



Year Plan

**Student Health Education Centre
Service Director and Assistant Director
Sheridan Fong and Lena Wang**

2023–2024



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Introduction

Dear members of the 2023-2024 McMaster Students Union (MSU) Executive Board,

We would first like to welcome you to your new roles and thank you for your continued commitment to improving our student services here at McMaster. We, the SHEC Director Sheridan (she/her) and the Assistant Director Lena (she/her) are beyond excited to present this year plan to you today, work alongside you, our executive team, and our volunteer team to bring the visions and goals outlined within this plan to life.

We would first like to begin with a brief history of our service. The Student Health Education Centre (SHEC) has been a staple of the MSU for forty-nine years, ever since we opened at One James Street as the Birth Control Centre in October 1973. Although the service looks very different than it did back then, many of our core values remain the same: equity, inclusion, accessibility, and compassion.

Today, SHEC provides free health supplies, referrals, and educational materials, and functions entirely as a peer-run service. We employ a broad definition of the term “health,” recognizing that wellbeing looks and feels different to each person. As the MSU’s only non-denominational peer support service, SHEC reaches many different communities within the McMaster community through promoting our four strategic priorities: sexual reproduction and wellbeing, empowered bodies, substance use and mental wellbeing. Our safe(r) space is now located in room #202 of the McMaster University Student Centre (MUSC) and is available to all MSU full-time undergraduates for anonymous & confidential peer support, health information, health supplies, and help with navigating various wellness resources or concerns.

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

- Safe(r) sex supplies: internal and external condoms, personal lubricants, digit cots, oral barriers (“dental dams”)
- Menstrual products: various pads and tampons from light to super absorbency
- Personal health supplies: band aids, ear plugs, and to-go facial tissues
- Parenting and baby supplies: diapers (size 1 to 4), baby wipes, baby lotion, a bottle warmer, nipple pads, etc.
- Harm reduction kits: Fentanyl contaminate testing strips & deactivation bags
- Pregnancy testing kits (take home or done in the SHEC space)
- One-on-one peer support (in-person, chat, video, or phone calls)

- Help navigating resources on- and off-campus

Following a year of transition out of the pandemic, it is still one of our key targets to bring back many of SHEC's classic pre-pandemic services, events, and initiatives in formats that are accessible, while learning and drawing from the innovative solutions that the service created while operating virtually. Reflecting on our experiences this past year and maintaining constant means of feedback and communication with the student body will allow us to evolve as a service and also critically evaluate the relevance and demand of our existing service offerings.

As students who have greatly learned and grown from the initiatives that SHEC ran in previous years, served as volunteers and later executives who witnessed all the dedication, passion, and collaboration that went into running these initiatives, SHEC has made major impacts on our university experiences, and we will always feel a deep and personal connection to this service. Now in positions as the leadership of SHEC, we are honoured and grateful to have the privilege of working alongside the executive and volunteer team and the rest of the MSU to further grow SHEC's positive impact on the McMaster community and make a tangible difference in the lives of students.

With warmest regards,



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Vision for SHEC

<p>Overarching Vision (I.e., What is the <i>ultimate</i> goal you have for your Service?)</p>	<p><i>Volunteer and Executive Safety + Training</i></p>
<p>Description</p>	<p>The team of Peer Support Volunteers (PSVs) at SHEC has consistently played a vital role in the effective functioning of our service. We prioritize the safety and well-being of our team above all else, and it remains our utmost concern as we plan and implement new initiatives and programs. Ensuring the safety of both our team and service users is a prerequisite for any event, initiative and endeavour.</p> <p>Our PSVs undergo comprehensive training to prepare them for the diverse range of situations they may encounter during their shifts. This training encompasses both internal instruction from SHEC and external training facilitated by the MSU. By equipping our PSVs with the necessary knowledge and skills, we aim to empower them to effectively handle various scenarios that arise.</p> <p>Our executive team should feel fully equipped to provide peer support if needed and understand the pillars of SHEC to adequately serve as executive on calls for our PSVs during their peer support shift.</p> <p>While implementing health and training measures for our team, we are also committed to maintaining the accessibility of our service. We actively work to eliminate any barriers that might compromise the safety of our volunteers and executives. It is essential to ensure that all individuals involved in our service can participate without facing obstacles that hinder their safety.</p>
<p>Benefits</p>	<p>Creating clear and accessible safety protocols will benefit the mental and physical health of our team by ensuring they feel equipped to provide adequate peer support. When volunteers have a comprehensive understanding of the service, protocols and safety measures they will feel empowered to handle various situations.</p>

	<p>Having a team that is well-versed in protocols and trained in various peer support-related topics related to our pillars will help minimize the harm service users, volunteers and executives may encounter.</p>
<p>Year 1 Goals (2023/24)</p>	<ul style="list-style-type: none"> • Revisit old (pre-2019 and 2022-2023) protocols for in-person peer support and adapt them accordingly for how SHEC has evolved since that time (ex. crisis protocols, how to open/close the space, etc.) • Monitor recommendations from expert health institutions, the MSU and McMaster regarding COVID-19 and accessibility and adapt our service accordingly • Maintain a stock of appropriate COVID-19-related supplies (i.e. masks, hand sanitizer and other supplies as requested) within the space for volunteers and executives to use. Although the mask mandate at McMaster has currently been lifted, we will still provide these items for volunteers to use if desired and to help volunteers and service users alike feel more comfortable in the SHEC space. • Rewrite contingency plans for how SHEC will operate if COVID-19 outbreaks occur or if the university limits in-person activities again • Create avenues through which volunteers and executives can reach out if they feel unsafe completing shifts for any reason • Adapt previous and create new training modules for volunteers and executives on topics including but not limited to (i) SHEC hybrid operations (ii) SHEC health and safety protocols (iii) SHEC mandate topics (iv) intersectionality and anti-oppressive practice and (v) shift procedures, including our crisis protocols and other situations • Partner with other MSU peer support services to provide both internal and external training (ex. from community organizations and individuals with expertise in the field, such as SACHA) • Creating a “SHEC Peer Support Volunteer Guidebook” to help orient volunteers in their roles and as a resource they can refer to throughout the year (this is expanded on in greater detail in the projects/event timeline). • Give volunteers identifiable items to wear such as a lanyard or t-shirt during events and while in the peer support space. This will allow volunteers to identify each other.

	<ul style="list-style-type: none"> • Create a team atmosphere by having socials and get to know each other events <p>Measures of success:</p> <ul style="list-style-type: none"> • Positive feedback from volunteers, as gathered anonymously via forms and check-ins, especially regarding 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 <ul style="list-style-type: none"> ○ Volunteers and executives will be asked to fill out an anonymous feedback form twice throughout the year (once midway through the year, and a second time at the end of the year) ○ An anonymous feedback form will also be available year-round and frequently checked • Positive anonymous service user feedback, especially regarding their experience interacting with PSVs
<p>Year 2 Goals (2024/25)</p>	<ul style="list-style-type: none"> • Continue to implement volunteer and service user feedback • Continuously re-evaluate training materials to ensure that they are up to date and cover emerging or previously under-trained topics in equity, anti-oppressive practices, and the lived experiences of marginalized populations
<p>Year 3 Goals (2025/26)</p>	<ul style="list-style-type: none"> • Continue to implement volunteer and service user feedback • Continuously re-evaluate training materials to ensure that they are up to date and cover emerging or previously under-trained topics in equity, anti-oppressive practices, and the lived experiences of marginalized populations
<p>Partners</p>	<ul style="list-style-type: none"> • Other MSU peer support services • Local and university-level public health institutions • Community organizations and individuals with lived experiences or other specialty knowledge/experiences
<p>How can VP Admin support you?</p>	<ul style="list-style-type: none"> • Offer prompt and clear notification on plans for MSU-wide volunteer training as soon as possible so that SHEC can make appropriate plans for additional or supplementary internal training

	<ul style="list-style-type: none"> Assist in advocating for adequate resources (budgetary, etc.) to create accessible and community-informed training resources for our volunteer and executive team
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Overarching Vision (I.e., What is the <i>ultimate</i> goal you have for your Service?)	<i>Supply and Resource Distribution</i>
Description	<p>Supply distribution is a fundamental aspect of SHEC's services to students, and it is crucial to optimize accessibility and anonymity for the student population. To achieve this, the organization must ensure that the inventory is regularly reviewed and updated to align with our service mandate pillars: sexual reproduction and wellbeing, empowered bodies, substance use, and mental wellbeing. This evaluation helps identify any gaps in the items offered by SHEC, ensuring comprehensive coverage of relevant health supplies.</p> <p>In addition to the distribution of health supplies, SHEC maintains a lending library that includes books and pamphlets covering a wide range of health and wellbeing topics. To provide the best service to users, it is essential to keep this library up to date with emerging topics relevant to our mission. Regular review is necessary to remove any harmful or outdated resources and maintain a collection that remains valuable and informative. Furthermore, organizing the library and pamphlet collection in a user-friendly manner enhances accessibility for service users, allowing them to easily find and access the resources they need.</p>
Benefits	<p>Expanding the range of supply distribution methods would enable SHEC to effectively reach students from diverse circumstances, particularly those who may face barriers in accessing traditional channels. Given the sensitive and stigmatized nature of the topics covered by SHEC, offering alternative methods ensures that students can obtain the necessary supplies discreetly and comfortably, promoting inclusivity and accommodating individual needs.</p>

	<p>Re-evaluating the inventory and lending library resources is crucial for SHEC to remain current and address any emerging or previously overlooked blind spots in fulfilling its service mandate through supply distribution. Regular assessment allows SHEC to identify and fill gaps in the availability of essential items and resources, ensuring that students have access to comprehensive and up-to-date materials related to sexual reproduction and wellbeing, empowered bodies, substance use, and mental wellbeing. By actively staying informed and responsive to emerging trends and overlooked areas, SHEC can better support students in their health and well-being needs.</p> <p>By increasing the visibility and accessibility of the resource library, SHEC can encourage greater utilization of this valuable service component. Making the library more visible and easily accessible to service users enhances their awareness and understanding of the available resources. This increased usage not only benefits individual students but also promotes a culture of learning, empowerment, and informed decision-making within the student community.</p> <p>Overall, expanding supply distribution methods, re-evaluating the inventory and lending library, and improving the visibility and accessibility of resources offer several benefits to SHEC. These measures support inclusivity, ensure relevance and comprehensiveness in service provision, and enhance the utilization and impact of the resource library, ultimately advancing the organization's mission to promote student health and well-being.</p>
<p>Year 1 Goals (2023/24)</p>	<ul style="list-style-type: none"> • Continue Lockers of Love (in collaboration with FCC) and Collective Care (in collaboration with WGEN), both contact-free initiatives for supply delivery started during the COVID-19 pandemic, to align these programs with SHEC's hybrid operations while preserving anonymity and accessibility • Engage in discussions with the university, the MSU, and external collaborators regarding financial sponsorships, delivery methods, order systems, and safety measures to assist with the heightened administrative and budgetary concerns that come with offering a hybrid model of supply distribution • Have an anonymous suggestion form open to students year-round that allows students to list items they would like SHEC to carry

	<ul style="list-style-type: none"> • Continue the re-assessment and re-vamping of our inventory for any gaps that may exist in light of the COVID-19 pandemic (ex. mask and hand sanitizer distribution) • Create an up-to-date digital record of SHEC's lending library and have this incorporated into the McMaster Libraries system <ul style="list-style-type: none"> ○ Consider utilizing an alternative platform then excel sheets for the lending library and digitizing the system ○ The library should limit the collection of personal identifiable information or limit the access volunteers have to information; as borrowing books of certain topics can lead to stigmatization by peers • Re-evaluate the lending library for outdated and harmful materials while adding newer or missing relevant materials • Compiling a resource of other services that students can access for health supplies or resources while SHEC is closed during the winter break and summer months • Work with residence rlocs/cas to get SHEC residence kits delivered to Keyes commons/centro commons allowing a quicker distribution system. Currently it is up to RAs to take the initiative to visit SHEC and pickup supply kits, this had led to access to supply disparities between residences and even floors • Work with groups on campus to have more health supply dispensers. In particular, other student groups located in buildings outside of the MUSC. This will help us broaden our reach and connection in the McMaster community <p>Measures of success:</p> <ul style="list-style-type: none"> • Regular use of supplies and resources, as seen in logs and inventories <ul style="list-style-type: none"> ○ The number of supplies distributed via Lockers of Love and the number of service users accessing Collective Care • Positive anonymous service user feedback, especially regarding their experience with accessing supplies/resources and any barriers that they encountered
Year 2 Goals (2024/25)	<ul style="list-style-type: none"> • Continually evaluate hybrid models of supply and resource distribution and improve these programs as necessary while keeping in mind SHEC's budgetary and staff capacity, the

