



# REPORT

*From the office of the...*  
**Maccess Director**

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TO: Members of the Executive Board  
FROM: Phoebe Wang  
SUBJECT: Maccess Report 8  
DATE: March 27, 2023

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- ***Please include the bold black headings and blue sub-titles in your submitted version. This makes your report easier for EB members to reference.***
- ***Please remove from your submitted version any grey/red text you see here in this outline.***

## **Year Plan Update**

With a lot of pride and happiness, I would like to say Maccess achieved all its goals this year! We had a successful year carrying out a variety of initiatives and I will miss the wonderful team I had the opportunity to work with. A huge shoutout/thank you to Mitchell, Sarphina, Jaycee, Kevin, Kate, Julia, Nancy, Paula, and Victoria for their constant support this year!

As stated within our year plan, our 6 main goals were:

1. Focus on disability pride and inclusion
2. Increased focus on intersectionality within the disability community, specifically around BIPOC, Queer, and low-income disabled students
3. Stronger advocacies focus alongside peer-support and community building
4. Increased communication between and across various Maccess community members
5. Leadership and skill development opportunities for executives and volunteers
6. Increasing disability visibility and introducing educational resources about disability McMaster-wide

I will try to be as brief as possible by highlighting our bigger initiatives, so if there are any questions or concerns, feel free to email me!

To accomplish our first goal

- Launched Disability Pride Week that focused on celebrating the disability community. To ensure that our events were inclusive, we hosted different events open to different communities. For example:
  - Birds and Braille – event only open to students with any visual disabilities and their friends
  - Don't push my buttons – event only open to students who experience/identifies as disability/disabled and their friends
  - Disability Awareness Resource Fair – event open to everyone as its important to push for an understanding of disability to the public, as well as raise awareness of the resources that can help you during your undergraduate journey.
- Launched DisVisibility and History Week to make disabled student experiences and the community more visible on campus. As well as educate the public of the history of disability from different lenses. This initiative also ties into us accomplishing our 2<sup>nd</sup> and 6<sup>th</sup> goal

To accomplish our second goal:

- Hired a diverse executive/volunteer team
- Launched a variety of community groups that discusses the intersectionality of gender, sexuality, colour, chronic illness, mental health, and more with disability

To accomplish our third goal:

- We launched four social media campaigns!
  1. A Legal History of Disability in Canada
  2. A Brief Medical History of Disability
  3. Disability Justice – 10 Principles
    - We felt that an important first step to advocating for disability justice is actually educating the public and our community of what it is. Thus, these posts hoped to explain and clarify and misconceptions about disability justice
  4. Accessibility at Mac
    - Launched a Microsoft forms for students to suggest areas of concern at McMaster to help tackle the issues that disabled students are facing on campus
    - We hoped by sharing the concerns that we received that we could increase awareness among other students and McMaster partners

To accomplish our fourth goal:

- Although in the previous transition report, it was stated that volunteer bubbles (where volunteers were assigned to an exec member) helped successfully accomplish this goal, I heard contradicting opinions from former volunteers. This could be because group dynamics could have varied based on the executives. Also, I did not want to add an additional

task for the executives. Based on this I decided not to continue volunteer bubbles and tried a different approach:

- Bianca and I (AD and Director) launched Maccess Rocks! This a bi-weekly paining rocks sessions allowed peer support volunteers and the leadership team to meet in person and bond!
- Each semester, we launched/will launch a team social with activities, goodie bags, and free dinner!
- To ensure that the volunteers felt appreciated and known, Bianca and I also visited the volunteers during drop-in hours
- To ensure that my executives felt heard, at the end of each semester, I conducted 1:1 meetings to provide and hear feedback
- Also launched anonymous feedback from
- Increased communication across all peer support services through social media communication – Together, SHEC, PCC, WGEN, DEN, and Maccess launched Winter Wonder Care to hand out exam care packages as well as a resource card for alternative support for our services during the winter break.

To accomplish our fifth goal:

- Launched Get Your Shit Together events to raise awareness and teach skills to manage executive dysfunction
- Opened the Special Projects funds to the whole team. This is to allow any of the volunteers to start their own initiatives with funding and the support of the Director and Assistant Director

To accomplish our sixth goal:

- Added to our resource library – i.e., CNIB's new braille book
- Disability Pride Week's Resource Fair
- Created an undergraduate and graduate resource hub – on discord
- Created and emailed to professors in different faculties "A Maccess Teaching Staff Accessibility Guide"
  - Offered recommendations on how to keep learning accessible as we transition back to in-person classes
  - Kate Brown, Accessibility Program Manager provided guidance on this
- Will release survey to the Maccess community asking what resources or additions they want to see at Maccess for the 2023-2024 school year

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

### *General Service Usage*

We operate in hybrid mode as it allows us to reach more students. Some students prefer online anonymity, some students prefer more personal interactions

- Monday, Wednesdays, Fridays – MUSC B111 space is open from 12-4 PM
- Tuesdays, Thursdays – Discord space is open from 12-4
- Community Groups:

#### Women & Gender Diverse Folks with Disabilities

Wednesdays 9:30am -10:30am

MUSC B111

This group offers a safe + inclusive space for the intersectional experiences that women and gender diverse people have with disability.

