



Year End Review

MSU SHEC
Service Director
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2021–2022
(Submitted March 21st)

Continuous Activities/Programs

Peer Support:

The peer support that MSU SHEC provides is rooted in an anti-oppressive framework that acknowledges unique experiences of intersecting forms of marginalization. [Here](#) 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*). We must work towards recreating this video with more up to date information and staff as soon as time/public health guidelines permit.

Peer support at MSU SHEC is 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 is 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, <https://bit.ly/SHECRequest>!

Note: In a "normal year", free of COVID-19, this peer support takes place in our physical space MUSC 202. We have found that online peer support provides an added layer of anonymity and confidentiality. For this reason, we feel that there is merit in retaining at least some sort of online aspect to this process.

SHEC does not operate during the spring and summer terms, we have not had any service usage to report for this year yet. Our operating hours this year are shown in the table below:

Day(s) of the Week	Hours of Operation (EST)
Monday - Thursday	9:25 AM– 7:25 PM
Friday	9:25 AM– 4:25 PM

Please note: These hours are set by evaluating volunteer and executive members schedules and capacity. A new shift schedule is created at the beginning of both semesters to account for changing schedules.

Please note: During exam periods we operate the warmline at a reduced capacity (typically 2-4 hours daily from Monday-Friday) to accommodate for volunteer and executive members busier schedules. During reading weeks and winter breaks, the warmline is closed. Additionally, for the first few weeks of September before new volunteers are trained, the warmline is operated at a reduced capacity by *returning peer support volunteers only*.

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! Individuals are able to request virtual gift cards anonymously via online form (at bit.ly/Collective_Care) or they can email the organizers (confidentially) at SHEC-WGEN@msu.mcmaster.ca.

Note: 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 (MSU SHEC and WGEN PTMs) tasked with running this continual supply distribution effort plan to meet early in the year with VP Finance to discuss which funding pathways are most appropriate for the Collective Care initiative and to devise a suitable sponsorship recruitment plan. I cannot stress how important it is to push for VP finances help in this process early on.

Note: This year, our team was successfully able to secure \$500 from the MSU Special Projects Fund, \$3000 from OPRIG, and \$1000 from PACBIC.

Lockers Of Love:

MSU SHEC developed a partnership with the MSU Food Collective Centre so that people can anonymously order health supplies online using FCCs Microsoft order form as found in our linktree.

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.

Year Breakdown

May

- Transition phase (work on year planning and executive hiring processes, orient ourselves with any/all training material and previous reports necessary)
- General Year planning (Budget allocation + service goals + monthly goals + strengths and weaknesses + expectations for each other and volunteers)

June

- Update the SHEC Operating policy and appropriate JDs for EB.
- Executive hiring.
 - Create an anonymized exec application review process
 - Exec hiring (PC + T&D + VC)
 - Create and release written applications form for RAC and EOC

A note on executive hiring challenges: Unfortunately, Executive hiring was pushed back this year due to misunderstandings and confusion regarding service restructuring. Executive members consisting of 2 Volunteer Coordinators, 2 Training and Development Coordinators, 2 Promotions Coordinators, 2 Resources and Advocacy Co-Executives and 2 Events and Outreach Co-Executives. Updated versions of these job descriptions were sent to the Vice-President Administration and the Administrative Services Coordinator on May 27th (Resources and Advocacy Co-Executives + Events and Outreach Co-Executives), and June 1st (Volunteer Coordinators + Training and Development Coordinators). All executive members were hired by the beginning of July (Normally this will happen in late April followed shortly by PSV hiring). The transition period was very choppy, and information was lost through the chain of communication. My predecessor and the previous VP Admin had some forms of miscommunication about service structure and expectations that were not communicated to myself or my AD, leaving us to scramble and figure out the details. This whole process pushed back our executive hiring process and forced us two PTMs to do all of the service work on our own.

A note on executive hiring successes: This year we had a huge number of qualified applicants apply for all executive positions. Our executive team was very diverse in terms of field of study, year of study, age, identity (e.g., gender, race and ethnicity), and lived experiences. We feel that it is extremely important to maintain the diversity of the executive team in order to ensure that our PSVs and service users feel comfortable and that our ideas are coming from a wide array of backgrounds and perspectives.

