



REPORT

From the office of the...

SHEC Director

TO: Members of the Executive Board
FROM: Emily Liang (she/her)
SUBJECT: Student Health Education Centre Report 4
DATE: Tuesday, October 25th, 2022

Year Plan Update

Since submitting SHEC's second EB report, our team has worked very hard to fully open and promote our online and in-person safe(r) spaces. Our peer support operations are now open full time, from 10:30 AM – 7:30 PM Mon-Thu and 10:30 AM – 4:30 PM Fri. These hours may be subject to change for the Winter semester depending on volunteer availability. We are currently working on promoting these hours on our social media.

We encountered challenges in staffing our complete hours both online and in-person (something the service has never had to do before). In the future, it may be necessary to consider reallocating personnel, having more limited hours online, or hiring more volunteers to make the process easier.

We are also currently in the process of releasing our SHEC Us Out! campaign and will be releasing campaigns on support in university and anxiety in the near future. We are also working towards our Collective Care initiative and beginning to think about Exam Care programming as well.

Events, Projects, & Activities

General Service Usage

As mentioned, SHEC has now opened our services both in-person at MUSC 202 and online at our new peer support Zoom warmline. After soft-opening in September, we have now opened our full operations since the end of reading week, as all of our volunteers have now completed SHEC-specific training. We are working on releasing a post to promote our open hours and inform service users of how to access both online and in-person safe(r) spaces that we hope will be released within the next week.

Day(s) of the Week	Hours of Operation (EST)
Monday - Thursday	10:30 AM– 7:30 PM

Friday	10:30 AM– 4:30 PM
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Every shift is run by 2 volunteers in the space and 1 volunteer on the Zoom call, as well as being monitored by 1 executive-on-call (EOC) who is available in the Zoom call. EOCs are responsible for being available in case any volunteers on shift encounter any problems or have any questions. EOCs are also responsible for ensuring that the volunteers assigned to shift are present; this ensures that we have the capacity to provide services during our open hours.

In terms of service usage, our volunteers have logged 30+ interactions, with the two biggest services that were sought being tangible health supplies and pregnancy testing. We have also had continued significant use of our health dispenser and other materials that we display outside our space during open hours.

Our Volunteer Coordinators have been conducting one-on-one check-ins with our volunteer team, and one piece of feedback we have received is that volunteers feel that our in-person services are under-used and not super engaging from the volunteer perspective. (We have a no-laptop policy while volunteers are on shift to avoid alienating our space users, but we understand that this can make shifts more boring from the volunteer end as well). We hope that our service usage will be increased once we begin promoting our peer support operations, but in the meantime, we are exploring options to keep volunteers engaged while on shift and would love to hear what other peer support services are doing to address similar concerns!

Projects & Events: Peer Support Volunteer Training (Complete)

SHEC-specific training occurred on October 2nd from 9:30 AM – 5:00 PM and covered topics including SHEC's mandate, peer support & SHEC protocols, mental health, sexual health, and body empowerment. In addition to our synchronous training, we also had a mandatory asynchronous module on substance use and harm reduction, recognizing that this is a more sensitive topic that folks may want to complete at their own speed.

All volunteers who were unable to attend in-person training were required to complete asynchronous modules that the service created last year with similar content. Asynchronous module completion involves filled out a form. Volunteers also have access to a guidebook document and other asynchronous materials to assist them on shift.

Projects & Events: Volunteer Social (Ongoing)

Our Volunteer Coordinators are currently in the process of planning a volunteer social, currently set to occur on November 17th. Right now, this event is conceived to be a movie night/pajama party. More details to come, but we are excited for the chance to bond as a team!

Projects & Events: Intro to Support Campaign + Spill the AnxieTEA Campaign (On-Going)

Our Resources and Advocacy Executives have two campaigns prepared, and we are just waiting on the UG to finish designs to schedule their posting! These campaigns are respectively focused on Support in University (addressing when students should seek support, where students can seek support, etc.) and Anxiety (addressing the stigma of mental health/anxiety, what support/coping for anxiety can look like, what burnout is, etc.). We will be spacing out the posting of these campaigns in the next couple of weeks.

We are also looking into creating a condensed printed infographic form of the Anxiety campaign to post around campus in order to reach audiences that do not already follow us on social media.

Projects & Events: Cum One, Cum All! (On-Going)

As mentioned in past EB reports, SHEC's bonfire event had to be postponed to a much later date because of weather and then conflicts in scheduling with Altitude. At the moment, it looks like this event will unfortunately have to be postponed until the spring time.

In the meantime, our Events and Outreach Executives have been communicating with sexual health educator Eva Bloom on bringing back Cum One, Cum All!, a SHEC event that has become somewhat of a tradition since 2020-2021. This will be a workshop on how to engage in safe and compassionate sexual activity. Planning for this event is still in the works, but we are hoping to host this event in-person sometime in mid-November.