#### Anxiety & Depression

Fridays 10am - 11am

Online (Zoom)

We will be establishing a sense of community for those who have lived experience with anxiety and/or depression. We will provide an open and safe space for communication and help students access resources, accommodations, + navigate university policies.

#### Disability in Colour

Thursdays 1:30pm - 2:30pm

MUSC B111

We provide a safe(r) space for disabled people of colour to chat, reflect, and connect with others within the community. It is facilitated by two peer support volunteers with lived experience.

#### Chronic Illness and Pain

Fridays 10:30am to 11:30 am

MUSC B111

This community group is determined to create a safe(r) space for individuals living with pain or chronic illnesses to process, connect, and reflect or talk. The group is facilitated by two peer support volunteers with lived experience, determined to create a comfortable and safe community!

#### With PCC - Queer, Trans, & Disabled

Wednesdays, 7:30 – 8:30 pm

We are wrapping up this school year with four events/projects:

#### *Event 1 – Get Your Shit Together #2 Event (On-going)*

- To help students de-stress and prepare for the upcoming exam season.  
Hosted with SAS

Date / Time: March 29th, 2023 - 3:30pm to 5:00pm (room booked to 5:30)

Location: Mills Library - L215

### Itinerary

3:30 - Start (15 min buffer for setup and for people who might be late)

- Take attendance and order food

3:45 - 4:15 - Julia from SAS

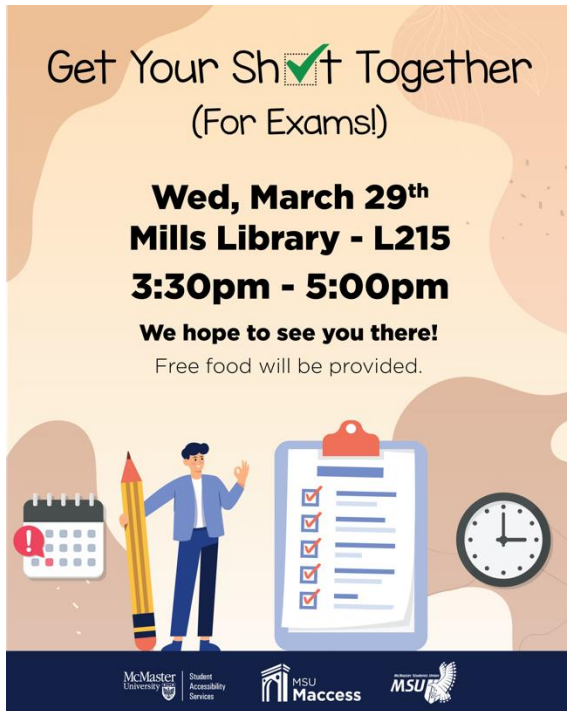
- Talk about accommodations
- Provide some basic materials

4:15 - 4:45 - Food Distribution + Peer Discussion Questions

- Chat with food
- Will have specific slide deck related questions
- Focused on
  - Emotional side of executive dysfunction
  - Difficulty in talking to others about it and seeking accommodations
  - Feeling guilt about seeking help
  - Encouraging oneself
  - Some techniques that might be helpful

4:45 - 5:00 - Distribute Calendar Kits and stress balls + Schedule-Making Workshop

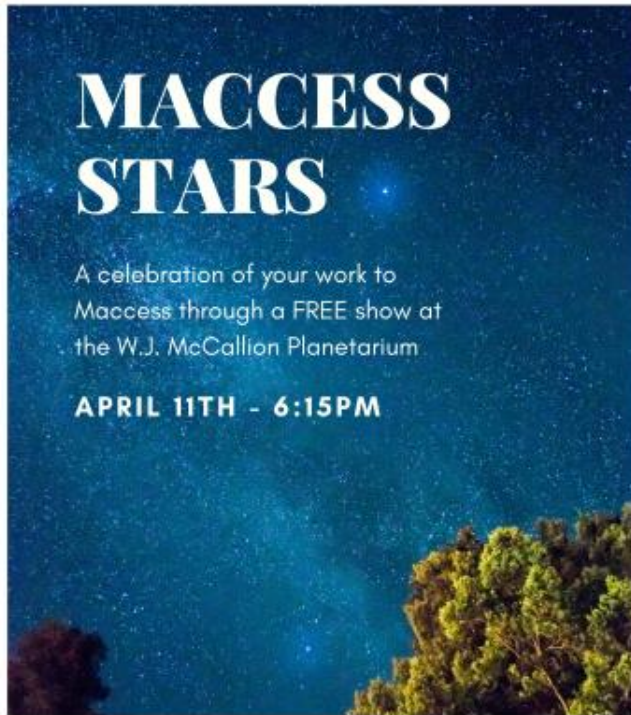
- Essentially some time to mark down all exams on provided materials
- Can also put down any relevant deadlines
- Might extend a few extra minutes if needed (we have until 5:30)