	<p>existence (or non-existence) of similar programs, and the accessibility and anonymity needs of service users</p> <ul style="list-style-type: none"> • Look into creating a collective digital database of resources from all the Peer Support Services with lending libraries, such as SHEC, WGEN, Maccess, DEN and the PCC
Year 3 Goals (2025/26)	<ul style="list-style-type: none"> • Continually evaluate hybrid models of supply and resource distribution and improve these programs as necessary while keeping in mind SHEC's budgetary and staff capacity, the existence (or non-existence) of similar programs, and the accessibility and anonymity needs of service users • Look into creating a collective digital database of resources from all the Peer Support Services with lending libraries, such as SHEC, WGEN, and the PCC
Partners	<ul style="list-style-type: none"> • VP Finance • FCC, PCC, WGEN, Maccess, DEN PTMs • McMaster Libraries • City of Hamilton Health
How can VP Admin support you?	<ul style="list-style-type: none"> • Offer feedback and insight on SHEC's supply and resource distribution programs • Connect SHEC to other stakeholders in the MSU and around McMaster that can help with supply distribution and sourcing

Overarching Vision (I.e., What is the <i>ultimate</i> goal you have for your Service?)	<i>Peer Support/Warmline</i>
Description	<p>MSU SHEC's Peer Support is rooted in an anti-oppressive framework, acknowledging the complex trauma of living in a society that marginalizes and harms us and our loved ones. You can watch our 2019 video to learn about accessing peer support in our safe(r) campus space. Anonymity, accessibility, and confidentiality are paramount in our peer support at SHEC. Our trained PSVs offer sensitive and compassionate support based on mutual respect. Due</p>

	<p>to the impact of COVID-19, we've shifted peer support to a hybrid model. We now continue our online Warmline, aiming to maintain its anonymity and accessibility at reduced hours and have in-person peer support in MUSC 202. We consider volunteers' well-being when planning operations, aligning schedules with their availability, internet access, transportation, and comfort levels. We prioritize avoiding crisis calls and clearly state that SHEC is not a crisis line. Hours should not expose PSVs to high crisis call volumes (e.g., 11 PM - 7 AM), as they lack crisis-specific training.</p>
<p>Benefits</p>	<p>Providing accessible and anonymous peer support may encourage more students to access this (and other) aspect(s) of SHEC's service, especially as many students may be reluctant otherwise to engage with topics that are often stigmatized. Peer support provides a way for students to engage with our service in an anonymous confidential way.</p>
<p>Year 1 Goals (2023/24)</p>	<ul style="list-style-type: none"> - Continue investigating different platforms to improve the delivery of online peer support. • Re-evaluate SHEC's <i>Warmline</i> and in-person drop-in peer support operations from past years to create a new long-term hybrid approach • In addition to training on service-relevant topics, train volunteers on specific procedures and best-practices for interacting with service users both online and in-person, taking care to touch on the specific challenges that come with each format • Ensure the executive team feels well equipped to debrief or provide support to volunteers following a peer support session • Touch base with other Peer Support services to learn from one another's experiences with adapting peer support in a hybrid year • Create a long-term plan for the future of peer support operating in a hybrid manner. <ul style="list-style-type: none"> ○ The plan is to have volunteers in-person with a designated volunteer who has their laptop out to provide online peer support <p>Measures of success:</p> <ul style="list-style-type: none"> • Increased service usage (as measured by online and in-person logs)

	<ul style="list-style-type: none"> • Positive anonymous service user feedback, especially regarding their experience with accessing supplies/resources and any barriers that they encountered • Positive feedback from volunteers and executives alike, as gathered anonymously via forms and check-ins, especially regarding how supported and prepared they feel in their role
Year 2 Goals (2024/25)	<ul style="list-style-type: none"> • Re-evaluate SHEC's hybrid approach while keeping in mind COVID-19 status, SHEC's operating capacity, and past service usage & feedback both online and in-person
Year 3 Goals (2025/26)	<ul style="list-style-type: none"> • Re-evaluate SHEC's hybrid approach while keeping in mind COVID-19 status, SHEC's operating capacity, and past service usage & feedback both online and in-person
Partners	<ul style="list-style-type: none"> • Other MSU Peer Support Services
How can VP Admin support you?	<ul style="list-style-type: none"> • Connect SHEC with other Peer Support Services, so that we may all learn from how we are navigating hybrid peer support • Offer feedback and insight on SHEC's hybrid peer support plan • Help with space allocation application or space renovations. The space is only equipped to offer peer support to one individual at a time

Overarching Vision (I.e., What is the <i>ultimate</i> goal you have for your Service?)	<i>Community Partners</i>
Description	SHEC aims to enhance its service by strengthening relationships with similar community-led groups and promoting their resources to service users when appropriate. We have established strong connections with partners like PrEP Clinic, Student Wellness Centre (SWC), and Public Health Hamilton, collaborating on various initiatives. We will maintain these relationships, establish new ones, and develop initiatives aligned with our mandate pillars.

Benefits	<p>Collaboration with external organizations and individuals is essential for SHEC to effectively fulfill its broad mandate and scope. Engaging with community partners not only helps avoid unnecessary duplications but also enables SHEC to address aspects of its mandate that may exceed its available resources. For instance, referring students to specialized clinics like the PrEP Clinic for Naloxone training or HIV/AIDS post-exposure prophylaxis information and resources, as these are areas outside SHEC's expertise. Community partners contribute valuable perspectives and lived experiences that may be lacking within SHEC's PTM and executive team. Integrating their insights into our events, initiatives, and campaigns enriches the overall impact of SHEC's work.</p>
Year 1 Goals (2023/24)	<ul style="list-style-type: none"> • Bring back previously successful in-person collaborations with community partners, including but not limited to: <ul style="list-style-type: none"> ○ <i>Pee4Pizza</i>, a collaboration with the SWC and Public Health Hamilton to educate students on and promote STBBI testing ○ <i>Cum One, Cum All!</i>, a sexual health event hosted by educator and previous SHEC alumni Eva Bloom, which has been very popular in recent years • Create an updated resource with community resources and referrals to offer service users, especially during the winter break and summer months when SHEC is closed • Connect with previous partners early in the year to discuss possibilities for collaborations or avenues of support • Work with other student groups on supplying safe(r) sex resources through health dispensers • Strengthen our relationship with other peer-support services or MSU services by hosting events/campaigns in collaboration <p>Measures of success:</p> <ul style="list-style-type: none"> • Positive anonymous service user feedback, especially regarding their knowledge of and possible use of resources provided by SHEC's partners • Positive feedback from community partners • Increased volunteer familiarity with different resources • Improved attendance and engagement with events and campaigns that are hosted in collaboration with community partners

Year 2 Goals (2024/25)	<ul style="list-style-type: none"> • Look into new possible community partners, especially those that covers an aspect of SHEC’s mandate that has not been previously covered and those that have newly emerged since the COVID-19 pandemic • Maintain current relationships with established community partners
Year 3 Goals (2025/26)	<ul style="list-style-type: none"> • Look into new possible community partners, especially those that covers an aspect of SHEC’s mandate that has not been previously covered and those that have newly emerged since the COVID-19 pandemic • Maintain current relationships with established community partners
Partners	<ul style="list-style-type: none"> • Student Wellness Centre • Public Health Hamilton • Prevention Clinic & Pharmacy • Eva Bloom • Other MSU and McMaster services • Other community services and partners (ex. Body Brave)
How can VP Admin support you?	Connect SHEC with other MSU and McMaster services that may be working on similar initiatives or campaigns

Overarching Vision (I.e., What is the <i>ultimate</i> goal you have for your Service?)	<i>Service Accessibility</i>
Description	SHEC remains dedicated to upholding accessibility as a core value. We prioritize the continual improvement of our services' accessibility in both digital and physical spaces. This includes ensuring the accessibility of training materials, online campaigns, events, our physical location, and other resources and services. Our primary objective is to develop digitally accessible training materials and provide accessibility training to peer support volunteers for both online and in-person Safe(r) Space. To assess comprehension and

	<p>identify any training gaps, we will introduce small training "assignments" for volunteers and executives, recognizing the potential stress involved and designing them to be low stakes. Additionally, we aim to collaborate with disability and accessibility services and advocacy groups within the McMaster and Hamilton communities.</p>
<p>Benefits</p>	<p>Enhancing the accessibility of our service is crucial to maximize service user engagement at SHEC. Given the sensitive and potentially stigmatized nature of the topics we address, it is incumbent upon us to ensure a safe and user-friendly experience for students facing various challenges. By prioritizing accessibility, we aim to remove barriers and create a supportive environment for individuals seeking our assistance and resources.</p>
<p>Year 1 Goals (2023/24)</p>	<ul style="list-style-type: none"> • Implement a hybrid offering of SHEC’s services in-person and on Zoom <ul style="list-style-type: none"> ○ As mentioned previously in the supply and resources distribution, re-evaluating SHEC’s Lockers of Love and Collective care programs as methods of increasing service accessibility • Implement regular use of the SHEC dispenser, log usage and collect service user input on items they would like the dispenser to be filled with • Begin the application process for space reallocation to look for a location that would increase the anonymity, confidentiality, and accessibility that we can offer our space users • Discuss possible spaces on campus where SHEC could relocate with the appropriate campus partners • Look into soundproofing each of the side rooms and other space modifications that should be made for confidentiality and accessibility reasons • Redecorate or organize the space so it is more accessible and welcoming for folks • Create internal communication channels that are efficient and have clear guidelines to protect the safety of our team and community <ul style="list-style-type: none"> ○ Guidelines could include on appropriate contact hours <p>Measures of success:</p>

	<ul style="list-style-type: none"> • Positive anonymous service user feedback, especially regarding their ease of access when engaging with SHEC's various events, initiatives, campaigns, and services
Year 2 Goals (2024/25)	<ul style="list-style-type: none"> • Evaluate SHEC's hybrid operations and adjust as needed • Relocate SHEC furniture, supplies and equipment to the new location
Year 3 Goals (2025/26)	<ul style="list-style-type: none"> • Evaluate SHEC's hybrid operations and adjust as needed • Soundproofing each of the side rooms for confidentiality reasons. This is a more accessible alternative to noise cancellation devices, which add more stimuli to the space and thus run the potential of overwhelming space visitors or assistive devices that are sensitive to auditory stimuli.
Partners	<ul style="list-style-type: none"> • Space allocation committee • Facility services • Procurement services • VP Administration
How can VP Admin support you?	<ul style="list-style-type: none"> • Assist in advocating for adequate resources (budgetary, etc.) to create accessible training resources for our volunteer and executive team • Assist in answering questions or concerns around the space reallocation application

Overarching Vision (I.e., What is the <i>ultimate</i> goal you have for your Service?)	<i>Service Visibility</i>
Description	In the past three years, SHEC has undergone significant changes in its operations, leading to reduced awareness among current students regarding the in-person resources and services previously available. A primary objective for this year is to enhance service visibility and ensure McMaster students are informed about the available services, whether online or in-person, and how to access

	<p>them. SHEC aims to reinstate several in-person services that were temporarily paused or altered, such as a lending library, nursing and parenting space, on-site pregnancy testing, campus directions with SWC Counselling accompaniment, in-person peer support, and an ion therapy lamp. It is essential to develop comprehensive, accessible, and prominent materials to educate the student population about SHEC's hybrid operations. Additionally, consistent communication throughout the year via social media and print formats is crucial to provide updates on any service changes that may occur.</p>
<p>Benefits</p>	<p>Increasing both our social media and print promotional activity would increase the number of students who know about our services and therefore increase engagement and service use. We want to ensure SHEC is revamped back to at least the level of engagement as pre-pandemic.</p>
<p>Year 1 Goals (2023/24)</p>	<ul style="list-style-type: none"> • Create comprehensive promotional materials on the services SHEC offers and how SHEC will be operating in this hybrid year. This may include videos (re-creating videos from 2019), a banner (the one we currently have is fairly outdated), posters, and printed materials that can be given out. • Seek out and attend opportunities to promote the services SHEC offers <ul style="list-style-type: none"> ○ ex. Monday Light Nights during Welcome Week, the Student Success Centre Student Services Fair, Dirty Drag Bingo with Campus Events), etc. • Create a mailing list and monthly newsletter that students can self-sign up for that includes information including hiring notifications, COVID-19 operations updates, drop-in peer support updates, campaigns, and upcoming events • Create an anonymous form through which students can direct questions to us that they would not feel comfortable asking in-person or directly through email or social media • Have more casual posts on Instagram such as meme Monday • Offer events that are based on providing health supplies <p>Measures of success:</p> <ul style="list-style-type: none"> • Increased social media following and engagement • Increased event and initiative registration, as well as use of other in-person or online services

Year 2 Goals (2024/25)	<ul style="list-style-type: none"> • Supplement and modify promotional materials as necessary to reflect changes in SHEC's service • Continue to seek opportunities to promote SHEC
Year 3 Goals (2025/26)	<ul style="list-style-type: none"> • Supplement and modify promotional materials as necessary to reflect changes in SHEC's service • Continue to seek opportunities to promote SHEC
Partners	<ul style="list-style-type: none"> • Director of Marketing & Communications (Wooder) • The Underground (Paula Scott)
How can VP Admin support you?	<ul style="list-style-type: none"> • Offer feedback and insight on SHEC's promotional plans • Assist SHEC in acquiring adequate resources for promotional purposes