- 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, speakers, & opportunities for the new executive team members that are specific to their roles.
- Refining our year plans (Focusing on budget allocation and time frames)
- Conduct RAC & EOE Interviews (mid-June)
- Contacting several suppliers for updated pricing and estimates

July

- Executive team has been hired (regular meetings)
- Introductory meetings with each of the executives to discuss what their roles/responsibilities/expectations are for the year
- 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.
- Look into Collective care sponsorships + Editing the form (organize a plan in conjunction with WGEN)
- SHEC specific external funding requests
- Welcome week plans

A note on Welcome Week Plans Challenges: Previously there has been additional funding provided specifically for Welcome Week Events. However, this year I was told that that extra funding was not available. This was challenging because SHEC, and many clubs we are collaborating with, created our budget plans with this extra funding in mind. The delayed communication regarding WW funding and schedules significantly pushed back our ability to plan events effectively and efficiently. Specifically, in regard to purchasing promotional material via the Underground, as this usually takes 2-3 weeks to create, and we require 2 weeks to promote the material.

- Release returner and upper year volunteer applications

August

- 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
- Virtual Welcome Week: Collaborate with other services as requested.
- Operations: Set hours of operation and continue assessing venues for accessing peer support.
- 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.
- MSU SHEC Executive Training

A note on MSU SHEC Executive Training: We held synchronous training session for all Executives on Sunday, August 1st from 9:00-11:00 AM EST. It was held via Teams and provided members with an opportunity to meet everyone on the Exec team for the first time. We sent all training materials and slides ahead of time including topics pertaining to; logistics and operational details for the year, service overview and structure, year plan details, disability justice and digital accessibility (presented by T&D), and a returner-upper year PSV application review processes. In the weeks following training, there were several tasks to complete including (1) asynchronous training modules (2) year plans (3) returner/upper year application review. There was also role specific tasks including:

- EOE: WW Spark collab event (Wellness 1A03 – A First Year Guide To Navigating Party Culture And Stress Management)
 - RAE: Intro To SHEC Campaign
 - PC: Intro To SHEC Campaign + release X-posing Xenophobia: COVID-19 and Communicable diseases Campaign
 - VC: Set up warmline + Logistics
 - T&D: Prepared executive digital accessibility training
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- Inventory (AD + SD visit SHEC Space and have a good understanding of the inventory form)
 - Order health supplies that need to be restocked + office supplies
 - Health supply dispenser is installed
 - Seek Community Sponsorships & Donations: Supplies distribution funding and gift-cards for giveaways later in the year

Campaign: X-posing Xenophobia: COVID-19 and Communicable Diseases

X-posing Xenophobia: COVID-19 and Communicable diseases Campaign, was a 4-day long campaign addressing topics related to health disparities in marginalized communities, vaccines facts about current COVID-19 vaccines, cultural appropriation and traditional medicines and the problematic parts of blood donation.

This campaign was created in the previous year to address the effect of COVID-19 in almost all aspects of our lives. More specifically, the pandemic has also had more serious effects such as exposing and exacerbating many existing inequities in society.

Event: Wellness 1A03: A First-Year Guide to Navigating Part Culture and Stress management (Collab with SPARK)

This event occurred on September 3rd from 6:30-7:30 PM in collaboration with MSU Spark **and** addressed themes of harm reduction and mental wellness. SHEC handled the harm reduction portion of the event, more specifically organising a Harm Reduction Jeopardy game. We began with a quick slide introduction to introduce the game and general topic (with content warnings). Topics covered included:

- Alcohol Safety
- Marijuana and other drugs safety
- Walking home (Safety poles + Tips to stay safe using Uber)
- Resources around McMaster and Hamilton

There was also a chance to win a \$25 gift card to the Campus store to promote attendance and to act as incentive.

September

- Finish upper-year and returner hiring
 - Marking alongside execs
 - Edit/modify flag sheet for returner hiring
 - Review applications (anonymize) with exec team (3+ reviewers + AD or SD)
 - Emailing official positions (for returners who will not be interviewing) and interview offers (for upper years)
- Fall PSV Hiring Opens: The two-week submission period for new transfer and first-year students
- PSV training planning + logistics
- Complete Peer Support Volunteer Hiring

A note on PSV Hiring: We hired a total of 51 PSVs (not including executives).

- Operate warmline at a reduced schedule until new volunteers receive training

Note on the reduced schedule: The warmline was being facilitated by our returning peer support volunteers, at reduced capacity. This was in place until new volunteers received all the necessary required training.

Day(s) of the Week	Hours of Operation (EST)
Monday - Thursday	11:30 AM– 12:30 PM
	6:30 PM– 8:30 PM
Friday	11:30 AM– 12:30 PM

6:30 PM– 7:30 PM

- Release anonymous feedback form (Volunteers and execs)
- Establish a weekly 2hr team meeting schedule with execs

Note on Exec Meetings: We began the year by holding a weekly meeting with all 12 executive members that ran anywhere from 1-2 hours total. During this time, we met as a large group to discuss any/all club happenings before breaking off into smaller groups of internal and external affairs lead by Gillian and myself, respectively. We found that this was an excellent way to ensure open channels of communication, and an organized thought processes while also fostering a sense of community and consistently gauging our executives' morale and capacity. It is important to note however, that as the semester progressed, we chose to break off separately as internal and external to create a more time efficient, and less confusing, mode of communication.