- Our promo that was uploaded today

#### *Event 2 – Maccess Team Year End Social (On-going)*

- Booked a show to McMaster's Planetarium for Tuesday, April 11, at 6:15 PM
- We hope our volunteers feel appreciated for their work
- To celebrate a successful year!



LOCATED AT THE BURKE SCIENCE BUILDING (B149)

RSVP TO ATTEND - LIMITED SPOTS AVAILABLE

This was only posted for our community on discord

#### *Event 3 – Maccess x SWC Cook Along (On-going)*

- On April 5<sup>th</sup>, 5 PM – 8 PM, McMaster Alumni House
- We hope to show 10 students how to cook an easy and healthy meal

#### *Project 1 – Disability Pride Week (Complete)*

- A huge success
- For our closed events, we had an attendance of around 5-10 students
- For our resource fair, the team met around 200 students!

#### *Project 2 – Transition new Director/AD (On-Going)*

- Goal: To submit transition report on March 31, 2023
  - I realized that there is no transition report for the AD position. Will communicate with Bianca and update my transition report to provide a more comprehensive viewpoint on how the service ran this year
- Invited new Director to DIMAND meetings to get a feel for this working group
- Will have a meeting with the new Director and AD on April 14<sup>th</sup>, 2023, to review the transition report as well as answer any questions


# Outreach & Promotions

## Social Media Campaign – Sharing responses from our Accessibility Concerns at McMaster form

📶 Koodo 📶 7:50 PM 29% 🔋

⏪ Post insights

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March 10 at 2:03 PM

📍 88 💬 0 📄 19 📌 13

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### Overview ⓘ

Accounts reached	721
Accounts engaged	--
Profile activity	31

### Community Groups Post





### Post insights



March 5 at 9:33 AM

36

1

18

10

### Overview ⓘ

Accounts reached	620
Accounts engaged	--
Profile activity	23

### Disability Pride - Overview of Events Post



### Post insights



March 4 at 1:17 PM

80

2

41

13

### Overview ⓘ

Accounts reached	832
Accounts engaged	--
Profile activity	88

### Finances

Budget Summary

<b>6102-0118 MACCESS - ANNUAL CAMPAIGNS</b>		<b>\$3,500.00</b>		
DisVisibility Week & History Week				
Speaker: Hilary Jenkins		\$100.00	20-Nov-22	25-Nov-22
Speaker: Celeste Suart		\$100.00	20-Nov-22	25-Nov-22
Speaker: Roché Keane		\$200.00	30-Nov-22	2-Dec-22
Uber purchases		\$135.91	13-Nov-22	14-Nov-22
Amazon purchases		\$210.61	13-Nov-22	14-Nov-22
Fortino purchase		\$117.68	13-Nov-22	14-Nov-22
Disability Pride Week				
MUSC Marketplace Booking		\$467.02	21-Mar-23	
Maccess SWAG :)		\$1,007.83	28-Feb-23	7-Mar-23
Speaker: Roché Keane		\$200.00	28-Feb-23	7-Mar-23
Speaker: Priya Penner		\$349.58	10-Mar-23	14-Mar-23
Amazon - Button Materials, Rio, Additional Costs		\$150.00	28-Feb-23	7-Mar-23
Chatime Bubble Team (Q: 10) - BIANCA		\$100.00	28-Feb-23	7-Mar-23
Fortinos purchase for drinks and snacks		\$184.55	28-Feb-23	7-Mar-23
Starbucks Gift Cards (\$5 x 20) - BIANCA		\$100.00	28-Feb-23	7-Mar-23
Indigo Gift Cards (Julia, Nancy, Aiden)		\$130.00	21-Mar-23	
Tim Hortons Gift Card (Aisha)		\$30.00	21-Mar-23	
TOTAL SPENT IN LINE		\$3,233.60		
REMAINING IN LINE		\$266.40		
<b>6494-0118 MACCESS - VOLUNTEER RECOGNITION</b>		<b>\$650.00</b>		
December Volunteer Appreciation - \$10 Gift Cards				
Starbucks		\$110.00	18-Dec-22	22-Dec-22
Indigo		\$60.00	18-Dec-22	22-Dec-22
Walmart		\$30.00	18-Dec-22	22-Dec-22
Executive Team Appreciation - Bubble Tea Run		\$69.95	6-Feb-23	8-Feb-23
TOTAL SPENT IN LINE		\$269.95		
REMAINING IN LINE		\$380.05		

