelines. There should be sufficient budget to order most materials through the UG.

## Service Webpage

The designated webpage for MSU SHEC should include direct links to alternate platforms such as our social media profiles, the main SHEC email, our LinkTree(s), Tawk.to, etc. It should also include general information about what peer support is and what services MSU SHEC offers. Finally, there should be a copy of the demonstration videos on how to use the Rapid Response hcG pregnancy tests and FYL contaminate tests.

Archives from the previous website were sent by Michael Wooder and were saved on the OneDrive under the SHECxec Group (2020-2021 > Promotions).

We have considered exploring the possibility of a designated website for the Peer Support Services developed and paid for by the MSU. Partially because Peer Support Services are some of the only mandatory operations under the Student Choice Initiative – which the Ford government is threatening to bring back. Moreover, the 5 Services are deeply intertwined; often we complete combined training sessions, collaborate on major projects, share resources and supplies, and refer students to one another! Additionally, each of the services uses multiple platforms with limited free account user abilities which they are balancing for things like private and group peer support, advocacy, feedback collection, resource distribution, and outreach. Having a centralized website would make accessing the services easier for MSU members. It would also make it easier for the staff to keep up to date.

The two videos “What is Peer Support” and “Welcome to the SHEC Space” will be re-filmed as soon as possible and safe to do so. There are copies of the script for each existing video in the OneDrive(“Script”).

## Social Media

Special considerations will need to be considered when using Facebook. Many students do not feel comfortable having their family members see them interact with MSU SHEC’s material on the platform. This may also pose as a concern on Instagram when talking about heavily stigmatized subjects such as solo sex, drug use and harm-reduction, as well as 2S, trans and non-binary focused health care.

Twitter has been and may continue to be a particularly good space for discussing topics that are seen as political in nature such as health policy, disability justice, mutual aid networks, 2STLGBQIA+ supports, etc. MSU SHEC developed a publicly visible ‘list’ on the app called “Hamilton Community ♥” which has a healthy number of followers. Originally, it was intended to be a list of sources for news or events happening in the Hamilton area that our Promotions Coordinators could retweet or tweet about but has amassed a bunch of followers! Twitter was an area of major focus for engagement growth in the past year.

It may be beneficial to the Service to create a designated TikTok account, as both Instagram and Facebook are run by the same parent company which abides by the USA’s **SESTA/FOSTA** legislation. This legislation shadow bans and/or removes posts that contain information about sexual or reproductive wellbeing as well as 2STLGBQIA+ celebratory content. We have been de-platformed because of these. It is important to know that the federal government is currently looking at introducing novel legislative control over online materials which could cause further issues down the line.

## Merchandise & Apparel

In the past, sweaters and shirts have been provided to volunteers for end-of-year volunteer appreciation. In the 2020-2021 academic year, the volunteer recognition budget was significantly reduced, and the service was only able to provide volunteers with two small gift cards, as well as some gift card rewards for a volunteer appreciation event. If the budget permits, we hope to provide volunteers with a form of merchandise or apparel as volunteer feedback regarding apparel has been incredibly positive in the past.

## Contacts

|  |  |
| --- | --- |
| ***Contact*** | ***Duties*** |
| ***The Underground Manager***underground@msu.mcmaster.caorugmanager@msu.mcmaster.ca | · Works with the Promotions Coordinators and/or PTMs to facilitate the **creation of designs** for the Service at a fee.· Contact for ordering discounted merchandise or apparel from **Entripy** Canada *(30% off)* |
| ***Marketing and Communications Director*** comms@msu.mcmaster.ca | · Help with organizing **paid promotions/ ads.**· Has a lot of long-term contacts that can be helpful.· Promotions Exec should receive training from him at beginning of their contract.  |
| ***Communications Officer*** commsofficer@msu.mcmaster.ca | · Can help you do MSU **account takeovers.**· Can help with videos, pictures, booklet designs, **website stuff**, all sorts of promo things.· Can help with custom URLs and such too.· Has a full list of SHEC **accounts & passwords.** |
| ***CFMU, Community Outreach Coordinator***cfmucom@msu.mcmaster.ca | · Will **advertise** your operational hours for free.· Can help create **podcasts**, videos, etc. |
| ***The Silhouette, Editor-In-Chief***thesil@thesil.ca ormanaging@thesil.ca | · Collaborator for semi-regular **Opinion Pieces** and/or other featured stories· We discussed having a **“What the SHEC?” column** where students submit anonymous questions and then a volunteer writes back  |

