



REPORT

From the office of the...

SHEC Director

TO: Members of the Executive Board
FROM: Emily Liang (she/her)
SUBJECT: Student Health Education Centre Year in Review
DATE: Monday, March 27th, 2023

Year Plan Update

SHEC has had an amazing first in-person year back since the COVID-19 pandemic, and we have made great strides towards returning to our original operational mandate while also implementing new measures to ensure that services remain accessible online. Below I will review the service visions outlined in our 2022-2023 year plan and our progress towards them this year:

Volunteer Safety & Training

- Our Training and Development Coordinators successfully planned and delivered two sessions of volunteer training, once in the Fall Semester and once in the Winter Semester. The Fall training covered SHEC's mandate, peer support & SHEC protocols, mental health, sexual health, and body empowerment. The Winter refresher training covered PSV procedure refresher, DivaCups distribution training, bereavement and grief, loneliness, consent culture (provided by CANVAS Arts Action Programs), 2SLGBTQIA+ inclusivity training (provided by the Assistant Director of the PCC), and situationals. Both sessions also included asynchronous components and an accompanying quiz to check for completion.
 - Training was completed on October 2nd and January 21st. In the future, training should be scheduled for earlier if possible (this year, training was delayed due to late executive hiring). As well, our team recommends distributing training over 2-days (as was the case in pre-COVID-19 times) to avoid cramming the content and to allow additional time for team bonding.
 - A SHEC guidebook was also created by the Training and Development and Volunteer Coordinators for volunteers to access when they need a refresher on PSV procedures. This guidebook covers topics including: an overview and history of SHEC, an overview of SHEC's structure + intro to the executives and their roles, the responsibilities of a PSV, how to provide peer support (OARs model, verbal/non-verbal communication skills), the shift protocol, and important resources.

- Volunteers also received training from the MSU. It was quite challenging getting everyone to complete the required items, necessitating many follow ups. The AD suggests creating a Microsoft form to collect MSU contracts and EOHSS training in the future. HR and VP Admin should be involved if there is no contact from a volunteer after repeated attempts.
- We revisited and revamped pre-2019 protocols for in-person peer support to adapt them accordingly for how SHEC has changed since then. Something that still requires ongoing consideration is SHEC's crisis protocol — I recommend this being something that the new team considers early on for next year.
- We developed and implemented a new hybrid operation protocol for SHEC, whereby users can seek peer support both in-person at MUSC 202 or online through Zoom. This also gives volunteers the option of completing their shifts online if they did not feel safe in coming in-person for their shift.
- A feedback form was developed and distributed to the volunteer team to collect details on how safe they feel on shift, how prepared they feel for their role, how the Director, Assistant Director and executive can further support them in their roles and how much physical and/or mental burden, if any, their role places on them. In the future, it might be beneficial to remind volunteers periodically of the existence of this form to encourage more volunteers to utilize it.

Supply and Resource Distribution

- Because of the reopening of in-person services, this year, we completely re-evaluated our tangible health supplies inventory. We restocked supplies as necessary and added new items in support of our mandate. The new items added this year included:
 - Stress balls and fidget toys (very popular, and something that should be considered again next year)
 - Nicotine gum
 - Pipe screens
 - Cigarette filter tips
 - HIV self-tests
 - Diva cups (made possible through a donation by Diva International, see Events, Projects, & Activities for more details)
- Volunteers and service users were encouraged to submit suggestions for supplies they would like to see from SHEC. Some suggestions we received that can be considered for the future include:
 - Shampoo and conditioner
 - Hand sanitizer
 - Body wash
 - Toothbrushes and toothpaste
 - Medical grade masks
 - Heating pad

- Naloxone
- We continued running Lockers of Love in collaboration with the FCC and Collective Care in collaboration with WGEN. More details on these can be found below in the Events, Projects, and Activities section.
 - In running Collective Care, securing funding continues to be one of the biggest barriers to starting and running this program continuously. Most funding programs available within the university do not begin accepting applications until well into the Fall semester, which prevented us from being able to begin the program until the Winter semester. We were ultimately able to secure \$4500 total in funding, which was enough to fulfil many but not nearly all 170+ requests that we received.
- We took a complete inventory of the books and other resources available in our physical lending library. A next step for the future would be to better promote this resource to students and develop a robust loaning system (possibly collaborating with McMaster Libraries to have our inventory added to their catalogue).

