Year Plan

MSU Maccess
2024-2025

MSU
Maccess

Submitted:

Natalene Sim & Honey Starr
Director & Assistant Director

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Introduction

Hello there :)

I never knew how much would change after I clicked on a post telling me to apply for an Executive position at Maccess last year. Having just been diagnosed, at the time I felt lost in every sense of the word – adrift in a sea of questions about disability and surrounded by thoughts I believed no one could relate to.

Oh, how wrong I was.

I was a Community Outreach Coordinator, but it was me who was introduced to a community. I was welcomed into the disabled community and met people so full of care, love, understanding, knowledge, and acceptance. I found a home in MUSC B111, both in the space and through the people that filled it.

That is why I am beyond honored to write to you here as Maccess' Director for the upcoming year. Having felt myself how vital a service for disabled people run by disabled people is, it is a responsibility I do not take lightly – one which I treasure.

This year, I want to give back to the community as they have given to me. I want to make Maccess a service that is not only occasionally known but one known to all who experience and/or relate to disability. This year, I strive to increase Maccess' presence and reach individuals and communities we have not reached before. To make Maccess somewhere where any disabled student feels welcomed and want to come back to. Somewhere where disabled students can find a diverse and loving community of people, uniquely helpful events, important resources, and more. I want every disabled student to feel like they can find a home at Maccess as I did.

With our team at Maccess and beyond, we cannot wait to bring our hopes and dreams into reality this year.

To all the amazing PTMs, executives, volunteers, and service users who have ever been at Maccess – thank you for all you have done in making Maccess the place and community it is today. We both hope we can do you proud this year.

To Maccess, thank you for finding me when I needed it the most and for being the home I didn't know I needed.

With love and care,
Nat (Natalene) Sim.

Hello!

I am so inexplicably excited to be taking on the role of Maccess' Assistant Director this year. I cannot believe I have been offered this opportunity, and I will be taking full advantage of it.

After taking on the position of a Social and Political Advocacy Executive last year, I realized just how important Maccess is to so many different people, including myself. A disabled community full of people so understanding, supportive, caring, and prideful was something I dreamt about since I first came to terms with my own disability years ago. I could not help but feel loved and understood in a space full of vibrant executives and volunteers.

And so, my goal as an Assistant Director is to give back to the community that same nurturance that I was provided with. To support our volunteers and executives, to support disabled students, and to support the disability community. To expand Maccess to support those who feel too scared to reach out. To partner with more clubs, teams, and to gather more resources for our community. To be loud, proud, and impossible to ignore.

To be someone you can lean on.

I hope you are excited as both of us are to get this year started. We have a lot planned for Maccess this year, and we cannot accomplish it alone.
Thank you to the previous PTMs who trusted us enough to pass the reigns of an amazing club onto us.

Thank you to those who founded Maccess back in 2017. I hope we continue to make you proud, and that Maccess continues to become that supportive, judgement-free space you needed so desperately.

Thank you for believing in us.

Toodles!
Honey Starr.

Vision for Service

Overarching Vision (I.e., What is the *ultimate* goal you have for your Service?)	To create a more visible, loud, warm, supportive, and welcoming Maccess.

Description	We hope to improve upon the ways Maccess is viewed internally and externally through our community presence and our connections to other disability-centered organizations, on and off campus. We hope to extend our reach as a smaller peer support service to better support confluent avenues of disability, taking into consideration the ways disability has always intertwined with narratives of race, gender, sex, queerness, economics, health, Indigenous narratives, and other marginalized narratives.
	    We are also hoping to improve the accessibility and approachability of our physical and online spaces. We are hoping to improve our level of seating, improve the decor of our space, make our space a hub for all things disabled on campus, and make it a comforting space for those who need it. We hope to revamp our social media presence to make people more interested in our service and more likely to reach out for support.
	    And, last but certainly not least, we hope to continue our advocacy efforts to push for further accessibility and support on and off campus for disabled students/people. This includes continuing initiatives we already engage in, such as supporting students at medical appointments through our peer-support service when requested, as well as improving our social media campaigns alongside our Social and Political Advocacy Executives, expanding our reach to unmet areas (STEM faculties, BIPOC, etc.), and engaging in external advocacy work in the Hamilton area.

Benefits	- Becoming a better resource for disabled students, especially for those who are new to disability or new to McMaster.

	o Because disability is complex and multifaceted concept, it is difficult to advertise ourselves as a disability support service. We find that a lot of students struggle to know when they qualify as 'disabled' and are worried about 'taking resources' from 'more disabled students'. By fostering a welcoming and open environment, we can bring more people into our space and better support the disabled community at McMaster.