Overarching Vision (I.e., What is the <i>ultimate</i> goal you have for your Service?)	<i>Team Community</i>
Description	<p>Many of SHEC's most influential service offerings would not be able to run without the support of our team of volunteers and executives. We as Director and Assistant Director have a responsibility to promote a safe(r) and non-judgemental dynamic within our team. What this may look like is providing opportunities for our volunteers to establish positive relationships with one another and create an environment where volunteers are comfortable bringing up comments, suggestions, and concerns to the leadership team. Additionally, we hope to increase our volunteers' understanding of other MSU services, while building more relationships with other services as a whole.</p>
Benefits	<p>Improving the sense of belonging and appreciation felt by volunteers and executives may foster better communication, improve performance, provide more comfort when sharing thoughts and ideas, and create a greater sense of connection and understanding of what SHEC is as a service.</p> <p>Building on relationships with other MSU services will also allow us to expand our capabilities (through increased manpower and budget</p>

	size for events and campaigns) while also reaching broader audiences.
Year 1 Goals (2023/24)	<ul style="list-style-type: none"> • Establish Discord platform for internal communications • Connect with and have meetings with other PTMs to discuss details of existing and future collaborations • Engage with volunteers and executives through social events • Collect continuous feedback from volunteers regarding their thoughts on team dynamics • Distribute SHEC shirts/lanyards to volunteers for shifts <p>Measures of success:</p> <ul style="list-style-type: none"> • Frequent activity and communication on our Discord server, not only related to SHEC-specific matters • A large number of SHEC volunteers attend internal social events and general events • Greater interaction between volunteers and executives/D/AD, and a greater sense of who-is-who • Positive feedback and comments collected from volunteers throughout the year • More collaborative events and campaigns with other MSU services • Positive anonymous service user feedback, especially regarding their experience interacting with PSVs
Year 2 Goals (2024/25)	<ul style="list-style-type: none"> • Continue engaging with other PTMs to discuss details of existing and future collaborations • Engage with volunteers and executives through social events and find improved ways to foster team dynamics • Continuously collect and implement feedback from volunteers and other services
Year 3 Goals (2025/26)	<ul style="list-style-type: none"> • Continue engaging with other PTMs to discuss details of existing and future collaborations • Engage with volunteers and executives through social events and find improved ways to foster team dynamics • Continuously collect and implement feedback from volunteers and other services
Partners	<ul style="list-style-type: none"> • Other MSU Peer Support Services • MSU underground (for merchandise)

How can VP Admin support you?	<ul style="list-style-type: none"> • Offer insight on how to improve SHEC's team community • Assist SHEC in acquiring merchandise if ordering with other services simultaneously in a bulk order
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Project/Events Timeline

Spring/Summer Term

May	
Service Goal/Project/Event (#1):	Executive Hiring
Why and how?	<p>The executive team is incredibly important and foundational to SHEC as a service, as we would not be able to operate and fulfill our four pillars and more without their continued support, passion, and dedication. This year, we intend to hire a total of two students for each of the following executive positions:</p> <ul style="list-style-type: none"> • Volunteer Coordinators • Training & Development Coordinators • Promotions Coordinators • Events & Outreach Co-executives • Resources & Advocacy Co-executives
Potential difficulties? How can you overcome them?	<p>In previous years, SHEC has typically received a large number of applicants for their executive positions. While it is incredible to see the high level of interest in being a part of our service, the hiring process can be difficult for several reasons including:</p> <ul style="list-style-type: none"> • Lengthy amount of time that must be dedicated towards the hiring process. <ul style="list-style-type: none"> i. ex. creating both written and interview questions, marking rubrics, discussing marking discrepancies, planning interview logistics, etc. • Potential conflicts of interest that may arise in the process. <ul style="list-style-type: none"> i. Even despite blinding of applications and personally identifying information in the written

round, individuals may still be identifiable if they choose to disclose specific experiences.

- ii. This is heightened by the fact that our hiring board for executives consist of solely the Director and Assistant Director, so any situation in which even one of the markers has a conflict of interest may significantly skew the process for a candidate
- Considerations with regards to how SHEC can continue to improve the accessibility of the application process, address barriers present in the hiring process and improve the diversity of its team to ensure SHEC's operations are reflective of the student population it serves and can better cater to student's needs.
 - i. For instance, needing executive members to have availability in person next year might limit the diversity of our team.

To overcome these difficulties, some strategies include:

1. To the best of our abilities, we plan to try our best to ensure that there is *always* proportionate representation of racialized students on the hiring board.
 - a. Occasionally, other members of the executive team and/or executive volunteers or staff from other MSU Services (ex. WGEN Assistant Director) may serve as a member of the hiring board, if possible.
1. Being honest and transparent with fellow hiring panel members and applicants throughout the entire hiring process.
 - a) This involves creating contingency plans well in advance by discussing how conflicts of interest will be handled based on the nature of the conflict and taking measures to minimize potential biases during the hiring processes (ex. collecting written round applications via Microsoft forms and asking that candidates do not include directly identifying information in their cover letters, this can help to mitigate conflicts of interest during the written round).
 - b) We also will be letting applicants know ahead of time who the hiring board will consist of to

	<p>avoid conflicts of interest during the interviewing process.</p> <p>c) In the case that conflicts of interests occur, especially if both the Director and Assistant Director have a conflict of interest towards a particular candidate, aim to the best of our abilities to bring on a third possible reviewer, possibly from the staff of other MSU services.</p> <p>Additional questions to consider during the hiring process include:</p> <ul style="list-style-type: none"> • What measures of diversity could the team improve upon? How will you reach students from these underrepresented groups? Will you cap the number of volunteers hired from any overrepresented groups (ex., Bachelor of Health Sciences students)? • How can the SHEC values be interpreted based on things commonly found on a candidate's application and/or during the interview? What types of experiences could be otherwise overlooked (ex., fast food worker, poetic writing, fluency in a second language, etc.)? • What exact steps will you take to guard the confidentiality of the applicants? Will disclosures be tracked and to what extent? Who is privy to that information and who is not? • Have you considered the barriers present in the hiring process and how to proactively offer accommodations?
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Human Resources • VP Administration
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>
Service Goal/Project/Event (#2):	Service year planning (ongoing)
Why and how?	<p>Year planning is necessary to provide an overall roadmap for the year and to guide the later events, campaigns, and initiatives that SHEC decides to run. Year planning gives an overall idea of the goals that we want to accomplish this year as well as how these goals fit in SHEC's overall operating policy and mandate. Given the transition out of the pandemic</p>

	in the previous year and the evolving needs and expectations of the student body, it is essential that we adequately plan and prepare for the year.
Potential difficulties? How can you overcome them?	Many other services are also still in the planning process, so it is difficult to begin conversations around potential collaborations with any degree of certainty. We plan to begin reaching out to services that we would like to work with early in the summer to open the doors to collaboration and follow up throughout the year as plans and available resources become more solidified. In the meantime, we will work on collaborations that have already been established and confirmed to continue into the next year, such as Collective Care and Lockers of Love.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • VP Admin • Executive board members • FCC Director • WGEN Director • Other service PTMs
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

June	
Service Goal/Project/Event (#1):	Executive onboarding and training
Why and how?	<p>Our executive team (similarly to all our volunteers) truly form the backbone of our service, and without their assistance, SHEC would not be able to operate. To help orient executives in their roles and set them up for success during the year, it is vital that sufficient training and continuous support is provided to executives. By establishing team expectations, getting to better know one another early on and creating a strong team dynamic, team members will feel better supported in their roles as we work on a variety of SHEC projects, initiatives and events throughout the year. This will also hopefully help to mitigate burnout or other challenges that may arise during the year.</p> <p>Over the summer, we will be brainstorming and looking into a variety of training topics and sources for our executive</p>

	<p>team. We will also be reflecting back on the work of 2021-2022 and 2022-23's PTMs (example here: link), for inspiration. Executives will also be required to complete the same training that all PSVs will complete in September.</p> <p>In this time period we will also have the executives complete any necessary paperwork and administrative training as required, as well as get them well familiarized with the MSU.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Given the size of the executive team, it may be difficult to establish a training time that is suitable for all folks to attend. However, by communicating a date well in advance that are outside of typical working hours (ex. 9am to 5pm), as well as considering some asynchronous modes of training (or if appropriate, recording certain portions), these challenges may hopefully be avoided. To ensure that executives alike have completed any asynchronous training provided, small training "assignments" will be created to gauge overall volunteer understanding of the topics provided and identify any gaps in training. In recognition that administering these additional training tests and quizzes can be stressful for some, we will be sure to emphasize the purpose of such assessments and design it to be as low stakes as possible.</p> <p>Our training budget is limited and may not be sufficient for the ideal training that we would like to be able to offer our executives, especially if this training is to come from external sources. We will likely bundle executive training on more general topics with the PSVs to avoid the logistical and budgetary concerns around running the same topics twice, and we may look into partnering with other MSU services that must also train their executives around the same time to further lower the budgetary burden.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Director of Marketing and Communications (Promotions Coordinator training) • All executive members
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>
<p>Service Goal/Project/Event (#2):</p>	<p>Service Year planning + Budget setting</p>

Why and how?	<p>Please see the May section on the importance of service year planning.</p> <p>Creating a budget plan for discretionary spending early on will be critical to allow us to better judge what initiatives, events, and campaigns SHEC will have the capacity to run throughout the year. Further, it will be critical for us to determine how much additional funding we will have to seek for certain initiatives and begin these processes early on, ideally during the summer.</p>
Potential difficulties? How can you overcome them?	<p>It will be difficult to budget for health supplies as we do not yet have a sense of how quickly supplies tend to be given out. To account for this, we will be referring to past budget plans and actual spending trackers to guide our initial estimates, and adjust accordingly once we have actual usage data during the school year.</p>
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • VP Finance
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>
Service Goal/Project/Event (#3):	<p>Initial inventory and SHEC space visit (ongoing)</p>
Why and how?	<p>In preparation for the upcoming school year, we plan to visit the space to do an inventory of the current stock of supplies SHEC has to identify what items will need to be ordered prior to its reopening. This will also be used as an opportunity to clean the SHEC space and assess any changes that need to be made by the end of the summer (ex. printing out new posters, rearranging furniture, décor that may be needed etc.). Understanding the current resources available in the SHEC space will also inform early decisions about budgetary allocations and supplier seeking. We will also be clearing the voicemail of the phone to prepare for the upcoming school year.</p> <p>We will use a similar Excel file developed in previous years to track and organize information about the following:</p> <ul style="list-style-type: none"> • Current inventory • Logged number of supplies • The date supplies were logged and by who • Date of last reorder

	<ul style="list-style-type: none"> • Expiration dates (if applicable) • Supply usage since the last log • Reorder level (if the current logged number falls below the suggested reorder level, a column will indicate that the item will need to be reordered) • Any additional notes <p>The inventory tracking sheet is divided up into several categories of supplies to further streamline tracking (ex. pregnancy and baby, menstrual, sexual, safe(r) sex items, etc.) The PTMs, potentially with the involvement of our executive team, will alternate duties in performing an inventory tally every 2 weeks when the SHEC space opens in September. However, a full detailed inventory (making note of upcoming expiration dates) should be conducted once every 4 to 6 weeks.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Taking full inventory is a re-occurring task that can be quite a time-consuming process that has previously presented itself as a difficulty in previous years. A few strategies to ensure that we keep up with this task include:</p> <ul style="list-style-type: none"> • Setting monthly personal reminders on a shared calendar to ensure inventory is being done. • Re-implementing a SHEC logbook for peer support volunteers to fill out each time a service user accesses the space to help us gauge supply levels throughout the month. This will help us to determine what supplies are most popular and should be restocked at higher quantities. • asking the Volunteer Coordinators and other executives to assist with inventory tracking.
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director <p>Later in the year: SHEC executives and volunteers</p>
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>

July	
<p>Service Goal/Project/Event (#1):</p>	<p>Executive year planning</p>

<p>Why and how?</p>	<p>SHEC has a tradition of getting each executive pair to complete a short year plan during the summer. This year plan should consist of a couple short year-long goals for each role, ideas for how to accomplish these goals, and a short checklist of items that they plan to have completed for each month. Executives will have access to the year plans and transition reports written by previous executives to assist in the writing process. Further, we will make the overall SHEC year plan available for executives to refer to so that they have a sense of what the entire team is working on as well as an opportunity to offer comments and/or feedback on the overall vision for SHEC this year.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Year planning is quite a lengthy and sometimes laborious process, which may be difficult for executives to balance at the beginning of their role alongside their other responsibilities. The PTMs will make themselves available to support the process in any way needed, including by assisting in the brainstorming process or offering feedback. The past executive year plans will be made available to the executives to give a sense of one way in which they can structure and organize their ideas. As well, we are willing to be very accommodating with this process, as the year plan primarily exists to help the executives organize their ideas for the year.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • SHEC Training and Development Coordinators • SHEC Volunteer Coordinators • SHEC Promotions Coordinators • SHEC Resources and Advocacy Co-executives • SHEC Events and Outreach Co-executives
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>
<p>Service Goal/Project/Event (#2):</p>	<p>Upper year & returner PSV hiring</p>
<p>Why and how?</p>	<p>SHEC is aiming to hire a team of ~50 PSVs from a variety of academic backgrounds. As the only non-identity-based MSU peer support service, it's important that our volunteer team is reflective of the student body – balancing both underrepresented experiences and common lived experiences. We aim to hire a number of PSVs from every</p>