Peer Support

- New this year, we have implemented a hybrid system of peer support. Students can now seek peer support either in-person by visiting MUSC 202 or online by joining our Zoom space through bit.ly/SHECwarmline.
- 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 and/or asynchronously via Microsoft Teams. 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.
- Our hours of operation vary depending on volunteer availability throughout the year. However, we generally have 3 “types” of operational hours:
 - Soft-opening — We open our space in September to allow students to become familiar with our service, but without promoting the opening as to allow us to troubleshoot any issues that may arise with our shift protocol. Because none of our new volunteers have been trained yet, only returner volunteers are able to go on shift.
 - 2022-2023 soft opening hours:
 - Mon-Fri: 10:30 – 11:30 AM, 3:30 – 5:30 PM
 - Full operations — For the majority of fall and winter terms, after our entire volunteer team is trained, we open for full operation
 - 2022-2023 fall full operations hours (in-person + online):
 - Mon-Thu: 10:30 AM – 7:30 PM
 - Fri: 10:30 AM – 4:30 PM
 - 2022-2023 winter full operations hours:

- In-Person:
 - Mon-Thu: 10:30 AM – 7:30 PM
 - Fri: 10:30 AM – 4:30 PM
- Online:
 - Mon-Thu: 10:30 AM – 12:30 PM, 5:30 AM – 7:30 PM
 - Fri: 10:30 AM – 12:30 PM
- Note: We reduced our online hours for Winter term due to staffing shortages and decreased use of this service
- Reduced operations — We reduce our operational hours during the exam season in December and April to reduce the burden on our volunteers
 - 2022-2023 December reduced operations hours:
 - Mon-Fri: 10:30 AM – 11:30 AM, 3:30 PM – 5:30 PM
 - 2022-2023 April reduced operations hours:
 - TBD

Community Relationships

- SHEC has worked with a wide range of community partners this year in delivering our events, programs, and initiatives. Some of our collaborators include:
 - Many MSU services, including the PCC, WGEN, DEN, Maccess, SWHAT, the Maroons, and the FCC
 - McMaster ResLife
 - McMaster Student Wellness Centre
 - McMaster Recreation
 - McMaster OPIRG
 - Public Health Hamilton
 - Therapeutic Paws of Canada
 - Marchese Pharmacy
 - Diva International
 - Eva Bloom
 - CANVAS Arts Action Programs
- One event that we want to run but ultimately couldn't due to timeline constraints was Pee4Pizza, a pre-2019 collaboration with the SWC and Public Health Hamilton to educate students on and promote STBBI testing. This can be reconsidered for the future.
- Our Events and Outreach and Resources and Advocacy Executives developed a comprehensive list of internal and external community resources that students can access in addition to or in lieu of SHEC. We created a similar resource list with the other peer support services of resources that students can access in lieu of us over the Winter break.

Service Accessibility

- Peer support was offered in both online and in-person formats this year in recognition that online peer support may be more accessible and/or approachable for many students for different reasons.
- Training was made available in asynchronous components for volunteers who were unable to attend the in-person training. We struggled somewhat with training attendance and online asynchronous training completion, especially in the Winter semester. In the future, it should be stressed that training is absolutely mandatory, and volunteers cannot continue in their role without attending training. While online training alternatives should continue to be offered for accessibility reasons, it should be emphasized that volunteers should be attending the in-person training if at all possible.
- We looked into space reallocation and space modifications this year to make our in-person space more accessible, but were unable to pursue these options for various logistical difficulties. This should be something that is revisited in the future. Some suggestions for space improvements to improve accessibility include decluttering the back space, adding soundproofing, and adding softer non-fluorescent lighting options.