Year 1 Goals (2024/25)	- Updating the space
	    o A lot of our furniture is hand-me-down and is growing extremely outdated/falling apart. Maccess, as a small club, deserves to have a functioning and thriving environment for McMaster's disabled community which is severely overlooked and underappreciated.
	    o We are hoping to spend time and money on furniture upgrades, decorations, and increasing the seating capacity of our space.
	- Upgrading our social media presence.
	    o Our social media is lacking and honestly, struggles with cohesion every year. This would be a project we would work on alongside our Promotions executives.
	        ▪ We hoping we can get a professional presence set up for Maccess on a site like LinkedIn. This would allow us to keep track of our networking connections in the community and provide us with more opportunities.
	            • Think of disabled authors who are looking to give out books to people. We would be a great club for something like this but lack the presence.
	        ▪ Facebook is something we are not sure if we want to keep up with.
	            • It may be helpful for doing community outreach for outside organizations, but having links to our more-updated promotional pages may be helpful.
	        ▪ If we have an energetic and enthusiastic Promotions executive, we would love to increase our TikTok/Instagram Reels presence. But this depends on who we hire.

	- Updating a set of standards and best practices for Maccess, potentially alongside our Resources/Logistics executives.
	
	    o This includes a guideline for hiring, archival practices (for history!), a record of how we reviewed resumes, how our space operates, etcetera.
	
	- Increased collaborations with other services on campus – MSU services, student services like SAS/CATS AccessMac/EIO, NEADS, PABIC/DIMAND, student clubs, Mac's Transition Program, BSSC, EWD, and more.
	
	- Increasing the attendance at our events and new (and returning) service users.
	
	    o Expanding the reach of our events to populations that often have a lack of critical disability centered events (due to structural failures or systemic invisibility), such as STEM faculties or BIPOC.
	
	- Working with our Resources executive to create desperately needed disability resources for students, staff, and faculty. This includes, but is not limited to:
	
	    o How to navigate SAS, both as a student and faculty member.
	
	    o A community-updated accessibility map of campus, like the PCC's all-genders washroom list.
	
	    o Navigating finances as a disabled student.
	
	    o Etcetera.
	
	- Update our job descriptions *after* hiring our executive team to better fit the position's actual responsibilities.
	
	    o We sacrificed initial clarity to gather an executive team put together faster, so we can get started on our exciting projects. We are hoping this job description update can better support the PTMs that come after us.

Year 2 Goals (2025/26)	- Continue above goals. - Update the wording of our physical promotional material to better fit Maccess' vision as a thriving, open space for all disabled students to visit. o Within the year we have been at Maccess as executives, we have noticed how people are nervous to visit Maccess because they feel like they are not disabled enough.

	○ Updating our promotions (rave cards, roll-up banners) to be more welcoming and clearer about who can use our space is important. ○ This was something we wanted to do this year, but determined that we have too much on our plate at the moment and cannot afford to update the wording on *everything*. - Continue to upgrade the space and make it a more welcoming environment with the Maccess budget. - Continue to foster relationships with organizations based on our (planned) list of ongoing relationships.
Year 3 Goals (2026/27)	- Celebrate Maccess' 10yr anniversary :D - Assess areas of need and overlooked areas of development based on the last few years of documented work.
Partners	- MSU services, student services like SAS/CATS, AccessMac/EIO, NEADS, PABIC/DIMAND, student clubs, and more.
How can VP Admin support you?	- More financial support for our larger goals like furniture upgrades. ○ Maccess, as explained above, has relied on hand-me-down furniture like our bookshelves and our pamphlet display stand for years now. This is not the way our service should be operating, considering that this furniture is falling apart. ○ Considering Maccess' history as, first, a Mad support group on campus, we have small roots, and it is no wonder why we have had to rely on used furniture. But now that Maccess has been in operation for 8 years, it is time we bought new furniture. So, although financial support is a big thing to ask, it is something that has been long needed. ▪ Upgrading our space is a big blow to us and difficult to navigate, so we'd appreciate your support. - If you hear of any opportunities or potential collaborations you think we might be interested in, send them our way. ○ While we are both trying to be as involved as possible, there are a lot of disability-related clubs on campus.

	Hearing what they are up to can be a tremendous help for us, and you might hear more than we do.
	- If another club is having disability-centered issues, send them our way.
	o From Honey's time on a disability-centered council, the main issue is that students just do not seem to know about Maccess or what Maccess is about. This allows disabled students to fall through the cracks and miss being a part of a disability community.
	o Or, it allows people to miss support during an important transition to their university lives as disabled students. Students hearing about Maccess during their final years of university is unacceptable.

Project/Events Timeline

Spring/Summer Term

May	
Service Goal/Project/Event (#1):	Cleaning, organizing, and tidying the physical space. Getting rid of items that are taking up space, broken, or are no longer used. Taking inventory of what we have and what we need.
Why and how?	Why: - A long overdue task that had been put off for years. - Acts as a task to get the two of us accustomed to the space and so we know what resources we have and what is still needed. - Helps us create a vision for the upcoming year's space and what work needs to be done. How: - Creating spreadsheets. - Tearing apart the space, creating garbage piles, donate piles, and keep piles.