# Onboarding & Administration

## Hiring

Before beginning the recruitment process for any form of hiring, things to consider include:

* *What measures of diversity could the team improve upon? How will you reach students from these underrepresented groups?* *Will you cap the number of volunteers hired from any overrepresented groups (i.e., Bachelor of Health Sciences students)?*
* *How can the SHEC values be interpreted based on things commonly found on a candidate’s application and/or during the interview? What types of experiences could be otherwise overlooked (i.e., fast food worker, poetic writing, fluency in a second language, etc.)?*
* *What exact steps will you take to guard the confidentiality of the applicants? Will disclosures be tracked and to what extent? Who is privy to that information and who is not?*
* *Have you considered the barriers present in the hiring process and how to proactively offer accommodations? Can you consult with an advisor, supervisor, or co-worker to remedy or remove these barriers?*

### Part-Time Manager(s)

The members of the hiring board for both the Part-Time Manager positions are detailed in the Service’s Operating Policy. It is the duty of the Vice-President Administration to outline the processes for hiring for these positions, unless otherwise delegated. They are also responsible for initiating the recruitment process and finding eligible hiring board members. Applications require a resume and cover letter.

Recruitment for the Director position normally opens in early to mid-December, but we have routinely had a smaller applicant pool for this position meaning that application submissions are often extended until early January. Recruitment for the Assistant Director should begin promptly after the Director has been hired as both Managers will begin their contracts on April 1st.

### Executives

The members of the hiring board for each position will be determined by the Part-Time Managers. An Executive Board Member is not required for hiring of unpaid positions. To the best of our abilities, we plan to try our best to ensure that there is *always* proportionate representation of racialized students on the hiring board. Occasionally, other members of the executive team and/or executive volunteers or staff from other MSU Services (i.e., WGEN Assistant Director) may serve as a member of the hiring board, if possible. We also will be letting applicants know ahead of time who the hiring board will consist of to avoid conflicts of interest during the interviewing process.

It is the duty of the Part-Time Manager(s) to outline the processes for hiring for these positions and confirming the details of the process with the Human Resources Representative as well as VP Admin. They are also responsible for initiating the recruitment process and finding eligible hiring board members. Applications may either be collected via a designated submission form through Microsoft/Google Forms or the PTM can request for resumes and cover letters to be submitted through the Job Posting on the MSU Website.

Recruitment for these positions varies based on the year and applicant pool. All applications must remain open for at least 14-days after the job has been posted. Depending on the application pool this may be extended. Applications cannot close before the incoming PTMs begin their employment contracts as they are both mandated members of the hiring boards.

### Volunteers

Historically, each member of the executive team would serve on the hiring board for the Peer Support Volunteer (PSV) positions. However, the executive team is now large enough that it is not necessary to involve every single member of the team on the board if it is not beneficial to do so (i.e., timeline dilemmas or major conflicts of interest).

Ideally, the Volunteer Coordinators and the Training & Development would sit on any future PSV hiring boards alongside the PTMs. Ultimately, the members of the hiring board will be determined by the PTMs.

It is the duty of the Part-Time Manager(s) to outline the processes for hiring for these positions and confirming the details of the process with the Human Resources Representative as well as VP Admin. They are also responsible for initiating the recruitment process and finding eligible hiring board members. Applications can either be collected via a designated submission form through Microsoft/Google Forms or the PTM can request for resumes and cover letters to be submitted through the Job Posting on the MSU Website.

Recruitment for these positions happens in three stages; one designated stage for applicants that wish to return to their position as a PSV for MSU SHEC; one for students who have never volunteered with MSU SHEC; and one for students that are new to McMaster. Each application period should last at least 14-days. Ideally, the recruitment timeline for the new students would occur during the end of Welcome Week and the first few days of classes to help maximize the reach of the hiring promotions.