Service Visibility

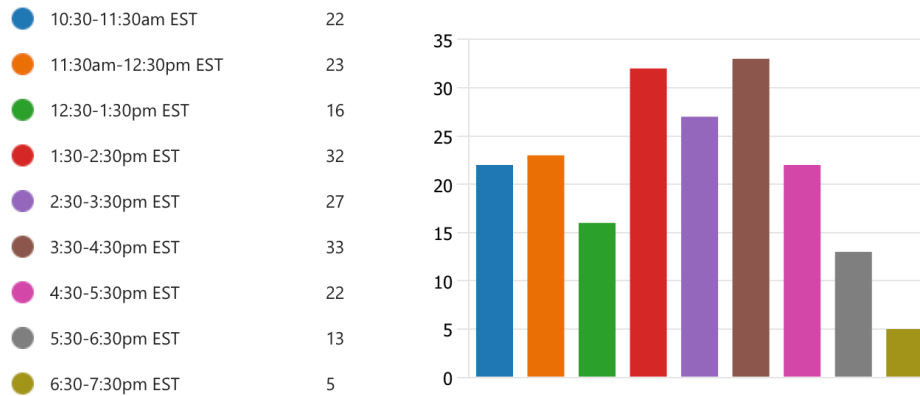
- SHEC engaged in many advertising and outreach opportunities this year to increase service visibility, including but not limited to participating in various Welcome Week events, the Meet the MSU services fair, Maccess's Resource Fair.
- We created new social media and print promotional materials (including posters and a Silhouette ad) to increase awareness of the services that we provide. We also created a promotional video that was shared on the MSU account.
- Our Promotions Coordinators designed many new promotional materials, including a matching banner, rave card, and sticker set with a "mascot" bear. These service brand themes should be carried over into the future if possible!

Events, Projects, & Activities

General Service Usage

SHEC saw amazing service usage this year. Through our volunteer logbook, we logged nearly 200 interactions. Not all interactions are captured here — actual service usage is likely significantly higher when projected using indirect measures like inventory usage!

From our logged interactions, the vast majority of interactions occurred in the in-person space. Service usage peaked in the early afternoon (see below image).



Over 1/3 of logged service use was for the seeking of tangible health supplies. Another 1/3 of logged service use was specifically for seeking pregnancy testing. This suggests that these are vital resources provided by the service that should be maintained and expanded upon in the future.

Peer support represented 5% of logged interactions, but was sought for a wide range of reasons including but not limited to: trauma, social/personal identity, sexual/reproductive wellbeing, mental wellness, substance use, body image, 2SLGBTQIA+ identity/community, madness/disability/chronic illness, personal relationships, academic struggles, and financial struggles. This indicates that SHEC represents a vital resource for students seeking support on non-community-specific concerns and underscores the importance of training our volunteers on a broad range of topics.

As outlined above, our operating hours vary throughout the year depending on team capacity and other circumstances. Our hours this year are outlined below:

- **Soft-opening** — We open our space in September to allow students to become familiar with our service, but without promoting the opening as to allow us to troubleshoot any issues that may arise with our shift protocol. Because none of our new volunteers have been trained yet, only returner volunteers are able to go on shift.
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 - TBD

Projects & Events: Peer Support Volunteer Hiring (Complete)

SHEC completes volunteer hiring in two rounds: One early round to hire returning volunteers and upper year volunteers, and one later round in September to hire first-year and transfer students. Upper year/returner volunteer hiring was completed in August this year; first-year and transfer volunteer hiring was completed in September. This is later than is typical for the service, and in the future, the team should aim to complete hiring by May and August respectively if possible.

Our final volunteer team this year was composed of 60 PSVs! We had a good amount of diversity in our volunteer team, including volunteers from 13 different programs and a decent proportion (15%) of non-female-identifying volunteers, a population that the service has previously struggled with reaching in hiring. However; we lost a small number of volunteers over the course of the year for various personal reasons. In the future, the service can consider maintaining a waitlist of exceptional applicants that can be taken on as volunteers if this were to reoccur.

Projects & Events: Peer Support Volunteer Guidebook + Internal Resources List (Complete)

SHEC's Internal Executives (Training and Development Coordinators + Volunteer Coordinators) created a PSV Guidebook this year. This guidebook covers topics including: an overview and history of SHEC, an overview of SHEC's structure + intro to the executives and their roles, the responsibilities of a PSV, how to provide peer support (OARs model, verbal/non-verbal communication skills), the shift protocol, and important resources. We gave every PSV a digital copy and keep a physical copy printed in the SHEC space.

SHEC's External Executives (Resources and Advocacy Coordinators + Events and Outreach Coordinators) edited and finalized SHEC's resources list. This is the full list of internal and external organizations to whom we can refer SHEC service users should they want to receive further support or resources. This list is completed, but the service should continually update it throughout the years as we learn about more resources available to students. We similarly provided digital copies to every volunteer as well as printed a copy to keep in our in-person space.