	- Shredding documents which are no longer needed and are confidential.

Potential difficulties? How can you overcome them?	- Time constraints. Cleaning takes a while.
	- Determining what to keep and what to donate.
	  o How to get rid of items without being wasteful.
	  o How to know when an item will be needed in the next year vs. when it should be removed.
	- Being a two-person team right now when our space requires a lot of hands. Determining what we can organize now vs. what we should put off to our executives.

Who?	Director; Assistant Director
Priority Level (highlight one)	<mark>High Priority</mark> Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Creating a plan for our budget and where to allot financial resources, such as for our plans to upgrade the space.
Why and how?	Why: - After brainstorming what we would like to do this year for the space and for Maccess and seeing our limited budget, we had to thoroughly plan out what we wanted and what we could afford How: - We filled out a copy of the MSU PTM budget spreadsheet, and had discussions about items we need, where we could save money, and what to prioritize.
Potential difficulties? How can you overcome them?	- Having large costly items (i.e. furniture) that we would like to purchase, but a limited budget. o Looking into cost saving solutions (i.e. thrifting, second-hand, etc.) and compromises (i.e. getting folding chairs)

	o Looking into other funding options like fundraising, grant money, and more.
Who?	Director; Assistant Director
Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Opening our Executive Applications for the 2024/2025 school year.
Why and how?	Why: - We timed this with other MSU clubs' executive hiring so all hiring would be open around the same time. It was important to get our hiring out ASAP. How: - Posting to our Instagram, continuing to be active over the summer so more people see our hiring post and apply. Sharing with other MSU Clubs to increase our reach.

Potential difficulties? How can you overcome them?	- Not getting to review our job descriptions because of timing.
	  o Pushing this to responsibility later on, so we can fix them for next year's PTMs.
	- Lack of summer engagement.
	  o Trying our best to be active on social media until we hire a Promotions executive.

Who?	Director; Assistant Director
Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority

June	
Service Goal/Project/Event (#1):	Work on upgrading our physical space as best as we can through bulky items like a couch, coffee table, etc., as well as decorations to brighten up the space.

Why and how?	Why? - Our space deserves better furniture. The furniture we have now, we believe has initially been handed down to us. They are old and falling apart. - Our space needs to be more welcoming to the disability community. o Adding tiny details like plushies, a better corkboard, a cute doorstop, can make such a substantial difference. How? - Producing a space wishlist and monitoring costs to make sure we are sticking within our yearly budget. - Seeking external/other funding for larger items like a couch, bookshelves, a coffee table, a microwave, and a minifridge.

Potential difficulties? How can you overcome them?	- Finances
	    o We are currently looking into seeking more funds to upgrade our furniture alongside Adam, our VP Admin. However, if we cannot get support, finances will be a big barrier to this upgrade.
	        ▪ All we can do is try our best. Maybe seek out more alternative funding. Maybe we can fundraise this year.
	- Car
	    o Neither of us have access to a car, which makes transporting furniture exceedingly difficult.
	        ▪ Using resources like parents and friends may be helpful, but not a reliable solution.
	        ▪ Getting items delivered when possible is a best solution.

Who?	Director, Assistant Director
Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority

Service Goal/Project/Event (#2):	Engaging in hiring processes for our executive team, which includes resume reviewing and interviewing.
Why and how?	Why: - We require a strong executive team to function as a peer support space. Without them, we cannot operate. How: - Creating a hiring schedule to abide by. - Ensuring that we are hiring based on our guidelines and what we are seeking in executives.

Potential difficulties? How can you overcome them?	- Timeline
	  o We have created a tight timeline for the review and interview process for our executive team. This can cause some stress amongst us.
	    ▪ Ensuring that we are not overworking, while still meeting our goals. How to be efficient in hiring processes.
	- Bias/Hiring
	  o Understanding that this marks a waypoint in our journeys as PTMs, and that because this is both our first times, it will be a complicated process.
	  o We may also have bias in our hiring that can be problematic.
	  o Understanding that hiring is a big responsibility.
	    ▪ Taking time to process who we are hiring and why, as well as who we are *not* hiring. Why? Ensuring our reasons are not carried by bias and are justified through our resume and interview review process.

Who?	Director; Assistant Director.

Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority
Service Goal/Project/Event (#3):	Opening our Peer-Support Volunteer hiring early.
Why and how?	Why: - We want to be able to provide visibility for Maccess through Welcome Week. - We also want to open our space up right away to benefit off the rush of Welcome Week. We feel as though we miss a key demographic of students by delaying our opening until October. How: - Creating a Microsoft form for our PSV applicants to fill out - Creating teaser content alongside our new Promotions executives & Christina from SAS to advertise our space and expose people to our PSV opportunities.