One challenge for us is that Eva's speaker fees are very steep for SHEC's events budget, but we want to ensure that they are adequately compensated for their time and knowledge. For this reason, we will be exploring the possibility of collaborating on this event with other services within McMaster, such as WGEN and the PCC, so that costs can be distributed and we can reach a wider audience. If the board has any suggestions on other services that may be interested in collaborating on this event, we would love to hear it!

Projects & Events: Collective Care (Ongoing)

SHEC and WGEN are currently in the process of seeking external funding for our *Collective Care* program. This program aims to provide free resources (menstrual, safe(r) sex, childcare, gender-affirming, and other health products) to students that who may need them. This initiative was initially started during the COVID-19 pandemic, but it has historically been even more popular than our physical resource provision because of the increased anonymity, privacy, and customizability it provides. This year, as both of our services are back to operating in-person, we plan on shifting the focus on Collective Care to providing more private and/or custom items that our services cannot broadly provide at our in-person spaces, such as personal hygiene/care items, parenting/childcare items, gender-affirming items, and more.

The PTMs of both services are currently in the process of applying to the MSU Services Special Projects Fund, the Undergraduate Student Initiatives Fund, and possibly the Student Life Enhancement Fund, in addition to directly contacting OPIRG, PACBIC, and the Alumni Association regarding funding opportunities. We are still open to suggestions from the board regarding any additional places to seek funding!

We hope to begin the program as soon as we have secured enough funding to run it continuously for a few weeks. If we run out of funds, we will be temporarily closing the program while we pursue additional funding in the meantime. We hope to have this program running by November.

Projects & Events: Exam Care Programming (Upcoming)

Exam Care programming is a long-standing event run twice annually during fall and winter exams to promote service usage, as well as to encourage folks to take care of themselves and rely on their communities.

Last year, we collaborated with Maccess on this signature SHEC event and receiving funding from the Student Wellness Centre. This year, we will also be exploring collaborations with other services (in fact, I would appreciate being connected with any services who are also exploring a care packages initiative!).

In the last two years, this initiative has been adapted into an online giveaway in light of COVID considerations, however, we plan to return to our in-person exam care package programming this year. Depending on funding and collaborations, our care packages will include small items like teas, earplugs, snacks, fidget toys etc. as well as information detailing places to seek support over the winter break while SHEC and other services are closed. We have also had remarkable success when offering students several more expensive items that could be won (ex., hiding a Golden Ticket in one of the packages for an Amazon Echo) and may explore a similar idea this year as well.

Outreach & Promotions

Summary

This month, SHEC has been focusing on our *SHEC Us Out!* promotional series for the service, including executive introductions, an introduction, and a service overview post.

Upcoming, we will be creating a post promoting the official full opening of our peer support services with our hours, how to access peer support, and what peer support can look like.

SHEC US OUT!

SHEC US OUT!

What the heck is SHEC?

The **Student Health Education Centre (SHEC)**, is a McMaster Students Union (MSU), non-identity based, peer-run service which strives to provide:

- Health advocacy and information
- Peer support
- Connection to other resources
- Free health supplies

A crash course on all things SHEC



SHEC US OUT!

What do we stand for?

SHEC is cognizant that wellbeing is not a one-size-fits all definition and therefore employs a broad understanding of the term "health".

SHEC's four strategic priorities include:

- 1. Sexual & Reproductive Wellbeing** - 2STLGBQIA+ inclusive options for contraception and STBBI prevention, pregnancy navigation (pro-choice), supportive relationships, consent culture, sexual and gender-based violence (including harassment)
- 2. Empowered Bodies** - Prioritizing body neutrality and positive physical sensations, individualized choices around food and exercise, societal impacts on body imagery, disordered eating
- 3. Substance Use** - Minimizing any undesired effects of substance use via the Harm Reduction model
- 4. Mental Wellbeing** - Individualized self-care and coping strategies, lived experiences of mental health concerns, loneliness, grief and bereavement, suicidal ideation

SHEC US OUT!

What services do we offer?

Peer Support (In-person + Online)

Visitors can now choose how they would like to access SHEC's peer support: In-person or online! All peer support provided by SHEC regardless of the option you choose, we will provide confidential service.

In-person: Our in-person peer support is held at the SHEC space (MUSC 202).

Online: Our online peer support will take place over Zoom (<https://bit.ly/SHECwarmline>) and visitors have the choice between chat, voice, or video chat! PS. The online peer support can always be accessed from our bio!

HOURS

Mon-Thurs: 10:30 AM - 7:30 PM
Fri: 10:30 AM - 4:30 PM



Please note that SHEC peer support is not a crisis helpline and volunteers are not equipped to provide medical services.

SHEC US OUT!