<b>6804-0118 MACCESS - TRAINING EXPENSE</b>		<b>\$750.00</b>
Other = resources, training materials, goodie bags, etc.		
300 stickers + 50 printed calendar for goodie bags		\$162.00
CNIB Smart Life Celebrating Braille Vol 5		\$82.90
Team Social (/Disability Discussion) (40 members)		
Uber Eats for Food		\$160.98
Amazon purchases		\$58.63
Shoppers purchases		\$56.95
TOTAL SPENT IN LINE		\$521.46
REMAINING IN LINE		\$228.54
<b>6501-0118 MACCESS - ADVERTISING &amp; PROMO</b>		<b>\$1,800.00</b>
Exec Team + Director Hiring Instagram Posts		\$27.50
Silhouette Advertisement		\$25.00
Team T-Shirts (For D, AD, Execs)		\$291.00
WW 300 Stickers		\$129.00
WW 500 Rave Cards		\$205.00
Volunteer + Exec Hiring Instagram Posts		\$55.00
Meet and Greet Maccess Event - IG post		\$55.00
Accessibility Concerns at McMaster Form - IG Post		\$55.00
Maccess Space Opening - IG Post		\$55.00
Multi-Event Campaign 1: DisVisibility + History Week		\$0.00
DisVisibility + History Week - History Posts (remake)		\$330.00
Volunteer Hiring Instagram Posts - Winter Semester		\$55.00
Multi-Event Campaign 2: Disability Pride Week		\$300.00
Community Groups Launch Promotions		\$55.00
Get Your Shit Together Event Part 2 Promotions		\$100.00
TOTAL SPENT IN LINE		\$1,737.50
REMAINING IN LINE		\$62.50

<b>6603-0118 MACCESS - SPECIAL PROJECTS</b>		<b>\$1,000.00</b>
	Dec 3rd International Day of Persons with Disabilities	\$0.00
	Exam Care Special Project (w/ SHEC, WGEN)	\$0.00
	S&PA Animation Campaign - Adobe Creative Cloud	\$60.00
	COC's Get Your Sh*T Together Event Part 2	
	Uber - Food	
	TOTAL SPENT IN LINE	\$60.00
	REMAINING IN LINE	\$940.00
<i>TOTALS</i>		
<b>TOTAL BUDGETED DISCRETIONARY SPENDING</b>		\$7,800.00
<b>TOTAL ACTUAL DISCRETIONARY SPENDING</b>		\$5,822.51
<b>REMAINING DISCRETIONARY SPENDING</b>		\$1,977.49

**Executives & Volunteers**

- Overall, my executive and peer support volunteers were wonderful and seemed to enjoy working for Maccess.
- Like many teams, there were conflicts, however, we were able to move past them and successfully carry out our goals

**Successes**

- I think a great way that my AD and I set team meeting environments was start with an icebreaker question:
  - Examples:
    - What is your favourite ice cream flavour?
    - If you could be an animal, what would you be?
    - Share an up & down from this week
    - What language would you want to learn?
    - What's your favourite flower?
    - Top travel dream?
    - How are you?
    - Tell us about any pets

- Dream career if money was not a factor?
      - This helped us get to know each other
- Team socials and MSU socials were a great way for Bianca and I to get to know our large team of ~40
- Our campaign weeks, our social media campaigns, and team socials were all incredible! We hosted a variety of events that allowed students to: 1) have serious discussions about disability, 2) to have fun (i.e., make art and crafts), 3) and to learn something
- The transition reports I wrote for the executives helped them start their roles. I will have the current executives to edit the report for the next person that takes over
- I heard great feedback on our volunteer appreciation initiatives

## Challenges

- I really like how early the new director was hired this year. I was hired in August, and I did not feel as prepared when starting this year's service as I hoped to be
- I hope hiring for the new executive team occurs over June/July, and Maccess specific training occurs in August
  - I believe many of our volunteers felt stressed with the amount of training that occurred in September/October – there was Maccess specific training, MSU wide training, as well as EOHSS modules to complete.
  - To provide enough time to adjust, figure out their roles, etc.
- I think when we were hiring for Director and AD this year, it seemed that interviews had to be in person (not sure). If it was, potentially, for future emails where we ask for dates and times the interviewee is available, that we clarify that the interviews can be in person or online to mitigate any stress in terms of getting to the interview/accessibility
- I realized I didn't place much emphasis on tracking service use. So, although a document was made to track users of our peer support services and our events, it wasn't really used. This is an improvement area for the next director.

## Miscellaneous