Potential difficulties? How can you overcome them?	- We are wrapping up the hiring of our executive team. This may be stressful.
	   o Acknowledging that we are not starting to hire until end of July – August. We are just opening the positions early and leaving them open.
	- Social media presence: we are both very shy people.
	   o We are hoping that our Promotions executives are more extroverted than us, and it is something we are looking for while hiring.

Who?	Director; Assistant Director.
Priority Level (highlight one)	High Priority Moderate Priority **Low Priority**

July	
Service Goal/Project/Event (#1):	Finish the basic upgrades we need for our space, such as furniture, decorations, etc.
Why and how?	Why: - Christina from SAS was hoping to get some filming done in our space for Disability Pride Month. - Getting it done now gets it off our plates so we can focus more in August on opening our space in September. How: - Constantly checking in to make sure our plans are under way properly. - Making wish lists through our budget to make sure we are keeping within our financial plans.

Potential difficulties? How can you overcome them?	- Finances
	   o Getting our finances in order, in time, is a big difficulty given that the larger furniture items come from a different budget.
	     ▪ Constantly checking in with higher-ups in the MSU to make sure everything is in order.
	- Time
	   o We are onboarding our executives at the same time, which may leave us little time to care for our physical space.
	     ▪ Asking our executives to help us out, when possible.

Who?	Director, Assistant Director
Priority Level (highlight one)	**High Priority**　　　Moderate Priority　　　Low Priority

Service Goal/Project/Event (#2):	Training our executive team.
Why and how?	Why: - We need our executives to be trained ASAP to fall in line with our promotions plans. o Some of our executive applicants believed that we should be more present in Welcome Week. We agree. To do this, we need a bigger team ASAP to navigate this avenue of promotion. - Executives need to be familiar with the perspectives Maccess takes as a disability club. How: - Creating new training slides/updating our old ones - Taking into consideration what we are training our executives on and why.

Potential difficulties? How can you overcome them?	- Time
	   o Updating our old slides takes a lot of time, especially when we are doing it properly (citing our sources, finding reputable sources, etc.)
	      ▪ Ensuring that we are being efficient with our slide creation.

Who?	Director; Assistant Director.
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#3):	Inquiring into Welcome Week events and merchandise for MSU Maccess.
Why and how?	Why: - Some of our executives we interviewed expressed interest in having more Maccess visibility throughout Welcome Week.

	- We believe that Welcome Week is untapped potential for Maccess, especially for transitioning students. How: - Working with our executives to see if we can host events, workshops, or gather merchandise for Welcome Week. - Reaching out to Adam to get this process started in end of June.

Potential difficulties? How can you overcome them?	- Timing
	   o We are a bit late to the Welcome Week party, but we still think we can throw something together if we get started as soon as we hire our Executives.
	- Cost
	   o There are a lot of first years, and we do not want to be embarrassed if we run out of supplies to provide.
	      ▪ Doing our best, having backups like QR codes to our promotional materials.
	- Availability
	   o As it is the summer, exec team members may not be entirely available to organize events/workshops
	      ▪ Collaborating with other services like SAS could help us reduce individual workload and increase our reach.

Who?	Director, Assistant Director; Executive team
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#4):	Setting up a Discord space for executive communications, volunteer communications, and peer-support.
Why and how?	Why:

	- We do not have administrative access to the current Discord servers and feel as though we can make the server more efficient.
	How:
	- Honey has Discord knowledge and can get the server set up.

Potential difficulties? How can you overcome them?	- Time
	    ○ Again, we are onboarding at the same time, and Discord servers can be finicky to set up.
	        ■ It doesn't have to be pretty; it just has to be effective.

Who?	Director, Assistant Director
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority

August	
Service Goal/Project/Event (#1):	Internal Peer-Support hiring & training.
Why and how?	Why: - We are hoping to open our space early on in September, if not, during Welcome Week. ○ This would provide a quiet, sensory-safe space for students who may feel overwhelmed during Welcome Week. Even if we cannot get our PSVs trained in time, Nat and Honey can still open the space and provide support as needed. - We need to train our team. How:

	- Taking advantage of our V&T Executives we hire to get PSV training completed while we focus on opening the space.

Potential difficulties? How can you overcome them?	- Timing
	    o We are hiring PSVs at a weird time of the school year.
	        ▪ However, because we will have V&Ts at this point in time, they can assist us in hiring and training.
	        ▪ We can also extend our hiring into the start of the school year.