Projects & Events: Welcome Week Involvement + CA Packages (On-Going)

SHEC had an extensive presence on campus during Welcome Week. Of note, SHEC collaborated with the Maroons on their Mindfulness with the Maroons event, wherein SHEC handed out a wellness pamphlet with tips and resources available around McMaster and speaking with students about our services. As well, we started an old SHEC tradition — CA packages — wherein we pack small paper bags with condoms, personal lubricants, and stickers for CAs to pick up and tape outside of their doors for students to utilize as they see fit in a relatively anonymous manner.

Projects & Events: Fall 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: Fall Volunteer Social (Complete)

Our Volunteer Coordinators and Assistant Director planned and ran a movie night/pajama party social on November 17th in BSB. We did not receive high attendance, but those that attended (including myself) greatly enjoyed ourselves!

Projects & Events: Cum One, Cum All! (Complete)

Our extremely popular “*Cum One, Cum All!*” event with Eva Bloom (they/she) and the Pride Community Centre (PCC) occurred on November 25th from 3–5 PM EST. We will be collaborating with the Pride Community Centre on this event. Eva Bloom is a Canadian sexual health educator/researcher and Alum of McMaster and SHEC, and they led a workshop on how to have tenderness, empathy, and respect in casual sex encounters. It was hosted in-person in MUSC 311/314 and simultaneously livestreamed to accommodate attendees who would appreciate greater anonymity or cannot come on campus due to the strike situation.

We received an attendance of approximately 20-25 students and had amazing, engaging conversations with Eva and the attendees. Many attendees approached us after the event to express interest in attending future workshop-style events such as this one, which is something that we will take into consideration. Eva has been an amazing friend of the service and her workshops are always well-received!

Projects & Events: Series on Support Campaign (Complete)

We posted our *Series on Support* campaign between November 30th – December 3rd. The *Series on Support* campaign addressed themes including when/where students should seek support, myths on support, and what support can look like.

Projects & Events: Exam Care Programming (Complete)

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.

This year, we will be collaborating with all of the peer support services (Maccess, WGEN, DEN, and the PCC) in delivering this initiative. We received \$450 of funding from the Student Wellness Centre and \$1000 of funding from the Board of Directors, which allowed us to create 300 care packages and fund 2 giveaway items. Our care packages included the following items: sleep mask, ear plugs, tea, hot chocolate, granola bar, squishy toy, bubble wrap, stickers, handwritten note, and resource card. The resource card contained a QR link to a list of external sources in Hamilton that students could access in lieu of the peer support services while we were closed over the winter break; [the full list can be found here](#). We also ran a social media giveaway that encouraged participants to engage with all 5 of our social media accounts. The winners of that giveaway received a coffee maker and a weighted blanket respectively.

The packages were distributed in Mills Library and Thode Library on December 14th and 15th. We received incredible engagement at each distribution day and all

packages were claimed within half an hour on both days. The PCC Director was also kind enough to personally arrange some food distribution at Thode Library as well!

Projects & Events: Spill the AnxieTEA Campaign (Complete)

We posted our *Spill the AnxieTEA* campaign between December 15th – December 19th. The *Spill the AnxieTEA* campaign addressed themes including stress and anxiety, the stigma around anxiety, ways of coping, and burnout.

Projects & Events: Pups & Painting (Complete)

SHEC participated alongside EFRT, WGEN, and the FCC in SWHAT's *Wellbeing Week* earlier in January. Our event, titled *Pups and Painting* took place on January 19th from 4:30–6:30 PM in LRW 1003. At this event, participants were able to paint to some optional prompts around self- and community care and engage with a therapy dog brought in by Therapeutic Paws of Canada.

This event was *wildly* popular, and by far the most engagement that SHEC has received this year at any event. (Bringing in a dog seems to have that effect on people!). We logged an attendance of 173, but given the chaotic nature of the event, I personally estimate that well over 200 people visited the event over the course of the night. If the service were to run a similar event in the future, I would highly recommend that it book a much larger room and purchase more painting supplies!

Many other clubs and services reached out to us in the days after the event to ask how we sourced our therapy dog. Therapeutic Paws of Canada was very gracious in agreeing to attend on a volunteer basis, but another option for the service in the future could be to contact the McMaster Chaplaincy Centre, which has a therapy dog of its own!

Projects & Events: Winter Peer Support Volunteer Training (Complete)

Our internal executive team planned and ran our Winter PSV refresher training on January 21st from 9:00 AM – 3:00 PM. This training covered PSV procedure refresher, DivaCups distribution training, bereavement and grief, loneliness, consent culture (provided by CANVAS Arts Action Programs), 2SLGBTQIA+ inclusivity training (provided by the Assistant Director of the PCC), and situationals. These were primarily facilitated by our Training and Development Coordinators and Assistant Director.