## Training

The budget for training was previously $2,200 or greater for many years, however it was cut to $500 in May of 2020 because the MSU did not realize the costs associated with delivering training online (i.e., Zoom conference licensing expired, MS Teams compatibility issues, transcription/ closed captioning fees, etc.). It is crucial that enough money is saved to have videos professionally captioned through an online service like Rev.com (cost is ~$1.25/min). It is also imperative that guest speakers who have specialized knowledge for their efforts are compensated fairly.

If on Campus (unlikely for this upcoming term), prime locations to hold training include: The ‘active learning’ spaces in L.R. Wilson, classrooms on the 2nd or 3rd floor of IAHS, or a classroom in the new PGCLL. Whatever location you chose, we will make sure to provide volunteers with very clear and accessible instructions on how to get to the training room from the residence buildings and/or the McMaster bus stops.

### Part-Time Manager(s)

It is the duty of the Vice-President Administration and MSU to outline training modules and sessions for the PTM positions.

### Executives

This year, we are lucky enough to have two new Training & Development Coordinators. They will take on the brunt of organizing all ‘core’ and ‘supplementary’ training for the SHEC peer support volunteers, as well as assisting PTMs in training executive members. As these executives have still yet to be hired, we cannot provide additional information on training thus far.

### Volunteers

MSU SHEC volunteer training typically occurs once per academic term (14 hours x 2). We will strategize the use of time and effort when preparing training based on the outcomes and competencies that we want to see from the team.

The first training session will focus mainly on the core competencies and expectations of the role (very content heavy). January training is often practice-based and may also be used to fill in knowledge gaps that the executive team might have observed either amongst team members or amongst students in general. There is usually a new special operation to introduce by Winter training.

In 2020-2021, our executive team utilized situationals, and had various guest speakers come in to talk about the issues that the executive team did not feel they could cover (due to lack of knowledge/ lived experience, capacity, or time).

All SHEC-related training materials from the previous year were collected in a folder labelled “SHEC Training”, however, some guest presentations were not saved. We plan on re-using materials that have been saved and passed along but will make the necessary updates and changes to suit our incoming PSV team.

Certain MSU Services like the PCC and Diversity Services have been long-term partners for training purposes (all of our services are meant to be anti-oppressive as well as queer and trans-celebratory, etc). Often the members of the MSU SHEC executive team will have sufficient knowledge and/or lived experiences to present the information themselves, but it can be rather *refreshing* to have a guest facilitator present for a change - and it helps the volunteers to *remember the service* in case a relevant referral is ever needed.

## Year Plan

### Executives

## Reports

##

As this is the first report being written by both the SHEC Director and Assistant director, and it is formatted vastly differently from previous year plans, we have no tips for report writing thus far.

# Miscellaneous

# Appendix

## Full Contact List

## i. External Contact List

**Name**: Rita Aker

**Title**: Sexual Wellness/Harm Reduction – Public Health Hamilton

**Contact**: Online form, Rita.aker@hamilton.ca, or Call 905-546-3162

**Notes**: Must email Rita for free access to expensive items such as internal condoms, large condoms, latex-free (vegan) condoms and oral barriers.

***Location***: 100 Main St. West (corner of Main/Bay) ← *Parking off side of King St*

Downtown Sexual Health Clinic + Public Health Office + DeGroote Med

**Name**: Liz Gerics

**Title**: Sales Representative (EPP) – Pamco Distributing Inc.

**Contact**: liz@pamco.ca or 519-648-2200 - Ships from Kitchener

**Notes**: Must email Liz for up-to-date product cost list via the Educational Pricing Program. Has all the sexual health stuff that you need that Public Health cannot provide us with for free (must buy in bulk usually).

**Name**: Catherine Morgan
Title: Sales Representative – PharmaSystems Inc.
Contact: Catherine.morgan@pharmasystems.com - Ships from Markham

**Notes**: Must email Catherine for quotes on Deterra drug deactivation pouches, as we cannot order through their online service (not one of their typical buyers). Only supplier currently in the region.

**Name**: Mike Murphy

**Title**: Reproductive Unit, Sales Representatives – BTNX (Rapid Response™)

**Contact**: mike@btnx.com - Ships from Markham

**Notes**: Must email Mike for quotes on urine cups & hCG pregnancy test strips, being specific that you require a full estimate including shipping

and taxes *before* placing orders. BTNX also offers UTI tests, in-clinic COVID-19 tests, etc.