Who?	Director; Assistant Director; Executive team
Priority Level (highlight one)	<mark>High Priority</mark> Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Meet with Executive team to determine their individual plans, goals, and desires for the year.
Why and how?	Why: - Based on our interview questions, we want to include more executive involvement in our larger decision-making processes. o This can also help us shape their role better to what they want to do and determine where we can support them best. Additionally, they will be more motivated to complete their tasks if they contribute to the service's plans/goals for the year How: - Setting up meetings, setting goals and checkpoints for the year, etc. - Sending the executives the meeting outline/questions beforehand, so they can have time to think over and

	articulate what they would like for Maccess in the coming year
Potential difficulties? How can you overcome them?	- It might be difficult to incorporate everyone's goals/desires into the plans for this year, based on timing, availability, budget, or other factors o Work to compromise or think of other alternatives. We could also suggest adding it as something to address next year, or in future years
Who?	Director; Assistant Director; Executive team
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#3):	Prepare the space, peer support, and community circles for the upcoming year
Why and how?	Why: - As previously mentioned, we would like to open for peer support as soon as the school year begins. Additionally, making the space itself welcoming and presentable would make it inviting for anyone who might come to check us out during Welcome Week. How: - Buy supplies like snacks and drinks. - Reach out to other services about Peer Support circles, with the hopes of getting them up and running as soon as possible. - Set up and aim to finalize the sign-up sheet for Exec on Call shifts and for Peer Support Volunteer shifts.
Potential difficulties? How can you overcome them?	Transportation - Both PTMs do not have a car and Nat does not have a Costco Membership, which may make it difficult to obtain the supplies.

	o Parents and friends may be an option for transport. Welcome Week Storage - We have been told that materials for Welcome Week will be stored in our space, which may make it difficult to get it fully ready in advance of when the school year starts. o Ensuring open communication with the Welcome Week team so they know when we need their stuff out of our space.
Who?	Director; Assistant Director; Executive Team
Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority

Fall Term

September	
Service Goal/Project/Event (#1):	Open both our physical and online peer-support spaces.
Why and how?	Why: - To start offering our services as soon as possible How: - Purchase any remaining supplies - Finalize any cleaning for the space - Finalize weekly schedule for peer support - Post when we are open and our hours on social media - Finalize our Discord server

Potential difficulties? How can you overcome them?	- Delays - Depending on how PSV hiring goes, we might not have the peer support weekly schedule fully finalized o In that case, members of our executive may be able to take shifts instead and we may have temporary reduced hours.
Who?	Director; Assistant Director; Executive Team
Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Exec and Volunteer Social.
Why and how?	Why: - To get the team familiarized with each other, to celebrate their onboarding. How: - Brainstorm with V&Ts on social ideas. - Budget out our ideas.

Potential difficulties? How can you overcome them?	- Availability
	    o Offering a flexible time for people to drop-in throughout the day.
	- Motivation
	    o Having a fun event that people want to go to.

Who?	Director; Assistant Director; Executive Team
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#3):	Begin planning social media campaign(s).
Why and how?	Why:

	- To ensure Maccess keeps its visibility throughout the school year. - To get a social media campaign out in October. How: - Introduce and hand off the campaign to SPA & Promotions.

Potential difficulties? How can you overcome them?	- Falling behind.
	  o Checking in with SPA & Promotions executives, stepping in where necessary to support.
	- Creative ideas.
	  o Coming up with campaign ideas can be difficult.
	    ▪ Based on our interview questions, we have already prepared our SPA executives to come up with ideas on campaigns. This sets them up to be ready for our actual campaigns.

Who?	Director; Assistant Director; SPA & Promotions Executives
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority

October	
Service Goal/Project/Event (#1):	Start Community Circles.
Why and how?	Why: - Starting them a bit later gives us some breathing room between opening and our other plans. - Students more settled into their school year; can provide some support as the stress starts to hit. How:

	- Work with V&Ts and MSU to plan Community Circles Properly. - Engage with our community to see where community support is needed. What circles are missing?

Potential difficulties? How can you overcome them?	- Engagement; Maccess is a small club.
	   o Making sure that each circle has a large enough group/enough interest to run.
	 - Volunteers/Drop-Off
	   o Community Circles being run by volunteers runs the risk of drop-off, lost interest, etc.
	      ▪ Having a backup plan for when something like this happens.
	 - Space to host community circles.

Who?	Executive Team; PSV Team; Community
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#2):	Social Media Campaign.
Why and how?	Why: - Project for SPAs to address issues that they see in the McMaster community, awareness, etc. - These conversations are important. How: - Preparation has already begun in September. Campaign should be completed at this point.

Potential difficulties? How can you overcome them?	- Timing with the Underground
	   o Making sure we have the budget for our social media campaign, and that we get it in time, can be a concern.
	 - Proper timing of posting
	   o Making sure we are posting at a key time of day to improve our engagement.