	<p>faculty and ensure the inclusion of those with lived experiences of marginalization, Indigenous students, lower-income students, male-identifying students, international students, 2STLGBQIA+, and other experiences that have previously been underrepresented in SHEC's team.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>As PTM, executive, and consequently volunteer hiring has been pushed later and later in recent years, we may encounter some difficulties with upper-year and returner PSV hiring that stems from beginning this hiring during the summer, namely reaching these audiences about this hiring opportunity. We will address this by aggressively promoting hiring through all of our social media platforms and possibly using paid social media ads.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Volunteer Coordinators • Promotions Coordinators • Other executives as needed • Director of Marketing and Communications • HR • VP Administration
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>
<p>Service Goal/Project/Event (#3):</p>	<p>Contacting suppliers and ordering health supplies (ongoing throughout the summer)</p>
<p>Why and how?</p>	<p>Many of the health supplies in our in-person space will need to be restocked after this past school year, and suppliers need to be contacted very early on so that we can have updated information regarding pricing and estimated delivery times. This will also allow us to have a more realistic sense of how much to budget for our health supplies.</p> <p>Ideally, health supplies should be ordered by July so that the space can be opened ASAP when the academic year starts.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Some suppliers that SHEC has used in pre-pandemic times may have different inventories or may no longer be suitable for our purposes. It may be necessary to find new suppliers for certain supplies. Cathy Jager, the Clinic Manager at the SWC, has previously been given as a contact point that can help identify relevant vendors for difficult-to-find supplies, so we will reach out to her and other contacts if need be.</p>

Who?	SHEC Director		
Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
Service Goal/Project/Event (#4):	Plan Welcome Week event(s)/promotional opportunities (ongoing throughout the summer)		
Why and how?	<p>SHEC aims to capitalize on Welcome Week as an opportunity to inform new students about our service and how to keep informed about what we do, as well as promote our first year PSV hiring opportunities in September.</p> <p>In the past, SHEC has typically run one event during Welcome Week. The EOE executives will work on planning this event throughout the summer and will have the creative freedom to offer their inputs on what this event will centre around. Past SHEC Welcome Week events that we could bring back include a trivia event on harm reduction (2021-2022) or a “Chill Zone” (2018-2019) away from the possibly overwhelming nature of the rest of Welcome Week with therapy dogs and calming activities. The PTMs will look into Welcome Week event funding opportunities within the MSU and with the Student Success Centre.</p> <p>Additionally, SHEC will be present at various other promotional events including <i>Meet the Services</i> and possibly others. We aim to have promotional materials created by this time that we would be able to hand out to students (see <i>What the Heck is SHEC?</i>).</p>		
Potential difficulties? How can you overcome them?	In previous years, SHEC encountered difficulties due to miscommunications in the amount of Welcome Week funding opportunities available to the services. To mitigate this challenge this year, the PTMs will look into avenues for Welcome Week funding and communicate with the Welcome Week Planners early on.		
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Promotions Coordinators • Events and Outreach Co-executives • VP Admin • VP Finance • Student Success Centre 		

Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
Service Goal/Project/Event (#5):	SHEC Peer Support Volunteer Guidebook Updating		
Why and how?	<p>To help peer support volunteers feel better oriented in their roles prior to starting training, SHEC created a “SHEC Peer Support Volunteer Guidebook” containing the following information:</p> <ul style="list-style-type: none"> • A welcome letter from the Director & Assistant Director • An overview and history of SHEC • SHEC lingo <ul style="list-style-type: none"> ○ This refers to any vocabulary and jargon that SHEC volunteers may frequently use and encounter as a peer support volunteer (ex. executives/execs, back space, pods, executive on call, etc.) • SHEC’s structure <ul style="list-style-type: none"> ○ Director and Assistant Director contact information ○ If executives are comfortable with doing so, including a mini-introduction and contact information (ex. MSU email) • Your role as a peer support volunteer / Peer support 101 <ul style="list-style-type: none"> ○ What to do before/after a shift ○ Include an easy-to-follow checklist for volunteers to follow • McMaster resources + important links <ul style="list-style-type: none"> ○ A link to the Zoom “sign-in” form, a link to SHEC logbook (to be completed each time a service user accesses SHEC) and a link to our anonymous feedback form <p>This guidebook will hopefully be a useful resource to help orient volunteers prior to training in the fall (especially for volunteers that are new to SHEC), as well as be something they can regularly refer to throughout the semester as needed.</p> <p>We aim to make this guidebook available in both a digital and print format for volunteers, keeping a copy in the space at all times.</p>		

<p>Potential difficulties? How can you overcome them?</p>	<p>It may be difficult to prioritize the updating of this guidebook over other higher priority tasks that must take place over the summer (such as peer support volunteer hiring). However, by enlisting the help of several executive members with the support of the Director and Assistant director and maintaining a clear and continuous line of communication (ex. setting a rough timeline that is within our capacity and that is feasible, regular check-in's, etc.), we believe that the guidebook is well within our summer capabilities.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Volunteer Coordinators • Training and Development Coordinators • Resources and Advocacy Executives • Promotions Executives
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>
<p>Service Goal/Project/Event (#6):</p>	<p>Lending Library Cataloguing (ongoing throughout the summer and into the beginning of the school year)</p>
<p>Why and how?</p>	<p>MSU SHEC has approximately 300 books in its possession. In 2020, the Resources & Advocacy Coordinators and committee were compiling photos of the front cover of each book and uploaded these photos into a designated Google Drive folder. An excel sheet with each title and author, date of publication, as well as any negative online reviews or harmful materials within the book was also created. This year, we plan to remove any book that pre-dates 1993, or any other materials that are harmful and/or outdated. Following the completion of this task, we plan to provide our contact at the McMaster Library with an official list of books available from the Lending Library. Some of them are listed on the library's online catalogue, but the list has not been updated since 2008.</p> <p>Additionally, to further promote and highlight our Lending Library to students, we hope to highlight books on the SHEC Instagram story on a regular basis (ex. biweekly or once a month). This would include a photo of the book, its author, as well as brief summary about its contents, and would be available under an Instagram highlight for future individuals to browse. The book could also be highlighted in recognition of dates/months of significance, such as Pride month, the National Day for Truth and Reconciliation, Black History Month, Period Equity Day, etc.</p>

	<p>Depending on SHEC and other services' capacities this year, we may look into contacting the other peer support services that have resource libraries (such as WGEN, PCC) and consider the possibility of creating a shared catalogue that students can access online. This may be very logistically challenging, and entirely depends on whether other services are open to the idea, so it is possible that this may be something we work towards this year but will not be fully realized until next year or in future years.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Given the sheer volume of our collection, this can make it difficult to keep track of and manage all our books. However, by creating an exhaustive inventory of books and re-evaluating their contents to ensure they are still appropriate, this will help to ensure the Lending Library will be successful for years to come.</p> <p>Furthermore, prior to the COVID-19 pandemic, the Lending Library was managed with the assistance of our volunteers (ex. checking books back in and out) using the software ResourceMate on the SHEC computer located in the backspace. To ensure we can easily access a record of our most up-to-date books, transferring our previous database to Excel would be ideal due to its collaborative capabilities and familiarity among students (both for the Resources & Advocacy Co-Executives as well as volunteers alike to use to help keep track of our collection of books).</p> <p>Some aspects of this task may require the RAE executives to be present in the in-person SHEC space, which may not be possible depending on their circumstances over the summer. If this is the case, they will work on cataloguing the books that we previously had on record from ResourceMate, looking into the titles to ensure that there is no harmful content, and investigate gaps in our library virtually over the summer, and any in person tasks can be completed early in the school year instead (depending on executive availability). If even this is not possible, one of the PTMs may instead take on some of these in-person tasks.</p> <p>The RAE executives also have many tasks to complete over the summer, some of which must take higher priority (eg: updating SHEC's resources and referrals database). If the</p>

	RAE executives do not have the capacity to work on the Lending Library over the summer, this task can be pushed to the early school year and be delegated amongst the RAE volunteer committee.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Resources & Advocacy Co-Executives • Promotions Coordinators • McMaster Libraries
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

August	
Service Goal/Project/Event (#1):	SHEC space clean-up, inventory, and revamp
Why and how?	Compared to other service spaces, we feel that the SHEC space needs some cleaning and reorganizing to ensure it is ready for volunteers and service users alike to access. In the previous year, new furniture and décor was purchased and still needs to be put up. Additionally, some of the walls in the space have little to no décor. Thus, we plan to organize and hang up posters from previous campaigns and decorate the space to create a more friendly and welcoming environment for both volunteers and service users alike. This also entails ordering necessary supplies well in advance (ex. office items, COVID-related supplies, ensuring the SHEC inventory is well-stocked, etc.).
Potential difficulties? How can you overcome them?	Depending on where SHEC's executive members are located during the summer, it may be difficult to enlist additional help when it comes to preparing the SHEC space for the fall, and this task may largely fall on the Director and Assistant Director. However, the executives will still be able to help support us virtually, such as helping to locate suppliers, providing suggestions on how to decorate the space and creating various resources that will need to be made prior to opening the space in the fall (ex. updating SHEC's list of internal resources, creating the SHEC Peer Support Volunteer Guidebook, etc.)

Who?	SHEC Director SHEC Assistant Director Resources and Advocacy Co-Executives (reorganizing the Lending Library) Other SHEC executives who may be available
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Update the SHEC website
Why and how?	Given some of the new SHEC initiatives we plan to implement in the fall (most notably in offering hybrid peer support as well as some added resources), it is important to ensure that all of our platforms are up to date and reflect our service accurately. A detailed description of the website changes to be made can be found under the section "Service Webpage".
Potential difficulties? How can you overcome them?	As there are a number of tasks that need to be completed prior to the fall and opening of SHEC's space, updating the website will not take precedence over larger tasks, projects or initiatives such as peer support hiring, finalizing training and creating new protocols for in-person peer support. However, by starting on this task well in-advance over the summer (having already detailed several of the changes we plan to make under the section "Service Webpage") as well as enlisting the support and help of executive members that are now more well oriented and comfortable in their roles, this will help to ensure the website is updated prior to the fall.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Michael Wooder and Victoria Scott (can edit the MSU webpage)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Launch annual <i>What the Heck is SHEC?</i> campaign

<p>Why and how?</p>	<p>To increase our service visibility and familiarize current McMaster students with SHEC’s services, we plan to create updated material for our “<i>What the Heck is SHEC?</i>” campaign that introduces the services we offer, our in-person space, as well as helps to explains what peer support is.</p> <p>Additionally, we aim to produce updated posters about SHEC’s main and lesser-known services, both for social media and print format. We may also update and print small cards with our services, social media, and contact information to hand out at promotional events (such as during Welcome Week), to provide to other services so that they can refer students to us, and to hand out at our MUSC 202 space.</p> <p>In conjunction with this campaign and its goals, we plan to also release an anonymous Microsoft Form where students can submit their questions and/or concerns and/or health supply suggestions about SHEC’s services. We can respond to questions anonymously through students’ [studentnumber]@mcmaster.ca email and additionally ask if folks are comfortable with us sharing their question and the answer on our social media pages. This way, other students may also learn more about frequently asked questions about our service. In addition to this anonymous and accessible avenue of Q&A, we will also make it clear that students can also learn more about our services by directly dropping into the MUSC 202 space, emailing us, or messaging us on social media.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Even with previous campaigns, we have found that many students still do not have a clear understanding of SHEC’s offerings as a service (often medicalized). We may overcome this by more aggressively promoting this specific campaign across our social media platforms and investigating new ways to engage students.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Promotions Coordinators • Potentially the promotions coordinators of other services (sharing our posts, spreading word)

Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
Service Goal/Project/Event (#4):	Review & Update SHEC Referrals List		
Why and how?	SHEC often refers our users to other services or organizations that may be better able to serve a specific need, such as through providing STBBI testing, Naloxone training, crisis support, and a variety of other services. SHEC's referrals and outside contacts list is not currently centralized in one accessible spot for PSV and service users to access, and further, this list is likely outdated from pre-pandemic times. We aim to have the RAE executives to comb through this list and create a centralized document that can be sent to the PSVs virtually and made accessible in the in-person MUSC 202 space.		
Potential difficulties? How can you overcome them?	<p>The RAE executives also have many tasks to complete over the summer, and as such they may not have capacity to complete all these tasks concurrently. If this is the case, this task should be prioritized above others like the Lending Library, as we hope to have this resource made available before we reopen our peer support service.</p> <p>If the RAE executives need help with finding past community partners that SHEC has referred students to, the Director can assist in this task.</p>		
Who?	<ul style="list-style-type: none"> • SHEC Director • Resources and Advocacy Co-Executives 		
Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority

Fall Term

September	
Service Goal/Project/Event (#1):	Peer support volunteer training
Why and how?	MSU SHEC volunteer training typically occurs once per academic term (14 hours x 2). We will be sure to maximize

our time and efforts when preparing training based on the outcomes and competencies that we want to see from our executive and peer support volunteer team alike. Furthermore, given the breadth of subjects that SHEC covers this means our volunteers require a lot of training, especially considering the nature of the disclosures we often receive. Historically, SHEC has struggled to fit all the necessary training does into the 14-hours that are allotted for training at the beginning of the year. This year we plan on having fall training be two half days instead of a full day of training. This will allow volunteers who cannot make a specific day, able to attend potentially one session

The first training session will focus mainly on the core competencies and expectations of the role (very content-heavy). Most SHEC-related training materials from the previous years have been saved in our share executive team OneDrive group. We plan on re-using and building upon these training materials and will make the necessary updates and changes to suit our incoming PSV team with the help of our Training and Development Coordinators.