Unfortunately, not all of our volunteers were able to attend the synchronous training, so we are currently working on delivering asynchronous components to the rest of the team.

Projects & Events: Sew You Want to Talk Sustainability (Complete)

We ran our *Sew You Want to Talk Sustainability* event in collaboration with OPIRG McMaster on January 24th, 5:30–7:30 PM in KTH B105. The idea for this collaborative event first arose when OPIRG agreed to fund our *Collective Care* initiative (also in collaboration with WGEN) — we thought that it would be a good opportunity to collaborate on an event that tackled an aspect of both of our mandates, menstruation (SHEC) and sustainability (OPIRG). At this event, participants were able to pick up the materials and instructions to create a sustainable fabric pad. Participants could also optionally sign up ahead of time to pick up a DivaCup, which SHEC had recently acquired via donation through DivaCares (more information available below).

We received an attendance of approximately 30 at this event. We also received more attendees than anticipated who were seeking to pick up a DivaCup, which will definitely inform our full distribution plan (see below).

Projects & Events: SHEC Month Events (On-Going)

We had originally played with the idea of bringing back SHEC Week, an events week that the service had organized in 2019 to engage students with wellbeing topics associated with the service. Unfortunately, the timelines did not work out, so our Events and Outreach Executives have instead been working on a “SHEC Month” instead!

SHEC month entailed 3 events this year: “Shake it out with SHEC!” (a Zumba workshop in collaboration with McMaster Recreation), a naloxone workshop (in collaboration with Marchese Pharmacy), and “Breads and Spreads” (a breakfast bar event in collaboration with the FCC). “Shake it out with SHEC!” occurred on March 15th, 7:30-8:30 PM, the naloxone workshop occurred on March 22nd, 2:30-4:30 PM, and “Breads and Spreads” is scheduled to occur on March 31st, 9:30-11:00 PM.

Projects & Events: Body Neutrality + STBBI Campaigns (On-Going)

SHEC’s Resources and Advocacy and Promotions Executives have been working to complete a campaign on body neutrality that is leftover from the 2021-2022 executive team. This campaign tackles the ideas of healthism, fatphobia, body positivity vs. neutrality, and other related ideas. The graphics for this campaign are now ready and will be posted in the coming days.

SHEC has also been working on a comprehensive campaign around STBBI (sexually transmitted and blood borne infections) education and awareness. This campaign will cover topics including what STBBIs are, common myths around STBBIs and people with STBBIs, ways to reduce your risk of getting an STBBI, and ways to be safe if you have an STBBI. We aim to cover some common STBBIs among the student population as well as some that have historically been severely stigmatized and misunderstood, such as HIV. This campaign will also be 2SLGBTQIA+ inclusive throughout its planning and creation. The content for this campaign is now complete; once the graphics are finalized, we hope to post this campaign before the academic year finishes in April.

Projects & Events: DivaCups Distribution (Complete)

In early January, myself and SHEC’s Assistant Director have managed to secure a significant donation by Diva International. This donation consisted of 100 DivaCups and brochures, wash kits, menstrual handbooks, demonstration kits, pins, and other materials, totaling to approximately \$4000 in value!

We distributed some of the DivaCups we received through our Sew You Want to Talk Sustainability event. The remaining DivaCups we distributed out of our MUSC 202 space once volunteers were trained on how to educate users on how to use them. After advertising that we had started distributions, we ran out of DivaCups in just 2 days, showing just how popular and desired sustainable menstrual products are to the student population.

Projects & Events: Collective Care (On-Going)

Collective Care, our remote resource distribution initiative with WGEN, was (finally!) officially launched on January 31st. We have already received over 170 orders, and the SHEC and WGEN PTMs have already met once to collectively decide on funding allocation for requests. There have been some internal delays to fulfilling orders as yet, but we intend on sending out gift cards to requesters by this week.

We anticipate running out of funding before the end of the academic year, and as such, have been trying to distribute funds as equitably but also relatively conservatively as possible. For requests for resources that can be obtained at our in-person spaces (eg. menstrual products, safe(r) sex items, etc.), we are separately reaching out to requesters to suggest that they access our in-person resources instead, *unless* there is a reason why our in-person spaces are inaccessible to them (eg. they cannot come on campus, they want to remain anonymous, etc.), in which case we will fulfil the request. For all other requests, we are determining funding allocation by urgency and request type, but we will be transparent with requesters about their ability to reach out again or re-apply if they have specific needs that have not been met through this process.