Who?	SPA & Promotions Executives; Director; Assistant Director.
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#3):	Set up and promote an anonymous feedback form for our PSVs and service users.
Why and how?	Why: - Ensuring our space is running smoothly, and that we are not having any bumps in the road. - This addresses any concerns early on, before they trickle into the next year. How: - Setting up an anonymous Microsoft Form alongside our Resources Executive - Posting it in the space using a QR code, posting it on our Instagram, in our Discord space, etc.
Potential difficulties? How can you overcome them?	- Lack of engagement. o We can offer a raffle if we set a time limit.
Who?	Resources; V&T; Assistant Director
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#4):	Start Planning for DisVisibility Week.
Why and how?	Why: - Ensuring we can get EOHSS approval done in time, that we have ideas for events and have enough time for promotions. How:

	- Set up a meeting with Executives to get the ball rolling. - Setting deadlines on a communal calendar. - Checking in.

Potential difficulties? How can you overcome them?	- Timing
	    o Checking in, taking charge as necessary, offering support if needed.
	- Producing event ideas
	    o Looking at our past event-weeks; what can we take inspiration from?
	    o Looking at what other clubs do for events. Taking inspiration.

Who?	Executive Team; Director; Assistant Director.
Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority

November	
Service Goal/Project/Event (#1):	DisVisbility Week (17th – 23rd)
Why and how?	Why: - Something we do every year to ensure Maccess is a visible club-space on campus. - Helps provide support for the community. How: - Ensuring everything is prepped in advance back in beginning of October.

Potential difficulties? How can you overcome them?	- Timing/not being prepared.
	    o Delaying our week by one more week will not hurt; we can catch-up. All hands on deck.
	- Accessibility of spaces
	    o Producing a plan if our event suddenly becomes inaccessible to our community.
	- Engagement
	    o Ensuring we have enough time for promotional material.
	    o Sharing our events with other MSU clubs.

Who?	Executive Team; Community; Director; Assistant Director.
Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Checking in with executives and volunteers.
Why and how?	Why: - Although we do have a Microsoft Form planned for October, asking directly may yield different results/better conversations. - Helps us begin planning larger issues for the next year. How: - V&Ts, Director, and AD spending more time in the space. - Asking Executives 1-on-1 through Discord threads.
Potential difficulties? How can you overcome them?	- Larger issues that we may not be able to deal with. o Thinking about transition reports already. What problems can we include in our transition reports that would be helpful for our future PTMs to know?
Who?	V&T Executives; Director; Assistant Director
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority

Service Goal/Project/Event (#3):	End-of-month Exam Preparation/Support event(s) with SAS.
Why and how?	Why: - At the end of last year, we had an event like this with SAS and people found it helpful. It also helped SAS get some advice on resources they were working on. How: - Reaching out to SAS in early October to set something up.

Potential difficulties? How can you overcome them?	- Availability
	  o Ensuring we reach out enough in advance.
	- Engagement – end of year engagement can be rough.
	  o Exam care package raffle for attendants in collaboration with SAS?

Who?	COC; Director; Assistant Director
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#4):	Re-assess our anticipated capacity based on knowledge of our space and service.
Why and how?	Why: - To determine if we need to hire new PSVs, executives, etc. - To determine if we need to hire anyone new. How: - Reflect on the year. Ensure we are tracking space usage, attendance, and more.
Potential difficulties? How can you overcome them?	- What we assume occurred in the space, might be different from the experiences of volunteers.

	○ Ensuring we are reflecting on our own experiences and our meetings, form responses, etcetera of our team. - What if we have hired too many PSVs for our space capacity? ○ Shifting some PSVs over to Discord-exclusive support services.
Who?	Director; Assistant Director
Priority Level (highlight one)	<mark>High Priority</mark> Moderate Priority Low Priority

December	
Service Goal/Project/Event (#1):	Close up space for Winter Break once classes end.
Why and how?	Why: - Giving our PSVs and Executives a well-needed break to prevent burnout and so they can prepare for exams. ○ Although we will not be able to offer peer-support during exam season, we also need to take into consideration the health of our team. How: - Setting a last day of operations, and making it clear to our team. - Making a social media post saying that we are closed for the year.
Potential difficulties? How can you overcome them?	- Students may still need access to peer support over winter break. ○ Offering promotions-related resources throughout the time we are closed and continuing to engage with our community as best as we can.

Who?	V&Ts; Promotions; Assistant Director
Priority Level (highlight one)	<mark>**High Priority**</mark> Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Open up hiring, if needed, for executives and PSVs.
Why and how?	Why: - We know volunteer falloff will happen. Based on who was showing up at the end of the last term, we can assess whether we need to hire more volunteers. How: - Re-use previous assets and re-hire.