*What services
do we offer?*

Health Supplies Dispenser

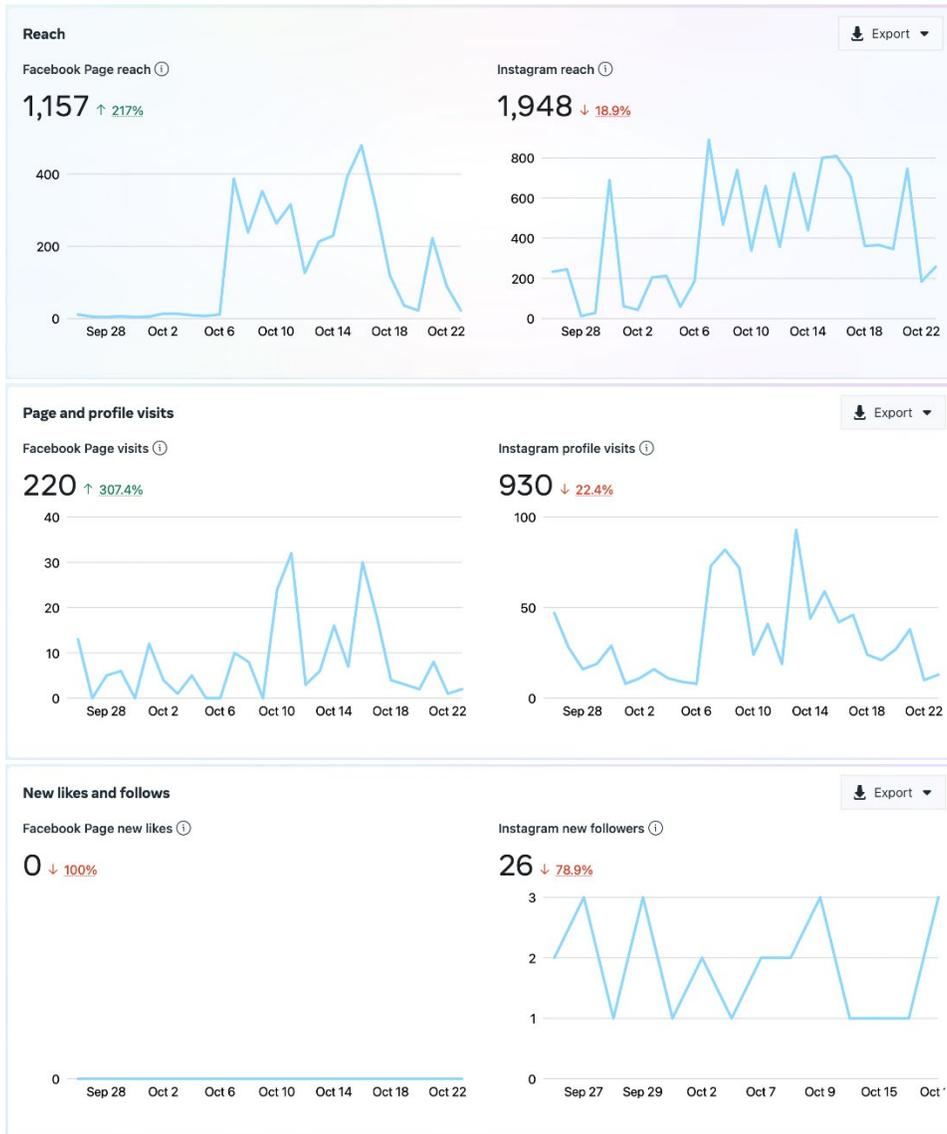
SHEC has a health supplies dispenser outside the **SHEC** office in **MUSC**.