Projects & Events: SHEC Bonfire (Upcoming)

SHEC had previously planned a bonfire event as an introduction to the service in October, but the event unfortunately had to be cancelled at the last minute due to inclement weather. We were unfortunately unable to reschedule a booking with Altitude that late into the year, so we consequently decided to run the event in April instead as a year closing event for the service.

This event is now scheduled for April 4th, 7:00–10:00 PM. It will also double as an end-of-year social, and all volunteers will be invited to join us for a night of community celebration!

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.

In the fall semester, we collaborated with all of the peer support services (Maccess, WGEN, DEN, and the PCC) in delivering this initiative. We received \$450 of funding from the Student Wellness Centre and \$1000 of funding from the Board of Directors, which allowed us to create 300 care packages and fund 2 giveaway items. We also ran a social media giveaway that encouraged participants to engage with all 5 of our social media accounts. The winners of that giveaway received a coffee maker and a weighted blanket respectively. The packages were distributed in Mills Library and Thode Library on December 14th

and 15th. We received incredible engagement at each distribution day and all packages were claimed within half an hour on both days.

We are about to begin the planning process for our Winter iteration of this initiative and will likely reach out to each of the peer support services again (and possibly other MSU services as well) to see if there is interest in collaborating again. We will also begin searching for funding sources again as well in the near future.

Projects & Events: Volunteer Appreciation (Upcoming)

Our Volunteer Coordinators have been working on planning volunteer appreciation initiatives and/or events to close off the year. We have placed orders for branded crewneck sweaters for volunteers who indicated an interest in receiving one. Unfortunately, volunteers will need to cover \$15 of the cost of the sweaters due to our limited Volunteer Appreciation budget; however, we have opened avenues for volunteers to request financial assistance if they want a sweater but are unable to cover this \$15. For volunteers who do not want a crewneck sweater, we will be purchasing branded mugs as an appreciation gift.

Outreach & Promotions

Summary

SHEC's Promotion Coordinators have done an amazing job with strategizing and creating social media and print communications to reach the student population!

One avenue that the service can explore further in the future is the creation of video content (eg. Instagram Reels, TikToks, etc.) to connect further with students. This content can supplement and enhance the static educational campaign we currently create!

MSU SHEC has service accounts on many platforms including: Instagram (msu_shec), Facebook (msu_shec), Twitter (msushec), TikTok (msu_shec), and now Reddit (u/MSU_SHEC)! This past year we have been most active on Instagram, Facebook, and Reddit. We have unofficially stopped posting on Twitter (firstly because of lack of student engagement on the platform, but also secondly because of major changes to the platform that occurred in the latter few months of 2022) and we did not use TikTok.

Promotional Materials

A full view of SHEC's promotional materials this year can be viewed in my past EB reports.

SHEC MONTH

BREADS + SPREADS

March 31 | LR Wilson Room 1003
9:30 AM - 11:00 AM

Drop in and create your own perfect breakfast by choosing from a variety of options such as bagels, croissants, English muffins, yogurt, and more.



We have **vegan** and **gluten-free** options available, so there's something for everyone to enjoy!

Let us know if you have any specific dietary restrictions (and we'll try to accommodate)

SHEC MONTH

NALOXONE TRAINING WORKSHOP

March 22nd | University Hall Room 112
2:00 PM - 4:00 PM



Sign up for a **FREE** in-person **Naloxone Kit Training Workshop** now! Kits are included in the training!

Naloxone can temporarily reverse the effects of an opioid overdose and learning how to administer it can be life saving.