Potential difficulties? How can you overcome them?	- Hiring for PSVs may have to happen quickly, which can put stress on our V&Ts.
	  o Placing emphasis that they are volunteers, and that Nat & I can take the reigns as needed.
	- Not being able to find enough volunteers.
	  o Working with our V&Ts to come up with a plan of action, potentially continuing hiring a little bit into the year.

Who?	V&T Coordinators; Director; Assistant Director
Priority Level (highlight one)	High Priority <mark>**Moderate Priority**</mark> Low Priority
Service Goal/Project/Event (#3):	End-of-year appreciation event/social for PSVs and executive members.
Why and how?	Why: - By showing our volunteers that we appreciate their efforts, it makes them more motivated to continue their work at Maccess and add to a sense of positive community. How:

	- Work with the V&T's and/or COCs to coordinate a small social event to end off the year. - Circulate a poll with possible social options, so volunteers can determine what date/time works best for them and what social events seem most popular. - After deciding on this, circulate an RSVP form so we can estimate numbers. - Determine if we can hold it in the Maccess space or if we need to book another room in MUSC. - Purchase any supplies needed for the social.

Potential difficulties? How can you overcome them?	Availability
	
	- As it is the end of the year, many students are busy with exams and final projects. Thus, it may be difficult for both volunteers to find time to come to the event and for the executive team to plan the event
	     o Planning can be spread amongst multiple executive teams to distribute the workload
	     o Executives could also start planning in November if they are able to manage that along with planning for DisVisibility week

Who?	V&T's and/or COCs; Director; Assistant Director
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority

Winter Term

January	
Service Goal/Project/Event (#1):	Plan for 2nd social media campaign.
Why and how?	Why: - To ensure we can post a well-crafted social media campaign out in March.

	How: - Take into consideration our past campaign. o What could have gone better? What went well?

Potential difficulties? How can you overcome them?	- Timing/Volunteer Falloff
	    o Making sure our executives feel supported even during 2nd term.
	    o Making sure we stick to deadlines, and if we do not make them, what are our next plans?

Who?	SPA Executives; Director; Assistant Director
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#2):	Start planning for Disability & Mad Pride Week & collaborative events with other clubs.
Why and how?	Why: - To keep Maccess presence on campus and provide resources for the disability community on campus. How: - Consider our last visibility week; what went well, what went wrong? - Set deadlines with our team to make sure our events get planned in time.

Potential difficulties? How can you overcome them?	- Timing/Volunteer Falloff
	    o Supporting our executive team, stepping in to support when deadlines are not met, etc.
	- Unique ideas that are different from the last event week.
	    o Looking at what we have done in the past, what other clubs have done, asking our PSVs for ideas.

Who?	Executive team; Director; Assistant Director.

Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority

February	
Service Goal/Project/Event (#1):	Official check-in with the executive team to determine their Maccess goals for the rest of the year.
Why and how?	Why: - To maintain group relationships. - To make sure that executives feel a sense of belonging and accomplishment. How: - Either booking meetings through Calendly or checking in through the peer-support space.

Potential difficulties? How can you overcome them?	- Burnout; exhaustion.
	    o Offering to take on work to help them achieve their goals.
	- Timing.
	    o Some goals may be a bit overzealous for the rest of our time here. Setting dates and deadlines with them to make sure the plan is reasonable.

Who?	Executive team; Director, Assistant Director
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#2):	Start planning for end-of-year volunteer appreciation gift.
Why and how?	Why: - To make sure we do not have an incident like last year, where some volunteers do not get their appreciation gifts due to lack of summer availability.

	- Ensuring that the appreciation gifts feel like they are from us, and not from next year's part-time managers. How: - Exploring options through the underground, getting input from volunteers on what they would like. - Planning personal appreciation cards from Nat and Honey.

Potential difficulties? How can you overcome them?	- Money
	    o Making sure we have enough money set aside to purchase enough for everyone.
	- Volunteers who have fallen off.
	    o Keeping track of who volunteers with us to make sure that we can provide them with something. Regardless of their amount of time spent with us, we still want to appreciate them.

Who?	V&T Coordinators; Director; Assistant Director
Priority Level (highlight one)	==High Priority== Moderate Priority Low Priority

March	
Service Goal/Project/Event (#1):	Disability-centered days, such as Disabled Day of Mourning (March 3rd) and our Disability & Mad Pride Week (March 24th – 28th).
Why and how?	Why: - Following-up on our planning from January & February. - Keeping Maccess presence on campus. How: - Making sure everything is set up for our events, that we have everything, etcetera.

Potential difficulties? How can you overcome them?	- Timing/not being prepared.
	  o Delaying our week by one more week will not hurt; we can catch-up. All hands on deck.
	- Accessibility of spaces
	  o Producing a plan if our event suddenly becomes inaccessible to our community.
	- Engagement
	  o Ensuring we have enough time for promotional material.
	  o Sharing our events with other MSU clubs.