- Visit in person space to stock condom dispenser and do inventory
- Submit special projects funding requests for future events
- Order additional Health supplies + inventory

Event: Meet The Peer Support Services (Collab with Maccess, WGEN, Diversity, Pride)

This event consisted of a virtual "Meet the Services" panel and took place via Zoom on September 6th at 12 PM. The PTMs (Directors and Assistant Directors) of each service were present, as well as some of our executive members that expressed interest – specifically those who are Welcome Week Representatives. The purpose of the event is to introduce students to the support, community, and resources that we can provide to them. The event began with a brief overview of the MSU and peer support, followed by a brief presentation given by each peer support service. These presentations outlined major service mandates, how peer support works, highlighted services offered, and where to find our service spaces on campus and online. Once the presentation was given, we opened the floor to a Q&A period. Finally, the event was closed off with a Kahoot quiz on key topics and facts that were shared throughout the presentations. The top three students received prizes (ie. \$25 campus store gift cards).

October

- Establish an official warmline operating schedule

A note on scheduling: The Assistant Director was responsible for all volunteer and executive-on-call scheduling. Five volunteer schedules must be created throughout the year: reduced schedule for returners before fall training, fall semester schedule, fall exam reduced schedule, winter semester schedule, winter exam reduced schedule. Approximately 1-2 weeks before the schedule is enacted, a shift availability form was sent to volunteers (an example is linked [here](#)). The Assistant Director then assessed each person's availability and top shift time choices to create a peer support shift schedule (example is linked [here](#)). This schedule must be posted and shared at least a couple of days before the schedule begins to provide time to resolve conflict schedules, as many typically arise upon the release of the schedules. Similarly, for executive-on-call shifts (described below), a when2meet was sent to executive members and shifts were scheduled according to availability, distributed as evenly as possible.

A note on warmline operations: We ask that all volunteers coordinate between themselves and their shift mate who will be the first to respond to a service user during a shift. We also ask that folks use a Microsoft form to clock in and out of shifts so that we may track attendance and engagement. Each shift also has an executive-on-call (EOC). The EOC acts as a volunteer's first point of contact if there are any questions or concerns during a peer support shift. The EOC's duties include:

- Being logged into Microsoft Teams, SHEC email addresses, and Tawk.to
- Have the Tawk.to MSU Notifications turned on (Allows folks to see any incoming Tawk.to chats and make sure that they are taken by a volunteer on shift)
 - In the past, there have been cases where chat-based peer support requests were not responded to promptly; thus, it is imperative that the importance of completing EOC duties is reinforced consistently
- Peer Support Volunteer Training: Provide a comprehensive and accessible training experience for all new and returning volunteers.

A note on PSV training: SHEC-specific training occurred on October 23rd at 12:30- 3:00 PM EST via zoom. We provided volunteers with an anonymous question form that could be filled out throughout the presentation with any questions and/or comments. Synchronous training planning was coordinated by the Assistant Director; the Director reviewed materials prior to their release. Synchronous training logistics were managed by Training and Development Coordinators and the Assistant Director.

- Synchronous training topics included principles of disability justice and applications to mental wellness, situationals (predominantly based off of asynchronous module content), logistics training and Tawk.to platform overview (presented by the Volunteer Coordinators)
- Asynchronous content included modules that were created in the previous year covering substance use, harm reduction, sexual and reproductive wellbeing, peer support principles, and body neutrality/empowered bodies.
- MSU-provided training comprised two sessions: one on accessibility by Kate Brown and one on sexual violence prevention and response by Wil Prakash Fajarczuk. Although the MSU initially intended to coordinate the typical annual anti-oppressive practices training for MSU volunteers, they were unable to coordinate this training.

Following completion of this training material, folks are required to complete a form to certify that they have finished the training. Moreover, synchronous training attendance is tracked by the Assistant Director and Training & Development Coordinators. Volunteers who did not complete training were followed up with and extensions were granted to accommodate individual circumstances.