@msu_shec /msu_shec @msushec SHEC MSU


SHEC MONTH

Shake it Out

WITH SHEC

March 15 | Pulse Fitness Centre
7:30 PM - 8:30 PM

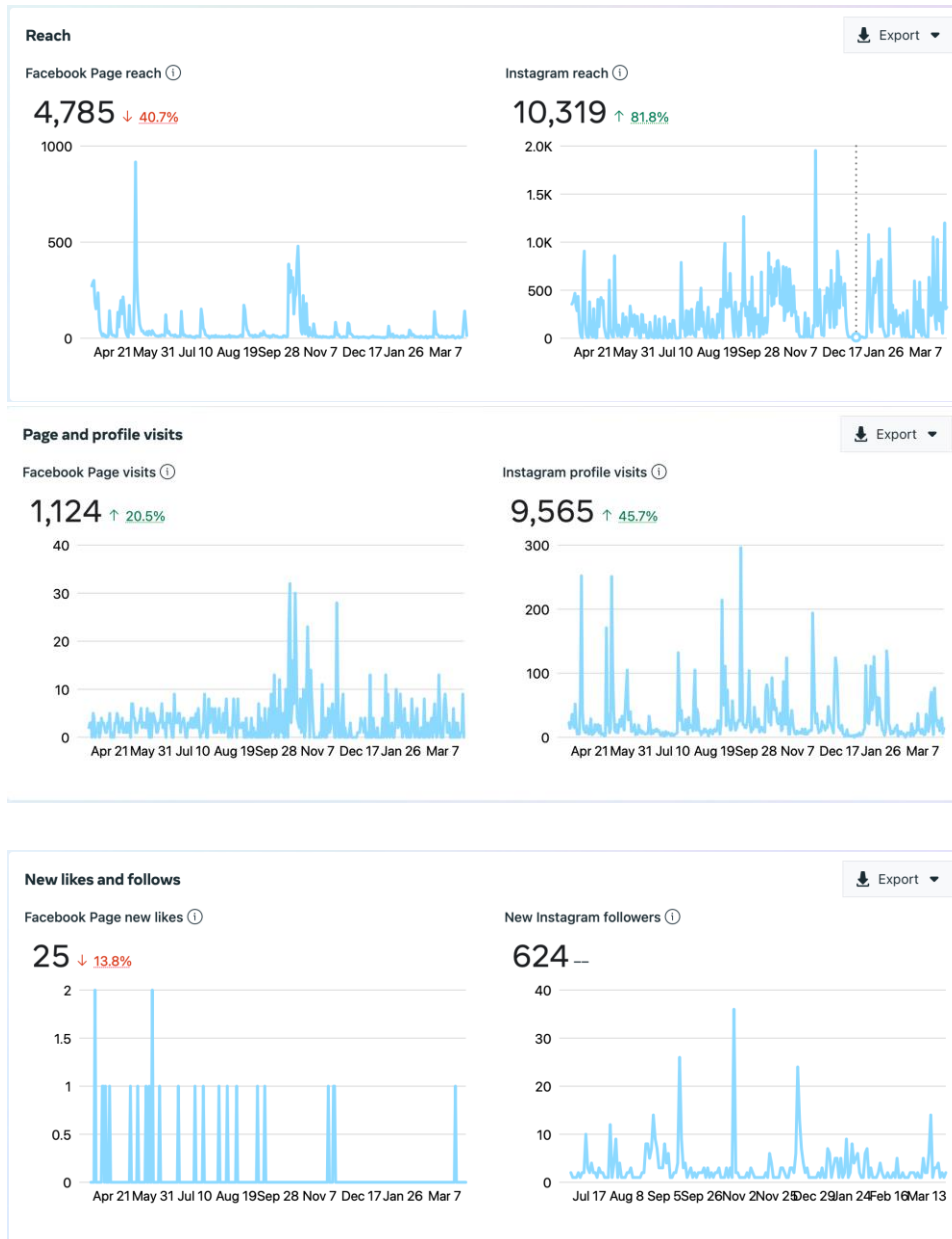
Sign up for our Zumba class led by an instructor at the Pulse Fitness Center!
Snacks and refreshments will be provided.



@msu_shec /msu_shec @msushec SHEC MSU

Social Media Engagement since the Previous Report

Facebook and Instagram



Finances

Budget Summary

SHEC did a good job of staying within but using our budget to its fullest this year! We received significant sponsorship and financial support from other community services for initiatives like Collective Care and Exam Care programming. The additional funding we received included:

Collective Care (all funding split with WGEN)

- \$500 — MSU Special Projects Fund
- \$3000 — McMaster OPIRG
- \$1000 — McMaster USIF Fund

Exam Care Programming

- \$450 — McMaster Student Wellness Centre
- \$1000 — MSU Board of Directors

Note: Some of the budget summary below is an estimate.