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

This year, we aim to offer some (if not all) of the training in-person to ensure volunteers feel better equipped to provide peer support in the SHEC space in addition to virtually on our warmline, as well as to increase engagement with training materials. Prime locations to hold training in-person include: the 'active learning' spaces in L.R. Wilson, classrooms on the 2nd or 3rd floor of IAHS, or a classroom in the new PGCLL. We will also be sure to provide volunteers with very clear and accessible instructions on how to get to the training room from the residence buildings and/or the McMaster bus stops.

<p>Potential difficulties? How can you overcome them?</p>	<p>The budget for training was previously \$2,200 or greater for many years, however it was cut to \$500 in May of 2020 because the MSU did not realize the costs associated with delivering training online (ex. Zoom conference licensing expired, MS Teams compatibility issues, transcription/closed captioning fees, etc.). Due to associated costs with creating accessible training in an online environment (ex., videos professionally captioned through an online service like Rev.com is ~\$1.25/min), it is likely that additional funding will be needed for the associated training costs.</p> <p>It is also imperative that SHEC can fairly compensate any guest speakers who have specialized knowledge for their efforts, as speakers in previous years have discussed issues that the executive team did not feel they could cover (due to lack of knowledge/lived experience, capacity, or time). To help address gaps in content, it may be helpful to consider re-introducing take-home refresher “assignments” throughout the year to help students retain all the information provided during training.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • VP Administration (for MSU-wide volunteer training) • VP Finance (discussion with regards to increasing SHEC’s training budget and additional funding) • SHEC Director • SHEC Assistant Director • Training and Development Coordinators • Other community partners (if applicable)
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>
<p>Service Goal/Project/Event (#2):</p>	<p>Begin running our <i>Warmline</i> and in-person Peer Support (ongoing)</p>
<p>Why and how?</p>	<p>The Peer Support that SHEC provides is rooted in an anti-oppressive framework that acknowledges complex trauma that comes with living in a society that actively seeks to marginalize and harm us and/or those whom we love. Peer Support provided by SHEC is completely free, anonymous, and confidential. Here is a detailed video that SHEC created in 2019 to explain what Peer Support is and how to access it</p>

	<p>through our Safe(r) Space on campus. We may update this video.</p> <p>We intend to re-open our in-person space at MUSC 202 and offer drop-in peer support between 9:30 AM and 6:30 PM. Concurrently, we also intend to run our online <i>Warmline</i> to provide virtual peer support through Zoom for students who may prefer the increased accessibility and anonymity of text-based peer support. Students may also book a video or phone call ahead of time through an anonymous request form. For now, we intend to have 3 PSVs on shift in-person, and 1 Exec on Call monitoring Zoom and keeping communication lines open with in-person PSVs during every shift. New this year we will assign one of the in-person PSV volunteers to concurrently monitor Zoom and provide support online. Personnel allocations may shift depending on the number of PSVs we end up hiring, volunteer and executive availabilities, and usage statistics.</p> <p>In conjunction with re-opening our service, we will create promotional materials to inform the student population of our operating hours and services. See <i>What the Heck is SHEC</i>.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>An anticipated difficulty is the added workload hybrid peer support may entail (ex. having to be familiar with both the warmline and in-person procedures, potential scheduling confusion, etc.). This will likely place a greater burden on both volunteers, executives and ourselves alike as we learn to navigate two very different environments. As our team's well-being is of utmost importance, we will be sure to implement regular check-ins with executives and volunteers alike in their roles to ensure they feel supported and actively seek feedback on how SHEC's operations can be improved.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Volunteer Coordinators • SHEC executives • PSV Volunteers
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>

<p>Service Goal/Project/Event (#3):</p>	<p>Begin running <i>Collective Care</i> (ongoing)</p>
<p>Why and how?</p>	<p><i>Collective Care</i> was started during the Winter 2021 semester in partnership with WGEN 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 more. This initiative was initially started to temporarily replace in-person supply distribution that SHEC would offer before the COVID-19 pandemic. However, after viewing the success this campaign drew, we intend to keep this program running for certain items for which students may want more autonomy over the purchasing process (ex. gender-affirming gear, parenting supplies, products for children, person hygiene items, etc.).</p> <p>This program will only be managed by paid staff (the SHEC Director and Assistant Director as well as the WGEN Director and Assistant Director). This is to ensure that all contact information or sensitive information that is disclosed through a request remains confidential and anonymous. The service PTMs involved will meet with VP Finance early in the year to discuss funding pathways for collective care and device a suitable sponsorship recruitment plan. Currently, potential sources of additional funding via grants, sponsorships, and/or donations are the MSU Special Projects Fund; McMaster Alumni Association; Okanagan Charter McMaster; McMaster Graduate Student Alliance (GSA); OPRIG McMaster; and McMaster President's Advisory Committee on Building an Inclusive Community (PACBIC).</p> <p>Once the initiative is started, individuals will be able to request gift cards anonymously through a Microsoft form (at bit.ly/Collective_Care) or email the organizers confidentially at SHEC-WGEN@mcmaster.ca.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>There may be organizational difficulties, as <i>Collective Care</i> is a complicated program that involves many different components and is managed by a small team of 4 individuals. To mitigate this issue, we plan to meet with the</p>

	<p>WGEN PTMs early on in the summer to find a delegation or scheduling system that works for everyone involved.</p> <p>Another potential difficulty is with regards to securing adequate funding for this program, as it has proved to be extremely popular and in-demand in the last two years. With the help of VP Finance and researching additional avenues for funding however, we hope to ensure the success of this program for future years to come.</p>
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • WGEN Director • WGEN Assistant Director • VP Finance
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>
Service Goal/Project/Event (#4):	<p>Plan event for September/October</p>
Why and how?	<p>SHEC aims to run 5-6 events throughout the academic year primarily targeting our mandate pillar topics of sexual health and reproduction, empowered bodies, substance use, and mental wellbeing.</p> <p>We have some ideas for possible events that SHEC could run this year, some of which are carried over from last year and some of which are past events that SHEC had run before the pandemic. They include:</p> <ul style="list-style-type: none"> • A collaboration with DEN on non-Western ways of healing and wellbeing. This event could be structured as a conference or seminar with guests and speakers from different schools of thought and perspectives that diverge from the familiar biomedical health models. This event was previously discussed by the SHEC and DEN PTMs of 2021-2022 but could not ultimately be run due to budgetary and time constraints. • An event on relationships disabled people have with their bodies, possibly from a body neutrality or empowerment viewpoint. Last year, communication

was started with Rebekah Taussig, a disability writer and advocate who has had experience with leading workshops on disability representation, identity, and community. Rebekah indicated an interest in collaborating with us, but her schedule and SHEC's were ultimately in conflict as this was towards the end of the academic year. If possible, we would like to re-open this event to planning this year, possibly in collaboration with Maccess.

- *Pee4Pizza*, a reoccurring signature SHEC event that ran before the COVID-19 pandemic that educated folks on STBBI testing. This was a very popular event, and one that we would like to bring back ideally early in the school year to promote the sexual health services that SHEC offers. This used to be run in collaboration with the Student Wellness Centre and Public Health Hamilton.
- *Cum One, Cum All!*, a reoccurring signature SHEC event that ran during the COVID-19 pandemic hosted by Eva Bloom, a sexual health educator. This has also historically been a very popular event and as such one that we hope to bring back.
- *Harm Reduction Fair*, an in-person event that SHEC has previously run with PCC, EFRT, and other community partners. We may consider also bringing in community partners like Public Health Hamilton or the PrEP clinic to discuss topics like HIV/AIDS, PrEP+PEP, Naloxone, and other topics surrounding sexual and substance use harm reduction
- *Empowered Body Event*: A physical activity event such as pole or burlesque to promote comfortability in one's body. A potential community partner would be Allure Fitness in Hamilton
 - Along a similar line: collaborating with PCC + WGEN + Pulse and hosting Queer Yoga/fitness classes

We will leave the ultimate choice of which of these events, and in what forms, they believe would be best to plan up to the discretion of the EOE executives.

<p>Potential difficulties? How can you overcome them?</p>	<p>When planning any SHEC event, we anticipate several difficulties that may arise including during the process including:</p> <ul style="list-style-type: none"> • Finding and securing an in-person location (keeping both availability, accessibility and capacity in mind) or online platform • Considerations around accessibility, safety and anonymity to ensure the event can be accessed by the wider student body • Promoting the event sufficiently in advance in coordination with the Promotions coordinators • Finding suitable speakers or community partners to help host the event (if applicable) • Budget limitations around securing event speakers or tangible items that may be needed to run the event • Choosing a suitable event time and date • Other logistical challenges • Other challenges that may be specific to the nature of the event being run
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • Events and Outreach Co-Executives • Promotions Coordinators • Community partners dependent on the event (possibly other MSU services, Student Wellness Centre, Public Health Hamilton, PrEP Clinic, and various other individuals)
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>
<p>Service Goal/Project/Event (#5):</p>	<p>Create campaign for September/October</p>
<p>Why and how?</p>	<p>SHEC aims to run 4-5 campaigns throughout the primarily targeting our mandate pillar topics of sexual health and reproduction, empowered bodies, substance use, and mental wellbeing.</p> <p>We have some ideas for possible campaigns that SHEC could run this year. They include:</p>

	<ul style="list-style-type: none"> • A campaign targeting some aspect of university life and/or targeting first years and/or newcomers to university life. If we run such a campaign, this should be done very early in the year to catch first-year interest in our service. • A campaign on navigating the healthcare system, especially for populations that are underserved (newcomers, 2SLGBTQIA+ folks, BIPOC folks). This might involve a breakdown of one's rights as a patient, how to find a good provider for one's needs, etc. This could potentially be done in collaboration with PCC and/or DEN. • A campaign about the invisible nature of mental health (carried over from 2021-2022 RAE's ideas) • A campaign addressing substance use during exams or during the holiday season and harm reduction strategies during these times • A campaign related to relationships with one's body • A campaign related to sexual wellbeing, sexual health, STIs and STBIs • A campaign related to the definition of sex – as sex is defined differently by different folks • A campaign on being homesick • A campaign on fueling your body – a potential partnership could be with the FCC
<p>Potential difficulties? How can you overcome them?</p>	<p>When planning any SHEC campaign, there are a number of considerations to be made including:</p> <ul style="list-style-type: none"> • Ensuring information is presented in an engaging and digestible manner • Accuracy of information and proper attribution • Critical evaluation and engagement with information and resources that are used to inform said campaign • Being careful to uplift, amplify and empower voices (rather than speak on behalf and for members of certain identities and lived experiences) and being cognisant of SHEC's position of power in relation to the communities we represent and serve • Ensuring that all advocacy work is supported by concrete actions, donations, and measurable

	<p>commitments to change both within and outside of SHEC</p> <ul style="list-style-type: none"> • Provide sufficient content warnings for both volunteers working on campaigns (providing alternative projects as needed) and content warnings for users who may engage with the campaign
Who?	<ul style="list-style-type: none"> • SHEC Director • Resource and Advocacy Co-Executives • Promotions Coordinators
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>
Service Goal/Project/Event (#6):	Open volunteer committees
Why and how?	<p>SHEC has two volunteer committees: the Events and Outreach Committee and the Resources and Advocacy Committee, run by the respective executives. All volunteers have the option of joining one of these committees in place of taking on one extra shift (i.e., volunteers that sit on a committee must commit to 2 peer support shifts per week, while volunteers that do not must commit to 3 peer support shifts per week). These committees are vitally important to supporting the work that the RAE and EOE executives do, so it is important to open them as soon as all PSVs are hired and trained.</p>
Potential difficulties? How can you overcome them?	<p>Volunteers may not entirely know what sitting on a committee involves, so it is important for RAE and EOE executives to give an overview of their committees and their goals for the year early on. This may be done during volunteer training and reiterated in the volunteer Teams channel.</p>
Who?	<ul style="list-style-type: none"> • SHEC Director • Resources and Advocacy Co-executives • Events and Outreach Co-executives • Peer Support Volunteers
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>