**Name**: Wilson Lou

**Title**: Drug Analysis Unit, Sales Representatives – BTNX (Rapid Response™)

**Contact**: wilson@btnx.com - Ships from Markham

**Notes**: Must email Wilson for quotes on FYL testing kits, being specific that you require a full estimate including shipping and taxes *before* placing order. BTNX also offers UTI tests, in-clinic COVID-19 tests, etc.

**Name**: Stella

**Title**: Accounts Receivable – BTNX (Rapid Response™)

**Contact**: stella@btnx.com

**Notes**: Stella is usually the one who will send invoices and/or do follow-ups to ensure proper payment facilitation. May also call Wilson or Mike over the phone though to give the credit card information before the order is shipped.

**Name**: River Holland-Velade

**Title**: Peer Mental Health & Addictions Worker – De dwa da dehs nye>s

**Contact**: rholland-velade@dahac.ca & [referral form](https://aboriginalhealthcentre.com/wp/wp-content/uploads/2021/01/Referral-Form-for-External-Service-Providers.pdf) (for other community orgs)

**Notes**: River helped us to facilitate our first Indigenous cultural competency and support network training in many years. They/Wiin are a young ‘urban Indigenous person’ and former PSV with MSU Maccess and Pride!

**Name**: Andrew “Drew” Schonbe

**Title**: Lead [HIV] Pharmacist – Prevention Clinic & Pharmacy

**Contact**: Info@preventionclinic.ca

**Notes**: Drew and team are great resources for discrete mail/local delivery of free Naloxone, sexual health supplies, STBBI testing swabs, etc across all of Ontario. They also ship out free/discounted PrEP/PEP, do Naloxone trainings through video calls and have a dog for the clinic (Achilles)!

**Name**: Noxy Nkomo-Goto

**Title**: Local WHAI Coordinator – The AIDS Network (Hamilton area)

**Contact**: whai@aidsnetwork.ca or 905-528-0854 ext. ***245***

**Notes**: ACB and Indigenous women have the highest rates of new HIV diagnoses in Ontario. WHAI does important work in Ontario to advance prevention and care efforts targeted at women who are HIV + or living with AIDS, or otherwise at-risk of contracting HIV. They can connect individuals to testing, support groups, outside orgs, etc. and free PrEP for 3 months in Ontario!

**Office**: Lead Organizer – Sex Workers’ Action Program (SWAP) Hamilton

**Contact**: SWAPHamilton@gmail.com

**Notes**: Supports SWers in and around the Hamilton area in various ways! They have a mobile unit and a private distribution location Downtown that you can drop supplies off at. They are a great resource for training and are always looking for donations of safe(r) sex items, FYL and hCG tests, hygiene and menstrual products, gift-cards, nursing supplies, and even educational pamphlets (i.e., how to put on a condom or use Narcan).

## ii. Internal Contact List

*Board of Directors*

**Name**: Denver Della-Vedova

**Title**: President & Chief Executive Officer

**Contact**: president@msu.mcmaster.ca

**Notes**: Typically not necessary to communicate with Denver unless otherwise directed to do so. Will only be brought onto conversations with the

President when it is deemed inappropriate for the VP Admin to pass along the information (i.e., Issues with the VPs, complicated relationships between Union and University counterparts, etc.)

**Name**: Christina Devarapalli

**Title**: Vice-President Administration & Chief Organizational Officer

**Contact**: vpadmin@msu.mcmaster.ca

**Notes**: Must communicate on an ongoing basis with the VP Admin as they are the direct supervisor of PTMs.

**Name**: Jeganiyah (JJ) Jayachandran
**Title:** Vice-President Finance & Chief Financial Officer
**Contact:** vpfinance@msu.mcmaster.ca

**Notes**: Must send VP Finance all requests for a P.O. approval regardless of cumulative cost. VP Finance will be your contact for additional funding from the MSU where the budget is not sufficient, they can also answer other questions about the use of discretionary budget!

**Title**: Vice-President Education & Chief Coordination Officer

**Contact**: vped@msu.mcmaster.ca

**Notes**: Should ask for their permission before signing onto any large-scale petitions or initiatives (they can also have the MSU sign too sometimes). Can also assist in developing any official statements that the Service releases. Their main job is to be an advisor on policies within the Union and University, as well as within several municipal, provincial, and federal initiatives.