- Release Collective Care initiative with WGEN (i.e., open the visitor-facing form and begin accepting responses)
- Committees begin after reading week (Forms released + introduction) *Forms should be released together
- Start planning for + reaching out to SWC about Exam Care Programming

November

- Exam Care programming logistics + planning (Finalizing our alternate programming for exam care packages & placing any relevant purchase orders)
- Lockers of love logistics + planning
- Create PODs

A note on PODs: Our team has finally created PODs! PODS consist of a Microsoft Teams group chat composed of a handful of volunteers and a POD leader or executive member. We are hoping that these PODs will help to build a sense of community amongst our volunteer team and help to facilitate any SHEC related questions including shift coverage. Each pod will hold a short “meet the pod” meeting/social sometime before the exam break to help boost morale as the semester progresses.

- 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. (Consult Wooder)

Campaign: SHEC Us Out: A Crash Course On All Things SHEC

The COVID-19 Pandemic and restrictions changed how MSU SHEC operated on a daily basis. It was a primary goal, as outlined in our year plan, 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.

Most returning students knew what SHEC looks like and offered in-person, however it is important to update students with what sort of services and supplies we offered in an online world, as well as how to access these resources via SHEC.

This campaign addressed the following topics:

- Who we are: The Student Health Education Centre (SHEC), is a McMaster Students Union (MSU) peer-run service which strives to provide health advocacy and information, peer support, and connection to other resources. As an entirely peer-run service, SHEC provides free health supplies, educational material, and referrals. Importantly, SHEC is the MSU’s only non-identity based peer support service and therefore reaches a wide array of communities through health-related events, campaigns, and peer support.
- What do we stand for: SHEC is cognization that wellbeing is not a one-size-fits all definition and therefore employs a broad understanding of the term “health”. SHEC serves various communities within McMaster through promotion of its four strategic priorities: sexual reproduction and wellbeing, empowered bodies, substance use, and mental wellbeing (+ more on our 4 strategic pillars)
- What Services Do We Offer And How To Access Them: Warmline + Peer support + Collective Care + What The SHEC, Lockers Of Love, New Health Supply Dispenser

Campaign: Period Equity Day

On November 7th SHEC posted our mini-campaign in honor of Period Equity Day. This campaign addressed topics pertaining to period poverty, period equity, inclusivity, fast facts,

and steps for improvement. This mini-campaign is directly relevant to MSU SHEC's operating policy, and helps to strengthen our partnerships with local organizations, including Bleed the North.

Note: In the future it would be beneficial to follow-up this campaign with a template letter that can be shared via our socials, and can be sent off to local officials to urge them to incorporate gender inclusivity and period equity in policies and practices.

Note: A fantastic community partner, Bleed the North, is a great organization to partner with for this campaign in the future. Our team may work collaboratively with their team to create a policy paper that addresses the issue and prevalence of period poverty in Canada.

Event: Cum One Cum All! Compassionate Casual Sex (Collab with Eva Bloom)

Last Year: "Cum One, Cum All! Safe(r) Sex During COVID-19" was broadcasted live in November on Microsoft Live Events. Canadian sexual health educator, Eva Bloom (she/they), came in to talk honestly about ways to ensure safety, consent, compassion, and pleasure during sexual activity— with a special focus on COVID-19.

This Year: "Cum One, Cum All! Compassionate Casual Sex" was hosted via Zoom using the Zoom Webinar feature. Registration was facilitated through Eventbrite. Once again, Canadian sexual health educator, Eva Bloom (she/they), came in to talk about how to have tenderness, empathy, and respect in casual sex encounters. How to practice compassion in different types of casual relations. All content was disability, 2STLGBQIA+, sex worker, and polyamory inclusive.

This event directly relates to SHEC's "Sexual and Reproductive Wellbeing" strategic pillar. Eva Bloom has been a wonderful partner to work with, and a great resource for SHEC. They had previously served as the Sexual Health executive for MSU SHEC during her final year at McMaster in 2016-2017. They also have a master's in sex research, work with various sex toy suppliers, and she hosts multiple web-series about that pleasure and consent-based sexual education!

December

- Exam-Time Peer Support: Each volunteer and executive member will sign-up for a reduced number shifts for over the span of the exam period. This reduced schedule is created by the Assistant Director.
- Develop Winter Training: Decide on what needs to be covered, divide up the responsibilities fairly, module captioning and creation by the Training & Development Coordinators facilitated by the Assistant Director, and reaching out to speakers.
- 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.
- Order additional Health supplies + inventory

- Plan volunteer social

Campaign: Winter Resources

This campaign outlines resources that are available in various regions outside of and including Hamilton for when people return home from school for the break. This campaign was released just before the exam break so that folks are able to locate any necessary resources outside of the university campus.

Note: It is recommended that a similar campaign/informational slides are shared prior to the winter and summer breaks.