<p>Service Goal/Project/Event (#7):</p>	<p>Begin a SHEC Newsletter (ongoing)</p>		
<p>Why and how?</p>	<p>As of right now, students may only follow along with SHEC service updates, events, campaigns, and initiatives through our social media accounts, primarily through Facebook and Instagram. However, this may be prohibitive for some students, as these platforms lack anonymity (given that SHEC deals with sensitive and stigmatized topics) and some students are not active on these platforms. As a solution to this, SHEC hopes to create a monthly or bimonthly newsletter, as determined by personnel capacity, that students can subscribe to in order to have updates on SHEC sent to their emails instead. This process can remain anonymous if students desire through sending emails to their [studentnumber@mcmaster.ca] email instead of one that might be associated with their name. Having this newsletter will also allow SHEC to remind students of upcoming events and initiatives, which may increase engagement with our service. We plan to utilize the email marketing platform Mailchimp due to it's easy to use platform, free features that are sufficient for our current newsletter needs (allows for up to 2,000 contacts).</p>		
<p>Potential difficulties? How can you overcome them?</p>	<p>Creating a regular newsletter will likely be very time-consuming and logistically challenging, as it requires great communication around what the entire team is currently working on. We aim to mitigate this issue by having this newsletter primarily be the responsibility of the PTMs and the Promotions Coordinators, as the PTMs will be the most up-to-date on the entire operation of the service. By creating a newsletter template for use throughout the year, this will also help reduce the amount of time needed when creating newsletters.</p>		
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Promotions Coordinators 		
<p>Priority Level (highlight one)</p>	<p>High Priority</p>	<p>Moderate Priority</p>	<p>Low Priority</p>
<p>Service Goal/Project/Event (#3):</p>	<p>Plan volunteer appreciation items and socials (ongoing)</p>		

<p>Why and how?</p>	<p>Volunteer engagement and retention initiatives are to be primarily handled by the Volunteer Coordinators and Assistant Director. These forms of volunteer appreciation and socials are intended to help increase volunteer engagement and morale, as well as foster a sense of community by connecting volunteers with their fellow peer supporters! Volunteer social events will be held with varying options for volunteers to engage at their own comfort levels (ex. a virtual study hall and a movie night).</p> <p>As done in previous years, SHEC pods will be formed to further help connect volunteers, serve as a first point of contact for questions (as each pod will be led by an executive member) and help swap/cover for each other's shifts.</p> <p>Volunteers will also be given numerous opportunities to engage in individual and/or group debriefs following difficult peer support sessions and/or other recent events that may potentially be distressing. Last year, this was facilitated through bi-weekly “coffee chats” with the Volunteer Coordinators. This initiative may be continued again this year at the discretion of the volunteer coordinators.</p> <p>Volunteer recognition initiatives will also be primarily led by the Volunteer Coordinators. The Volunteer Coordinator(s) are responsible for facilitating 3 to 4 social events for the entire volunteer team to increase a sense of community and interconnectedness. This may also include a selection of thank you gifts, seasonal gifts or branded items. These events should be spaced out throughout the duration of the academic year, preferably 2 during the Fall semester and 2 during the Winter semester.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Several considerations are to be made when planning any volunteer social or appreciation items including: budgetary considerations, volunteer engagement (especially depending on the time of year) and COVID-19 guidelines. By seeking out feedback from volunteers on what forms of appreciation they would prefer or social ideas as well as proactively engaging with them throughout the year, we hope to mitigate any burnout volunteers may face throughout the year. Furthermore, by establishing the Director, Assistant Director</p>

	<p>and entire executive team as approachable supports for volunteers, we hope volunteers feel comfortable asking any questions, concerns, feedback they have or if any accommodations are needed at any point throughout the year.</p> <p>Specifically with regards to volunteer appreciation items, if we plan to purchase any forms of apparel or swag (ex. sweaters, water bottles, etc.), this will have to be sufficiently far in advance to ensure they arrive on time as well as fall within our budget.</p>
Who?	<ul style="list-style-type: none"> • Volunteer Coordinators • SHEC Assistant Director
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>

October	
Service Goal/Project/Event (#1):	Plan event for October/November
Why and how?	Please see the description listed with event planning in September
Potential difficulties? How can you overcome them?	Please see the potential difficulties listed with event planning in September
Who?	<ul style="list-style-type: none"> • SHEC Director • Events and Outreach Co-Executives • Promotions Coordinators
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>
Service Goal/Project/Event (#2):	Create campaign for November/December
Why and how?	Please see the description listed with creating campaigns in September
Potential difficulties? How can you overcome them?	Please see the potential difficulties listed with creating campaigns in September
Who?	<ul style="list-style-type: none"> • SHEC Director

	<ul style="list-style-type: none"> • Resource and Advocacy Co-Executives • Promotions Coordinators
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#1):	50 Years of SHEC Celebration
Why and how?	2023 will officially mark 50 years of SHEC! As such, we plan to take this exciting opportunity to celebrate our service's history and how far we've come since October of 1973 as the One James Street, as the Birth Control Centre. In this post, we plan to highlight SHEC's history (where we began, look through previous archives for photos or information, our previous logo, etc.). The online promotions will be paired with an in-person event in MUSC atrium where we will give away free safe(r) sex items and supplies.
Potential difficulties? How can you overcome them?	<p>This post/series of posts may be very time-consuming for the Promotions Coordinators, so it may be valuable to have it started earlier in January when there is less promotional work necessary for events or campaigns. The Director and Assistant Director can assist with the creation of this content.</p> <p>If this project ends up not being logistically feasible, the following PTMs can pick it up for the beginning of the 2023-2024 year.</p> <p>If an online campaign is too time consuming, we may host only an in-person event where we will give out free resources and health supplies to folks. We can move our service to the MUSC atrium for greater visibility and give out SHEC related items. We may investigate SHEC-branded condoms as an option.</p>
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Promotions Coordinators
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

November

<p>Service Goal/Project/Event (#1):</p>	<p>Committee member check-in</p>
<p>Why and how?</p>	<p>At this point in the semester, the Events and Outreach as well as Research and Advocacy committees should be well under way having completed their first and possibly event/campaign respectively and feeling well oriented in their roles. At this point in time, this would be a great opportunity to collect feedback from members to improve the committee's operations moving forward, as well as address any issues. This is also a good time to reassess the feasibility of each committee's year plan and make changes where necessary.</p> <p>As evaluated on a case-by-case basis, absentee committee members may be asked to switch to volunteering an additional hour per week through the warmline. This pertains specifically to volunteers that choose to do reduced warmline hours in favour of committee participation and are having continued issues meeting the set committee expectations. Alternately, possible accommodations may also be discussed with some of these volunteers.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Committees may struggle as the semester goes on with attendance or adequate volunteer commitment. The Director will work with the committee executives to try to resolve any interpersonal issues that may arise in the committees.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • Events and Outreach Co-Executives • Research and Advocacy Co-Executives • SHEC Director • SHEC Assistant Director
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>
<p>Service Goal/Project/Event (#2):</p>	<p>Plan event for November/December</p>
<p>Why and how?</p>	<p>Please see the description listed with event planning in September</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Please see the potential difficulties listed with event planning in September</p>

Who?	<ul style="list-style-type: none"> • SHEC Director • Events and Outreach Co-Executives • Promotions Coordinators 			
Priority Level (highlight one)	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center; border: none;">High Priority</td> <td style="text-align: center; border: none;">Moderate Priority</td> <td style="text-align: center; border: none;">Low Priority</td> </tr> </table>	High Priority	Moderate Priority	Low Priority
High Priority	Moderate Priority	Low Priority		

December	
Service Goal/Project/Event (#1):	Exam Care Programming
Why and how?	<p>This project has been run twice annually for a very long time and is a signature SHEC event. During the spring of 2019, summer resource cards were included in the packages and proved to be very popular. These cards listed resources that would maintain hours of operation throughout the duration of the summer, since SHEC and the rest of the peer support department are closed. We believe that this is a crucial resource that added to the importance of our care packages. We have also had remarkable success when offering students several more expensive items that could be won (ex., hiding a Golden Ticket in one of the packages for an Amazon Echo and having folks enter via social media to win a weighted blanket or S.A.D. lamp).</p> <p>In previous years prior to COVID, MSU SWHAT has an extremely useful partner for the distribution of exam care packages. Furthermore, the initiative allowed students to socialize with volunteers in a less intimidating environment (compared to walking home at night), which helped them to promote their squad of friendly volunteers and to further increase their service usage during exam time.</p>
Potential difficulties? How can you overcome them?	<p>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. However, during Spring of 2018 and Fall of 2021, the Student Wellness Centre gave us \$450 for this project. This year, we anticipate that we hope to collaborate with another service (ex. Maroons, FCC, SWHAT, Spark, Diversity Services or Maccess), to further increase engagement and to lower costs, as well as plan to</p>

	seek out additional avenues of funding to support this project.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Events and Outreach Coordinators • VP Finance
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>
Service Goal/Project/Event (#2):	Executive and Peer Support Volunteer Check-In
Why and how?	<p>As December is the rough midpoint of the year for SHEC's operations, this would be an ideal time to check in with both our Executive and Peer Support Volunteers to collect feedback on:</p> <ul style="list-style-type: none"> • How they are generally feeling in their roles • What we can do to better support them • General feedback to improve our service for the winter semester <p>This will be collected via an anonymous form with specific questions to help us gauge current successes and areas that may need improvement moving forward (ex. how effective our communication is, how supported one feels, aspects of SHEC that can be improved or are lacking, how demanding one feels their role is, etc.).</p> <p>For executives, we plan to hold check-in meetings with co-ops or individually to ensure they feel well supported in their roles, assess their progress thus far in the role, address any concerns or challenges they may be facing as well as looking forward to what's in store for the winter semester. Specifically, we hope to implement a "winter check-in" document to help executives reflect on their roles thus far (outlining 3 successes and challenges they have been facing), feedback on what the Director and Assistant Director should start/stop/continue doing, as well as a monthly planning breakdown outline projects, events and initiatives they plan to accomplish for the winter semester.</p>

	<p>For volunteers, we ask that the Events and Outreach Coordinators as well as the Resources and Advocacy Executives conduct informal check-in's with their committee members more (ex. sending out a message) and collecting feedback about the committee's operations, structure and current projects. We will additionally ask that the Volunteer Coordinators conduct informal check-in's with volunteers to gage how they feel in their roles thus far, and encourage volunteers to fill out the anonymous feedback form.</p> <p>We will also provide volunteers and executives with the opportunity to provide feedback on the operation, accessibility, inclusivity, or other aspects of their experience with SHEC throughout first semester.</p>
Potential difficulties? How can you overcome them?	<p>Given how busy this time of year tends to be (with assignments and exams), it may be difficult to schedule meetings with executives while balancing other SHEC responsibilities, school and other commitments that have been ongoing throughout the year. In light of this, we will remain flexible about these check-in's, potentially extending them to take place into January if needed. The feedback form for executives and volunteers will additional remain open year-round and checked on a regular basis.</p>
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Events and Outreach Coordinators • Resources and Advocacy Executives • Volunteer Coordinators
Priority Level (highlight one)	<p>High Priority Moderate Priority Low Priority</p>
Service Goal/Project/Event (#3):	Volunteer Social
Why and how?	Please see "Plan volunteer appreciation items and socials (ongoing)" for more information.
Potential difficulties? How can you overcome them?	Please see "Plan volunteer appreciation items and socials (ongoing)" for more information.
Who?	<ul style="list-style-type: none"> • SHEC Assistant Director • Volunteer Coordinators

Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
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Winter Term

January	
Service Goal/Project/Event (#1):	Peer support volunteer re-training
Why and how?	Peer support volunteer re-training typically takes place the weekend after the winter semester begins. Compared to the training provided in the fall, the January training is often practice-based and may also be used to fill in knowledge gaps that the executive team might have observed either amongst team members or amongst students in general. Please see “Peer support volunteer training” for more information.
Potential difficulties? How can you overcome them?	Please see “Peer support volunteer training” for more information.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Training and Development Coordinators
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Plan event for January/February
Why and how?	Please see the description listed with planning events in September
Potential difficulties? How can you overcome them?	Please see the potential difficulties listed with event planning in September
Who?	<ul style="list-style-type: none"> • SHEC Director • Events and Outreach Co-Executives • Promotions Coordinators

Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
Service Goal/Project/Event (#3):	Create campaign for February/March (combined with a charity post/advocacy campaign)		
Why and how?	<p>Similarly to the Spark charity post graphics made over the last 2 years, we hope to implement a charity post of our own and advocate on a particular student health related issue while supporting a charity that is working in said area.</p> <p>Please see the description listed with creating campaigns in September.</p>		
Potential difficulties? How can you overcome them?	<p>Please see the potential difficulties listed with creating campaigns in September</p> <p>It may be valuable to collaborate with another MSU service that also has ties to the topic in order to be able to offer a larger maximum donation.</p>		
Who?	<ul style="list-style-type: none"> • SHEC Director • Resource and Advocacy Co-Executives • Promotions Coordinator 		
Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority

February			
Service Goal/Project/Event (#2):	Create campaign for March/April		
Why and how?	Please see the description listed with creating campaigns in September.		
Potential difficulties? How can you overcome them?	Please see the potential difficulties listed with creating campaigns in September.		
Who?	<ul style="list-style-type: none"> • SHEC Director • Resource and Advocacy Co-Executives • Promotions Coordinators 		
Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority

Service Goal/Project/Event (#3):	Plan SHEC Week
Why and how?	Please see the description listed with planning events in September. The week would be filled with programming and would mimic the event run in 2014 (the first ever SHEC week).
Potential difficulties? How can you overcome them?	Please see the potential difficulties listed with planning events in September.
Who?	<ul style="list-style-type: none"> • SHEC Director • Events and Outreach Co-Executives and EOE Committee • Promotions Coordinators • Potentially the Silhouette for promotions
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

March	
Service Goal/Project/Event (#1):	Volunteer year-end social and appreciation
Why and how?	Please see “Plan volunteer appreciation items and socials (ongoing)” for more information.
Potential difficulties? How can you overcome them?	Please see “Plan volunteer appreciation items and socials (ongoing)” for more information.
Who?	<ul style="list-style-type: none"> • SHEC Assistant Director • Volunteer Coordinators
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Executive Hiring
Why and how?	Assuming the Director and Assistant Director have been hired at this point in time, executive hiring should ideally be completed by the end of April so that the entire executive team is established prior to the summer. As the summer months are critical for setting the service up for success

	during the school year, it would be ideal that the Director, Assistant Director and executives are hired as soon as possible to begin the planning process.
Potential difficulties? How can you overcome them?	Executive hiring will be contingent on ensuring that the SHEC Director and Assistant Director are hired sufficiently in advance. By reaching out to HR and VP Admin with regards to the hiring process well in advance (ex. starting in November) and staying on top of deadlines, the SHEC Director and Assistant Director will hopefully be hired by the end of February. This will then allow the incoming PTMs to begin executive hiring earlier on. We will also communicate with the Promotions Coordinators to create hiring graphics early March to reduce any delays due to the lack of a service budget early in the year and unfamiliarity with having the Underground produce graphics.
Who?	<ul style="list-style-type: none"> • SHEC Director (incoming and outgoing) • SHEC Assistant Director (incoming and outgoing) • SHEC Promotions Coordinators • HR • VP Admin
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Finish Transition Report and Transitioning the Incoming PTM's
Why and how?	To set SHEC up for success for the next year, a detailed transition report will be provided to the incoming PTM's as well as continued support throughout the transition period.
Potential difficulties? How can you overcome them?	Writing the transition report can be a time-consuming task given the numerous initiatives, campaigns and events SHEC executes each year. Thus, this should be started early in the year and well in advance before any details are forgotten that would be important to relay to the incoming and future PTMs.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • VP Admin (provision of a transition report template, if applicable)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

April	
Service Goal/Project/Event (#1):	Executive Transition Reports
Why and how?	Executive transition reports are meant to help orient incoming executives and serve as a helpful resource they can continuously refer to throughout their year, as well as potentially even be referred to for future years. These reports should discuss major projects and initiatives as well as their timelines, successes, challenges, and future recommendations to help set future executives up for success.
Potential difficulties? How can you overcome them?	This time of the year is known to be quite busy for executives as the school year comes to an end. Whilst being mindful of this particularly stressful period of time, to ensure executive transition reports are completed on time, we plan to ask executives to begin writing their reports early in the Winter semester and providing periodic reminders with increasing frequency leading up to April. To further facilitate the transition report writing process for executives, a template transition report will be provided with an outline of the topics that should be covered.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Entire executive team
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Exam Care Programming
Why and how?	This signature event is typically run twice a year and is very similar in nature to one another. Please see the “Exam Care Programming” details listed in December for more information.
Potential difficulties? How can you overcome them?	Please see the “Exam Care Programming” details listed in December for potential difficulties.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director

	<ul style="list-style-type: none"> • Events and Outreach Coordinators
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Executive and Peer Support Volunteer Check-in & End of Year Social
Why and how?	Please see “Executive and Peer Support Volunteer Check-in” and “Plan volunteer appreciation items and socials (ongoing)” for more information.
Potential difficulties? How can you overcome them?	Please see “Executive and Peer Support Volunteer Check-in” and “Plan volunteer appreciation items and socials (ongoing)” for more information.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • SHEC
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

Increasing SHEC Presence

Service Webpage

The SHEC webpage will be updated prior to the start of the Fall semester to reflect the changes that have occurred to our service in the past year.

- The “Locations & Hours” tab will be updated to also include a link to our linktree, which will contain our operating hours that will be updated throughout the semester. Our hours vary based on volunteer availability and at various times in the semester (e.g. exam season)
 - Adding a link to the SHEC space tour recorded this past year.
- New section with demonstration videos on how to use the Rapid Response hcG pregnancy tests, Diva cups, and other tangible health item how-to videos.
- Updating the “Peer Support” tab and updating the information about virtual peer support. We no longer use Tawk.to and instead use Zoom.
 - Chat-based peer support is available on a drop-in basis through our Zoom warmline during official operational hours. We will add a link to our linktree with the Zoom link.

- Under the “Contact Us” section located on the right-hand side of the webpage, the link to our Twitter will be removed as we chose to stop using it in the 2022-23 year.
 - Replacing it with a link to our service’s reddit page.

Social Media

This past year, we re-evaluated the effectiveness and relevance of different social media platforms and made changes based on the evolving interests and needs of the student population. Most notably, the service discontinued its use of Twitter and replaced it with Reddit, while continuing the use of Instagram and Facebook. This was done in close consultation with Michael Wooder and the rest of the MSU communications team. The promotions on Reddit this past year have provided the service with opportunities to learn specific strategies that can prevent increased harm (e.g. turning off comments or engaging with moderators of the r/McMaster subreddit), while still allowing students to anonymously engage and be exposed to topics relevant to student health. We will continue to navigate this platform very carefully and the Promotions Coordinators will be trained thoroughly under the guidance of the SHEC leadership team. This year, we also hope to formally communicate with the moderators of this subreddit to improve our promotions.

While creating a service TikTok account was suggested as a means of promotion, previous promotions coordinators suggested against it due to the time-consuming nature of producing and facilitating such videos, in addition to privacy concerns over data collection, censorship, and how difficult it can be to control who engages with the content, particularly those who may be outside the McMaster community. Thus, we have decided not to go forward with TikTok.

Special considerations will still need to be taken when using Facebook and Instagram as many students do not feel comfortable having their family members, friends or other acquaintances see them interact with MSU SHEC’s material, especially when discussing heavily stigmatized subjects such as solo sex, drug use and harm-reduction, as well as 2S, trans and non-binary focused health care. However, we will investigate ways to increase our increase our engagement with students on these platforms—especially on Instagram—by utilizing tools such as reels, polls, story takeovers, and giveaways in consultation with our Promotions Coordinators.

Merchandise & Apparel

An issue that we encountered in the 2022-23 year was that volunteers who were attending shifts in the space were often not clearly identifiable, which may have contributed to hesitance from service users who wanted to access services. We are hoping to purchase SHEC lanyards (with holders for name cards that include some basic information about the volunteer such as name and pronouns) and T-shirts that volunteers can wear on shift or to in-person events where SHEC will have a presence, such as

welcome week or the MSU services fair. These purchases will be made at the start of the year around when we complete volunteer hiring.

SHEC developed a mascot (Benny the Bear) to use for our “SHEC us out” campaign, and this bear appears on our rave cards and stickers. In terms of merchandise that is distributed to the general student body, we found that the stickers created this past year were a big hit with students. This year, we will continue distributing them and likely work with the MSU Underground to revamp the stickers. We will also investigate new avenues to incorporate this bear in SHEC’s promotions.

Physical Promotions

We created several tangible promotional pieces in the 22-23 year that kept temporality and timelessness in mind. Thus, we will continue using the rave cards and posters created in the past year, but also create new posters that relate to our service’s key pillars and evolving advocacy campaigns, as many of our existing advocacy/informational posters are quite outdated or damaged. We may also get some advertisements printed in copies of the Silhouette and revisit our resource library to see if any of our service-produced pamphlets need to be updated and reprinted. These goals will involve the close involvement of our Resources and Advocacy and Promotions Coordinators.

In addition to the current in-person promotional events SHEC participates in, we hope to plan SHEC pop-ups in various locations around campus at various points in the year to directly engage with students who may not follow our social media platforms or attend these major events. Stickers, rave cards, pamphlets, and tangible health items will be distributed at these pop-ups. These will be planned in discussion with our executive team based on their availability and may include the involvement of our volunteers.

Team Management

Historically, SHEC has managed internal communications with executives and volunteers using two separate Microsoft Teams groups. However, based on feedback and our personal experiences, Microsoft Teams is unideal as many SHEC volunteers/execs do not check it consistently (resulting in delays or miscommunication) or find it difficult to see notifications / feel overwhelmed when Teams is also the platform used by many of their university courses. Furthermore, both of us felt that the separation of executives and volunteers in this way made it difficult to promote cohesiveness and team spirit, and the lack of interaction between executives and volunteers outside of peer support shifts led to a disconnect between the groups.

We are hoping to shift internal communications over to Discord, a communications platform that allows organized public and private chat channels, voice/video calling, limits permission for specific members, and easily identifies SHEC team member roles within the group. All members of the SHEC team will have access to this same platform, and it can be used to relay announcements, send documents, and allow volunteers to chat with one another directly in a more casual space or post shifts as needed. Executives will have added access to private channels specific to executive operations.

Executive Management

As with previous years, weekly meetings will be held with executives and will be divided into two groups: internal and external. Internal meetings will be run by the Assistant Director and will include the Training and Development Coordinators and Volunteer Coordinators. External meetings will be run by the Director and will include the Promotions Coordinators, Resource and Advocacy Coordinators, and Events and Outreach Coordinators. While this makes it easier to schedule meetings based on the availabilities of fewer people, it also led to a disconnect within the two halves of the executive team this past year. To improve team dynamics, we hope to hold executive socials at the beginning and end of the year and have meetings in-person with the full team together and then split off into our respective internal and external groups. We recognize that having in-person meetings is not the most accessible, therefore, we will have online meetings during the summer months and have in-person meetings during the school year. If in-person meetings pose accessibility or scheduling restraints, we will explore the option of hybrid meetings.

Volunteer Management

Ideally, the Volunteer Coordinators and the Training & Development would sit on any future PSV hiring boards alongside the PTMs. Ultimately, the members of the hiring board will be determined by the PTMs. Recruitment for these positions happens in two stages; one designated stage for applicants that either wish to return to their position as a PSV for MSU SHEC or are an upper-year student, and one for students who are new to McMaster (first-years and transfers). MSU SHEC volunteer training typically occurs once per academic term. We will strategize the use of time and effort when preparing training based on the outcomes and competencies that we want to see from the team. As with previous years, we will continue to utilize situationals and invite various guest speakers to talk about the issues that the executive team feels they cannot cover (due to lack of knowledge/ lived experience, capacity, or time).

Looking back at previous years, we feel that a major area for improvement is volunteer appreciation and fostering a connected team environment. One of our key goals for this year is to work with the Volunteer Coordinators and the Training & Development Coordinators to develop a longitudinal strategy or series of events that would keep our

volunteers engaged throughout the year while also promoting team-spirit, morale, and togetherness. We also hope to purchase merchandise such as SHEC branded t-shirts and name card lanyards to make our volunteers easily identifiable while making them truly feel part of the team. Additionally, with the Discord server mentioned above, we hope to increase informal interactions between the SHEC executive team and our volunteers.

During peer support shifts, volunteers are under the supervision of an on-call member of the executive team and can approach us or the executives for any concerns.