*Executive Board Contacts*

**Name**: John McGowan
**Title:**  General Manager (GM)
**Contact:** gm@msu.mcmaster.ca

**Notes**: May have some contact with John during EB meetings and/or to discuss anything relating to the insurance coverage for MSU SHEC activities (i.e., Naloxone outreach).

**Name**: Victoria Scott

**Title**: Administrative Services Coordinator (ASC)

**Contact**: asc@msu.mcmaster.ca

**Notes**: Victoria will be providing details about EB meetings and reporting. Victoria is also our main contact for anything to do with the physical space in MUSC (i.e., repairs, passcodes, PTM visits to MUSC, voicemail access, etc.). She also has access to MSU SHEC archives and is the internal Health & Dental Plan representative for all MSU students.

**Office**: Human Resources (HR)

**Contact**: HR@msu.mcmaster.ca

**Name**: Kevin O’Mara
**Title:** Accounts Payable & Payroll Administrator
**Contact:** payables@msu.mcmaster.ca and 905-525-9140 ext. *23254*

**Notes**: Must CC Kevin on emails that request a P.O. approval so they can provide a PO # once approved.

*McMaster University Contacts*

**Name**: Wil Fujarczuk

**Title**: Prevention Education Coordinator– McMaster SVPRO (Division of EIO)

**Contact**: fujarcwt@mcmaster.ca

**Notes**: Oversees all educational and advocacy initiatives that come out of SVPRO (focusing on prevention). Helped initiate the new Peer Educator program of Mac grad and undergrads through SVPRO. Wil used to work with Taryn in SWELL, he also has a great deal of experience working with 2SQT youth as well as facilitating positive masculinity workshops!

**Name**: Hagar Akua Prah \*\*

**Title**: Support and Complaint Coordinator– McMaster SVPRO (Division of EIO)

**Contact**: prahh@mcmaster.ca or (905) 525-9140 ext. ***20909***

**Notes**: Hagar is Wil’s supervisor and the head of SVPRO. She is the intake contact for anyone within the McMaster community looking to make a complaint, seeking accommodation, consultation, and/or requesting support in relation to experiences of Sexual and/or Gender-Based Violence (S/GBV). She also runs the psycho-educational group “Pegasus” which is a 6 to 8-week program open to all faculty, students, and staff.

**Name**: Kate Brown

**Title**: Accessibility, Disability & Inclusion Coordinator– EIO

**Contact**: access@mcmaster.ca

**Notes**: Kate is a **wonderful** contact and support person; she has a breadth of lived experiences and academic/work-related experiences. She will provide training to PSVs and the executive team! She oversees all educational and advocacy initiatives that come out of EIO surrounding accessibility, disability, and inclusion.

**Office**: Ombuds McMaster– Independent Organizations

**Contact**: ombuds@mcmaster.ca or MUSC 201 or 905-525-9140 ext. ***24151***

**Notes**: Ombuds services are paid for in part by the University and part by the MSU, but they are to be an impartial secondary body for consultation for both the University and the MSU.

**Name**: Taryn Aarssen

**Title**: Lead Wellness Educator – McMaster SWC & SWELL

**Contact**: aarsete@mcmaster.ca

**Notes**: Taryn is the primary contact for collaborations with SWC (either sponsorships or outreach partnerships)! She oversees all initiatives developed by the SWELL Peer Educator teams that fall under the categories of Sexual Wellness, etc. She can also pass info or graphics to their new paid Marketing Student to help promote online for MSU SHEC!

**Name**: Cathy Jager

**Title**: Clinic Manager– McMaster SWC

**Contact**: jagerc@mcmaster.ca

**Notes**: Cathy can help identify relevant vendors for items that cannot be easily sourced out online and/or that require an account first (i.e., Cardinal Health). She may also be able to connect us with someone that provides free menstrual product samples in bulk.

**Name**: Nicole Doro

**Title**: Learning Support Librarian– McMaster Libraries

**Contact**: dorone@mcmaster.ca

**Notes**: During the pandemic, the Mac Library set up a curb side pickup program outside of Mills and offered to have MSU SHEC’s products available through their online ordering system. This is a more COVID-safe option than Lockers of Love.