Event: Winter Wonder Care (Collab with Maccess)

This project has been run twice annually for an exceptionally 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 received the same funding from SWC with an additional \$200 from the MSU Special Projects fund.

Note: This year, due to COVID-19 considerations, Exam Care Programming took place as “Exam giveaways” to avoid any unnecessary in-person contact.

January

- PTM hiring graphic shared

A note on PTM hiring: On January 10th 2022, MSU SHEC shared our service specific promotions for our PTM positions: MSU SHEC Director and Assistant Director. Since then, the positions have closed on January 16th at 11:59 PM (EST) and January 23rd at 11:59 PM (EST), respectively.

- Volunteer Social

A note on Volunteer Social: On January 16th at 1 Pm (EST), we held our first volunteer social of the year! Our volunteer coordinators were responsible for the planning and implementation of this social via Zoom. The social took place as a virtual mixture of POD and larger group icebreakers and games. This social provided volunteers with a much needed opportunity to meet and mingle with one another after a very long virtual semester. We also placed orders for SHEC branded tote bags and Starbucks gift cards as appreciation gifts.

- Winter Training Planning : A one-day training session for all peer support volunteers as well as the release of an additional asynchronous module on bereavement and grief response (i.e., providing peer support to someone coping with the end of a relationship, the loss of a loved one, as well as other forms of loss).
 - Asynchronous content was released prior to synchronous training for volunteers to review over a two-week period. A note on Winter Training: We

had an enormous amount of trouble securing a speaker for training that fits in our current training budget line of \$500. Most speakers charge at least \$1000 to come in and speak to a group the size of our volunteer team. We secured Eva bloom as a speaker for our winter training, for a total of \$800. We were forced to take the additional \$300 from our advertising and promotions budget line due to a lack of training funding. In the future I highly encourage the MSU to think deeply about the amount of time and money that goes into training peer support volunteers, especially this year when the MSU failed to coordinate anti-oppressive training for all of their volunteers.

- Committees Resume: Open call to the entire volunteer team for interested committee members to join for the new term
- Finds way to make everyone's jobs more accessible and enjoyable in hopes of maintaining steady engagement levels from both volunteers and executive team members.
- Assistant Director released shift scheduling form during the first week of the term and created the term schedule, which began January 19th.
- Winter feedback form

February

- MSU SHEC Winter Training

A note on Winter Training: Winter training for SHEC PSVs occurred both synchronously on February 5th, and asynchronously. Synchronous training was conducted online via MS Teams and comprised a talk by Eva Bloom on 2STLGBQIA+ Peer Support Training and Queer Sexual Education, a presentation on the most common resources that service users are referred to by the Training & Development Coordinators, situational training facilitated by the Training & Development Coordinators, and updated term logistics training by the Volunteer Coordinators. T

- Begin to work on transition reports for next team! (This includes executive members)
- Individual check-ins with the executive team members
- Ask absentee committee members to switch to more hours volunteering through the warmline
- Volunteer Coordinators began an initiative called "Volunteer Coordinator Office Hours", which comprised biweekly drop-in calls to chat with one of the Volunteer Coordinators, ask questions, or provide feedback.

Event: Sex Queer-ies x FCC

MSU SHEC worked along PCC to plan and host a week full of Harm reduction themed events and activities. This occurred from February 9th-February 15th. This event replaced our historical Harm Reduction Fair that was receiving low engagement in previous years. We collectively covered topics related to substance use and harm reduction, queer/gender-diverse sex-ed and sexual health harm reduction, and queer relationships/dating. The two events that SHEC was primarily responsible for running included: The Queer and Trans Sex-Ed you should have gotten in high school with Eva Bloom and Party Culture Trivia night.

Campaign: Sorry To Burst Your Bubble: Returning To Campus For The Winter 2022 Semester

This 5 day campaign covers topics including: spaces to eat and drink on campus, campus guidelines, MSAF extensions, commuting and housing, managing stress surrounding in-person activities, and social self-care.

What Is Left?

- Incoming PTM Hiring: PTM hiring should be completed by the end of January (or at least be well on its way)
- Executive Hiring: All submissions, application review, and interviews for the SHEC 2022 - 2023 executive team should occur around Feb.-Mar.
- 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.
- 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.
- Exec + volunteer appreciation gifts
- Reduced exam PSV shift schedule

Events:

- Maccess Collab on Body positivity and Disability
- Diversity Collab on Non-Eurocentric Ways Of Healing
- SWC collab on Mental Health and Wellness
- Exam Care Programming

Campaigns:

- Simple Self-Care
- Body Neutrality Campaign
- Can I Narcan Campaign
- What are my options, let's talk details
- Sex, safety, and STDs