Master Timeline

Month	Tasks
May	<ul style="list-style-type: none"> • Executive hiring <ul style="list-style-type: none"> ○ Updating exec JDs ○ Creating exec hiring questions & review process ○ Edit marking/flag sheet ○ Anonymize applications & mark written apps ○ Send out interview offers ○ Begin interviews
June	<ul style="list-style-type: none"> • Wrapping up executive interviews and finalizing the team. • Onboarding executives and planning executive training • Think about executive meeting structure, executive expectations, introductory executive tasks • Admin tasks <ul style="list-style-type: none"> ○ Completing and submitting year plan ○ Submitting budget plan • Establishing SHEC discord server (for internal communication – executives and volunteers) • Communicating with other services about potential collaborations.
July	<ul style="list-style-type: none"> • Planning/Admin <ul style="list-style-type: none"> ○ Apply to special funding for known collaborations/events/campaigns and other community sponsorships & donations (Welcome Week fund and special projects) ○ Seek funding for Collective Care + editing Microsoft form (w/ WGEN) ○ Plan hybrid peer support and COVID contingency plan ○ Inventory + Order health + office supplies

- Apply for space reallocation
- Follow-up about MSU training for volunteers
- Set up SHEC Team for PSV
- Training
 - Collaborate with other services on training
 - Finalize whether training will be online, in-person or hybrid
 - Finalize training date by the end of the month
 - Inquire about MSU training on accessibility, sexual violence prevention and response, and anti-oppressive practices
- Hiring
 - Open upper-year/returner PSV applications
 - Edit marking/flag sheet
 - Anonymize applications & mark written apps
 - Interview & hire upper-year/returner volunteers
- Exec Team
 - Executive year-plan due late July, early August
 - EOC
 - Welcome Week event planning
 - RAC
 - Update SHEC resources
 - Create plan and timeline for organizing the lending library – this includes digitization
 - Promo
 - Begin planning promo for first-year/transition PSV hiring
 - Help determine decorations and promo for the SHEC space
 - Create a “meet the exec” team post
 - Brainstorm new merch ideas – stickers, lanyards etc.
 - T&D
 - Assist with updating the “SHEC Peer Support Volunteer Guidebook”
 - Review previous PSV training and identify current gaps in training
 - Pick training topics and structure (1 day vs. Two days)
 - Update SHEC resources
 - VC
 - Assist with PSV hiring

	<ul style="list-style-type: none"> ▪ Assist with creating/updating the “SHEC Peer Support Volunteer Guidebook” ▪ Support Lena and T&D will fall training (creating social and introducing SHEC pods)
<p style="text-align: center;">August</p>	<ul style="list-style-type: none"> • Planning/Admin <ul style="list-style-type: none"> ○ Prepare SHEC space for the fall -> clear voicemail and organize ○ Create reduced returner shift schedule and assign execs on call ○ Finalize Collective Care details ○ Plan hybrid peer support and COVID contingency plan <ul style="list-style-type: none"> ▪ Set hours of operation ▪ Create warmlines/in-person peer support procedures ○ Check-in with execs before the school-year starts ○ Space reallocation application (cont.) ○ Touch base with FCC with regards to Lockers of Love ○ Executive team check-in • Hiring <ul style="list-style-type: none"> ○ Prepare first-year/transfer PSV applications ○ Edit marking/flag sheet • Training <ul style="list-style-type: none"> ○ Collaborate with other services on training ○ Finalize training content and logistics ○ Inquire about MSU training on accessibility, sexual violence prevention and response, and anti-oppressive practices • Exec Team <ul style="list-style-type: none"> ○ Finalize fall PSV training ○ EOC <ul style="list-style-type: none"> ▪ Finalize Welcome Week event ○ RAC <ul style="list-style-type: none"> ▪ Update SHEC resources ▪ Continue on lending library work ○ Promo <ul style="list-style-type: none"> ▪ Begin planning promo for first-year/transition PSV hiring and Collective Care ▪ Set up executive headshots ○ T&D <ul style="list-style-type: none"> ▪ Finalize PSV training for September ▪ Create training feedback form

	<ul style="list-style-type: none"> ▪ Update SHEC resources ▪ Assist with creating the “SHEC Peer Support Volunteer Guidebook” ○ VC <ul style="list-style-type: none"> ▪ Assist with PSV hiring ▪ Assist with creating the “SHEC Peer Support Volunteer Guidebook” ▪ Create attendance tracking sheet and feedback form ▪ Create plan for the fall and divide recurring responsibilities (ex. checking email, checking feedback form, checking peer support request form, etc.) ▪ Support Lena and T&D will fall training (creating icebreakers and introducing SHEC pods) ▪ Consider birthday card initiative for PSV
September	<ul style="list-style-type: none"> • Planning/Admin <ul style="list-style-type: none"> ○ Launch Collective Care ○ Promote Lockers of Love • Hiring <ul style="list-style-type: none"> ○ Anonymize applications & mark written apps ○ Interview & hire first-year/transfer volunteers • Exec Team <ul style="list-style-type: none"> ○ RAE <ul style="list-style-type: none"> ▪ Launch committee ▪ Aim to have campaign #1 ready for the end of October/early November ○ EOC <ul style="list-style-type: none"> ▪ Run Welcome Week event ▪ Launch committee ▪ Plan September/October event ▪ Plan for 50 years of SHEC ▪ Begin thinking about November/December event ○ Promo <ul style="list-style-type: none"> ▪ Promote first-year/transfer applications ▪ Create peer support promotions ▪ Launch “What the SHEC?” campaign ▪ Plan for 50 years of SHEC ▪ Create promotions for EOC and RAE as necessary

	<ul style="list-style-type: none"> ○ T&D <ul style="list-style-type: none"> ▪ PSV training ▪ Collect feedback ○ VC <ul style="list-style-type: none"> ▪ Assist with PSV hiring ▪ Plan October social ▪ Plan pod of the month ▪ Regularly check attendance tracking sheet, follow up with volunteers as needed ▪ Create volunteer board for the SHEC space ▪ Plan scheduling to take photos/collect photos of volunteers for the board ● PSV <ul style="list-style-type: none"> ○ PSV training + icebreakers ○ Launch reduced SHEC service hours and make full time shift hours
October	<ul style="list-style-type: none"> ● Planning/Admin <ul style="list-style-type: none"> ○ Keep up with Collective Care ○ Conduct inventory ○ Check-in with execs ○ Investigate merch/t-shirt ordering for volunteers ● Exec Team <ul style="list-style-type: none"> ○ RAE <ul style="list-style-type: none"> ▪ Finalize first campaign ▪ Aim to have campaign #2 ready for late November/early December ▪ Lending Library check-in ○ EOC <ul style="list-style-type: none"> ▪ Run September/October event ▪ Plan November/December event ▪ Plan exam care package giveaway ▪ Run 50th year celebration ○ Promo <ul style="list-style-type: none"> ▪ Create promo for RAE campaign left from last year ▪ Create promotions for EOC and RAE as necessary ○ T&D <ul style="list-style-type: none"> ▪ Planning winter training ▪ Create a training refresher/mini-assignment (aim to release early November)

	<ul style="list-style-type: none"> ▪ Follow-up with volunteers about any missed training ○ VC <ul style="list-style-type: none"> ▪ October social ▪ Pod of the month ▪ Plan volunteer appreciation gifts ▪ Regularly check attendance tracking sheet, follow up with volunteers as needed • PSV • Launch full SHEC peer support hours
November	<ul style="list-style-type: none"> • Admin/Planning <ul style="list-style-type: none"> ○ Keep up with Collective Care ○ Conduct inventory ○ Inquire about D/AD hiring for the incoming year, updating JD ○ Executive team check-in • Exec Team <ul style="list-style-type: none"> ○ RAE <ul style="list-style-type: none"> ▪ Finalize campaign #2 ▪ Start planning campaign #3 (aim for end of January/beginning of February) ▪ Create winter resources mini-campaign ▪ Check-in with committee members + collect feedback ○ EOC <ul style="list-style-type: none"> ▪ Plan exam care package giveaway ▪ Check-in with committee members + collect feedback ▪ Plan November/December event ○ Promo <ul style="list-style-type: none"> ▪ Create promotions for EOC and RAE as necessary ▪ Create Winter referral resources card ○ T&D <ul style="list-style-type: none"> ▪ Plan winter PSV training ▪ Release training refresher/mini-assignment and assess gaps in knowledge that can be addressed during winter PSV training ○ VC <ul style="list-style-type: none"> ▪ Plan December social ▪ Pod of the month ▪ Regularly check attendance tracking sheet, follow up with volunteers as needed

	<ul style="list-style-type: none"> ▪ Plan volunteer appreciation gifts (cont.) <ul style="list-style-type: none"> • Order items by late January <ul style="list-style-type: none"> • PSV
December	<ul style="list-style-type: none"> • Admin/Planning <ul style="list-style-type: none"> ○ Check-in with execs (collect feedback and re-assess exec year plan for the winter semester) ○ Collect feedback from PSV for the winter semester ○ Keep up with Collective Care ○ Conduct inventory ○ Open D/AD hiring for the incoming year ○ Announce winter training dates • Exec Team <ul style="list-style-type: none"> ○ RAE <ul style="list-style-type: none"> ▪ Campaign #3 cont. (aim for end of January/beginning of February) ▪ Lending Library check-in ○ EOC <ul style="list-style-type: none"> ▪ Run November/December event ▪ Run Exam care package giveaway ○ Promo <ul style="list-style-type: none"> ▪ Create promotions for EOC and RAE as necessary ▪ Create reduced hours graphic ○ T&D <ul style="list-style-type: none"> ▪ Plan winter PSV training ▪ Create training feedback form ○ VC <ul style="list-style-type: none"> ▪ December social ▪ Pod of the month ▪ Regularly check attendance tracking sheet, follow up with volunteers as needed ▪ Plan volunteer appreciation gifts (cont.) • PSV <ul style="list-style-type: none"> ○ December social ○ Reduced SHEC peer support hours
January	<ul style="list-style-type: none"> • Admin/Planning <ul style="list-style-type: none"> ○ Keep up with Collective Care ○ Conduct inventory ○ D/AD hiring ○ Update exec JD's + think about and OP changes • Exec Team

	<ul style="list-style-type: none"> ○ All execs: create teams group chat with shift members ○ Committee re-opening: open call to PSV team for interested committee members to join ○ Send out reminder to start exec transition reports ○ RAE <ul style="list-style-type: none"> ▪ Post campaign #3 ▪ Begin planning campaign #4 (aim for late-February/early March) ○ EOC <ul style="list-style-type: none"> ▪ Begin planning February/March event ○ Promo <ul style="list-style-type: none"> ▪ Plan charity post (aim for March) ▪ Plan 50-years of SHEC campaign (aim for April) ▪ Create promotions for EOC and RAE as necessary ▪ Create service re-opening graphic ○ T&D <ul style="list-style-type: none"> ▪ Winter PSV training + collect feedback ○ VC <ul style="list-style-type: none"> ▪ Plan February social ▪ Pod of the month ▪ Regularly check attendance tracking sheet, follow up with volunteers as needed ▪ Order volunteer appreciation gifts (cont.) ● PSV <ul style="list-style-type: none"> ○ PSV training ○ Committee re-opening: open call to PSV team for interested committee members to join ○ Re-launch full SHEC peer support hours
February	<ul style="list-style-type: none"> ● Admin/Planning <ul style="list-style-type: none"> ○ Keep up with Collective Care ○ Conduct inventory ○ D/AD hiring / onboarding ○ Check-in with execs ● Exec Team <ul style="list-style-type: none"> ○ RAE <ul style="list-style-type: none"> ▪ Campaign #4 (cont.) ▪ Lending Library check-in ▪ Check-in with committee members + collect feedback ○ EOC

	<ul style="list-style-type: none"> ▪ Run February/March event ▪ Plan March/April event ▪ Check-in with committee members + collect feedback ○ Promo <ul style="list-style-type: none"> ▪ Create promotions for EOC and RAE as necessary ▪ Plan charity post (aim for March) ○ T&D <ul style="list-style-type: none"> ▪ Follow-up with volunteers about any missed training ▪ Create a training refresher/mini-assignment (aim to release early March) ○ VC <ul style="list-style-type: none"> ▪ February social ▪ Pod of the month ▪ Regularly check attendance tracking sheet, follow up with volunteers as needed ▪ Create PSV anecdotes form to use as promo for future years • PSV <ul style="list-style-type: none"> ○ February social
<p>March</p>	<ul style="list-style-type: none"> • Admin/Planning <ul style="list-style-type: none"> ○ Keep up with Collective Care ○ Conduct inventory ○ D/AD transitioning • Exec Team <ul style="list-style-type: none"> ○ Exec transition report reminder ○ RAE <ul style="list-style-type: none"> ▪ Wrap up campaign #4 ▪ Create summer resources ○ EOC <ul style="list-style-type: none"> ▪ Run March/April event ▪ Plan exam care package giveaway ○ Promo <ul style="list-style-type: none"> ▪ Create SHEC exec hiring graphics ▪ Post charity post ▪ Create summer referral resources card ▪ Create promotions for EOC and RAE as necessary ○ T&D <ul style="list-style-type: none"> ▪ Release training refresher/mini-assignment and assess gaps in knowledge that can be addressed for future years

	<ul style="list-style-type: none"> ○ VC <ul style="list-style-type: none"> ▪ Pod of the month ▪ Regularly check attendance tracking sheet, follow up with volunteers as needed • PSV
<p style="text-align: center;">April</p>	<ul style="list-style-type: none"> • Admin/Planning <ul style="list-style-type: none"> ○ Keep up with Collective Care ○ Conduct inventory ○ Use last bit of budget to purchase stuff for the SHEC space (if there's any remaining) ○ D/AD transitioning • Exec Team <ul style="list-style-type: none"> ○ Exec transition reports due ○ RAE <ul style="list-style-type: none"> ▪ Lending Library check-in ○ EOC <ul style="list-style-type: none"> ▪ Run exam care package giveaway ○ Promo <ul style="list-style-type: none"> ▪ Post SHEC exec hiring graphics ▪ Create promotions for EOC and RAE as necessary ▪ Create reduced hours graphic ○ T&D <ul style="list-style-type: none"> ▪ Summarize training feedback for incoming executives ○ VC <ul style="list-style-type: none"> ▪ End of year-social ▪ Pod of the month ▪ Regularly check attendance tracking sheet, follow up with volunteers as needed • PSV <ul style="list-style-type: none"> ○ End of year-social ○ Reduced SHEC peer support hours