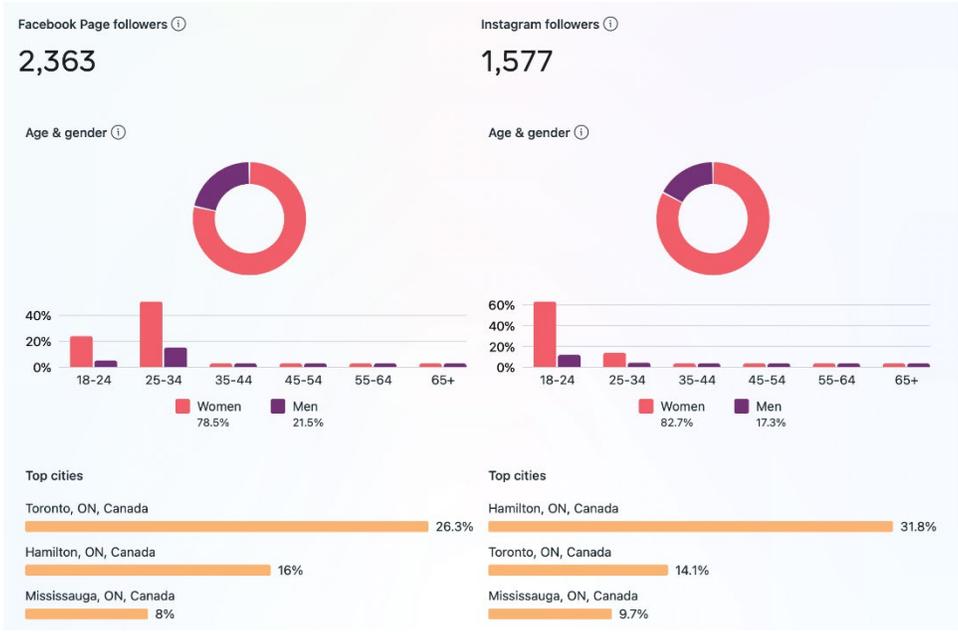


The dispenser will include condoms, tampons + pads, and PPE such as masks and hand sanitizers! Items will be consistently refilled and changed throughout the academic year.

Social Media Engagement since the Previous Report

Facebook and Instagram





Twitter

28 day summary with change over previous period



Finances

Budget Summary

Since the last EB report, SHEC has only spent funding on our in-person training day, including lunch and snacks for training attendees.

ACCOUNT CODE	ITEM	BUDGET / COST
5003-0116	SHEC – OFFICE SUPPLIES	\$100
	TOTAL SPENT IN LINE	\$100
	REMAINING IN LINE	\$0
5951-0116	SHEC – REFERENCE LIBRARY	\$300
	TOTAL SPENT IN LINE	0
	REMAINING IN LINE	\$300
6101-0116	SHEC – HEALTH SUPPLIES	\$2000

	TOTAL SPENT IN LINE	\$1014.27
	REMAINING IN LINE	\$985.73
6102-0116	SHEC – ANNUAL CAMPAIGNS	\$2500
	TOTAL SPENT IN LINE	0
	REMAINING IN LINE	\$2500
6494-0116	SHEC – VOLUNTEER RECOGNITION	\$750
	TOTAL SPENT IN LINE	0
	REMAINING IN LINE	\$750
6501-011	SHEC – ADVERTISING & PROMOTION	\$2800
	TOTAL SPENT IN LINE	\$1232
	REMAINING IN LINE	\$1568
6804-0116	SHEC – TRAINING EXPENSE	\$1000
	TOTAL SPENT IN LINE	\$240
	REMAINING IN LINE	\$760
TOTALS		
TOTAL BUDGETED DISCRETIONARY SPENDING		\$9450
TOTAL ACTUAL DISCRETIONARY SPENDING		\$2586
REMAINING DISCRETIONARY SPENDING		\$6864

Executives & Volunteers

Upcoming activities/opportunities for volunteers include the chance to join one of our volunteer-led committees: Resources & Advocacy, or Events and Outreach. Both our Events & Outreach and Resources & Advocacy teams have shared Microsoft forms and relevant information on how to join each committee for the semester. We are hoping to begin committee meetings in the coming week, and our executives have many exciting ideas planned for committees to take charge of, including a Book of the Month initiative and more. New this year, volunteers have also been given the option to indicate whether they would like to be involved in SHEC promotional videos and reels on Instagram and TikTok.

Successes

SHEC's full hours opening has so far exceeded expectations as a success! I am extremely proud of our volunteers for all of their hard work and dedication on shift so far, as we recognize that it must not have been easy to transition from providing entirely virtual peer support in the last 2 years to coming back in-person. I also want to acknowledge all of the hard work that our Assistant Director and Volunteer Coordinators have put into communicating with volunteers and setting up our shift schedule, as none of this would have been possible without their dedication!

Current Challenges

We are currently looking into purchasing branded t-shirts for the service, initially as an appreciation gift/on-shift "uniform" for volunteers but later just as a promotional/branding item for the service. However, we are struggling immensely to do so given our very limited Volunteer Appreciation budget.

For reference, ordering just 27 shirts would cost the service \$520, and our volunteer appreciation budget is only \$750 total. We had also considered acquiring lanyard for volunteer identification on shift, but the same problem arises. The full SHEC team is comprised of over 70 volunteers and executives, which amounts to a volunteer appreciation budget of just over \$10 per person. This was not always the case; for example, as recently as 2018-2019, the budget for volunteer appreciation was \$2500 against a full team of 45 students.

Even if we were to drop the t-shirt idea, this budget is nowhere near enough to order sufficient appreciation gifts for our team. Our volunteers do a significant amount of unpaid work for the service, and it is extremely important to myself and my team that this work feels appreciated. As such, I'm wondering if anything can be done to raise our Volunteer Appreciation budget, or if there is any alternative funding that I can seek for this purpose.

Miscellaneous

N/A