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	\$300
	REMAINING IN LINE	\$0
6101-0116	SHEC – HEALTH SUPPLIES	\$2000
	TOTAL SPENT IN LINE	\$1376
	REMAINING IN LINE	\$623
6102-0116	SHEC – ANNUAL CAMPAIGNS	\$2500
	TOTAL SPENT IN LINE	\$2000
	REMAINING IN LINE	\$500
6494-0116	SHEC – VOLUNTEER RECOGNITION	\$750
	TOTAL SPENT IN LINE	\$750
	REMAINING IN LINE	\$0
6501-011	SHEC – ADVERTISING & PROMOTION	\$2800
	TOTAL SPENT IN LINE	\$2800
	REMAINING IN LINE	\$0
6804-0116	SHEC – TRAINING EXPENSE	\$1000
	TOTAL SPENT IN LINE	\$1000
	REMAINING IN LINE	\$0
TOTALS		
TOTAL BUDGETED		\$9450

DISCRETIONAR Y SPENDING		
TOTAL ACTUAL DISCRETIONAR Y SPENDING		\$8327
REMAINING DISCRETIONAR Y SPENDING		\$1123

Executives & Volunteers

I am so so so incredibly proud of SHEC’s amazing executive and volunteer team! This has been a year full of changes and uncertainty, but everyone rose to the challenge and demonstrated incredible passion and commitment to improving student wellbeing at McMaster. They were a wonderful support system to one another and to me, and I can say for certainty they have made me a better teammate and leader!

Our executive team mostly met separately as “Internal” (Volunteer Coordinators, Training and Development Coordinators, Assistant Director) and “External” (Events and Outreach Executives, Resources and Advocacy Executives, Promotions Coordinators, Director) this year. While this made meeting logistically easier, it sometimes made it more difficult to connected with everyone else on the team. We tried to address this by holding occasional whole-team meetings, but these were generally very difficult to organize. For the future, I would recommend setting whole-team meeting times early on so that they can be made a priority within the team!

With a huge volunteer team of 60, it was sometimes difficult to build personal relationships with everyone. Even so, I am incredibly proud of the dedication and resiliency that all of our volunteers have put forward this year, and I know that they have made an incredible difference in the lives of McMaster students. Future SHEC teams should give more consideration to how they can bridge the gap between the volunteer team and the executive team to build closer and more personal connections.

Successes

1. **In-person transition** — I must admit to feeling huge trepidation at transitioning SHEC back to in-person operations, but our team went above and beyond expectations to ensure that this transition was a successful one! I want to give a special shoutout to our Assistant Director, Volunteer Coordinators, and Training and Development Coordinators for the extensive work they’ve put into completely re-evaluating and re-vamping SHEC’s training, shift, and volunteer management procedures. As well, I want to thank our wonderful volunteer team for the flexibility and resiliency

they have all exhibited in following us along for such a wild year of uncertainty and change. SHEC wouldn't exist without you all!

2. **McMaster Community Engagement** — Our Promotions, Events and Outreach, and Resources and Advocacy executives have done an amazing job of collectively connecting SHEC with the broader student body. With their support this year, we were not only able to bring back classic and immensely popular initiatives like Exam Care Programming and Cum One, Cum All!, but we also brainstormed and implemented some amazingly creative new ideas like our Benny the Bear mascot and Pups and Painting event. My external team has been a huge inspiration for me, and I'm sure their contributions to the service will be felt for years to come!

Current Challenges

1. **Volunteer engagement** — We found it difficult at times to create a close sense of community within the SHEC volunteer team. This is understandable, as our volunteers are all students with many other obligations as well, and all our social and team bonding activities are meant to be optional ways of allowing the team to feel closer. That being said, it is clear that many initiatives we tried this year (eg. volunteer pods, social events) did not resonate as closely with the majority of our team as we had hoped. For the future team, I recommend checking in with volunteers early on in the year to hear directly from them on what they would like to see. This would save our Volunteer Coordinators from unnecessary stress and allow us to better allocate our volunteer appreciation resources.
2. **Executive and volunteer hiring timelines** — Volunteer and executive hiring was conducted relatively late this year compared to what the service typically did in pre-2019 times. This ended up having unintended consequences for other aspects of service operation; for example, because of delayed hiring, we were unable to run volunteer training until October and thus was unable to open our service for full-time operations until over halfway into Fall semester. For the future, I recommend that executive hiring is completed by end-April/early-May, upper year/returner hiring is completed by mid-May, and first-year/returner hiring is completed by early September to avoid these delays.

Miscellaneous

I wanted to give a huge thank you to the Executive Board and everyone in the MSU for all of the amazing support that you have provided me and SHEC throughout this year!