Who?	Executive team; Director; Assistant Director.
Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Presentation of 2nd social media campaign.
Why and how?	Why: - Project for SPAs to address issues that they see in the McMaster community, awareness, etc. - These conversations are important. How: - Preparation has already begun in September. Campaign should be completed at this point.

Potential difficulties? How can you overcome them?	- Timing with the Underground
	  o Making sure we have the budget for our social media campaign, and that we get it in time, can be a concern.
	  o Sticking to deadlines; proper budgeting.
	
	- Proper timing of posting
	  o Making sure we are posting at a key time of day to improve our engagement.

Who?	SPA Executives; Director; Assistant Director
Priority Level (highlight one)	High Priority **Moderate Priority** Low Priority
Service Goal/Project/Event (#3):	End-of-year budgeting to use our budget up.
Why and how?	Why: - We have the budget; we should use it up. How: - Seeing what areas have excess money. Producing plans on how to use it. - Asking volunteers and executives where they think the money could be used best.
Potential difficulties? How can you overcome them?	- Time o Wrapping up at the end-of-the-year when exam season is coming up can make timing a little difficult; taking this into consideration for *when* in March we start this process.
Who?	Entire team.
Priority Level (highlight one)	**High Priority** Moderate Priority Low Priority

April	
Service Goal/Project/Event (#1):	Close up the space and reflect.
Why and how?	Why: - We do not want to overwork our executive team and PSVs during exam season. o Although support may be needed during this time in the disability community, we cannot

	offer it without sacrificing the health of our own volunteers. - Reflecting can help us plan for what to write in our transition reports. How: - Getting rid of all food items and reflecting on what we could use next year. - Asking PSVs and executives what they felt went right, what they felt could be improved.

Potential difficulties? How can you overcome them?	- Time
	   o It is exam season; everyone is going to be busy, which makes reflecting difficult.
	   o Offering an incentive for support may be useful here.

Who?	Entire team.
Priority Level (highlight one)	<mark>**High Priority**</mark> Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Begin handing out volunteer appreciation gifts and offer times all throughout April.
Why and how?	Why: - We had issues last year with the timing of our appreciation gift. Making sure volunteers can pick up stuff at a time that works for them, and is handed out by us, is important. How: - Keeping up to date with the Underground and other suppliers for our items. - Trying to have as much availability as possible for our volunteers to pick up their appreciation gifts.

Potential difficulties? How can you overcome them?	- Time
	    o Timing could be off on our schedule, which could lead to delays.
	    o Keeping open communication with our volunteers can help mitigate some of the frustration around this.

Who?	V&T Coordinators; Director; Assistant Director.
Priority Level (highlight one)	**High Priority**　　Moderate Priority　　Low Priority
Service Goal/Project/Event (#3):	Setting transition report due dates, and providing support if executives need extra time.
Why and how?	Why: - We did not receive a lot of transition reports from our executives last year and know how frustrating this can be. How: - Bringing up transition reports at the start of the year and asking executives to keep notes. This makes the process significantly easier. - Providing clear instructions on what we need in a transition report and providing the template to them.

Potential difficulties? How can you overcome them?	- Time
	    o It is exam season, so our executives may be busy or unmotivated to work on transition reports.
	    o Reiterating how important they are to the functionality of the service.
	- Remembering what happened this year.
	    o Using our year-plan to refresh executives' memories.

Who?	Executive team; Director; Assistant Director.
Priority Level (highlight one)	**High Priority**　　Moderate Priority　　Low Priority

Master Timeline

Month	Tasks
May	- Cleaning and organizing the physical space. - Creating a plan for our budget for upgrading the physical space. - Opening our executive applications for the 2024/2025 school year.
June	- Work on upgrading our physical space - Larger Furniture - Smaller details - Plushies - Reviewing resumes and interviewing for our executive team. - Opening our peer-support volunteer hiring. - Set up the Discord space for executives, volunteers, and the community. - Set up our training for the executive team. - Finish our budget plans.
July	- Finish upgrading our physical space. - Train our executive team. - Look into having Maccess presence throughout Welcome Week. - Meet with MacStart to discuss involvement in MacStart Transition Program - Look into connecting with SAS, DIMAND/PACBIC, and other disability organizations. - Meet with Wooder and the Promotions Executives about social media presence. - LinkedIn, TikTok. - Accessibility Guidebook project for Resources. - Revising job descriptions for 2025/2026 year.
	Begin rolling-hiring peer-support volunteers.

August	• Record peer-support training for volunteers and include a follow-up Quiz.
	    ○ Distribute mid-August
	• Meet with executive team to determine their goals, wants, and desires for Maccess throughout the year.
	    ○ Coming up with plans.
	• Prepare to open the space, peer support, and start planning for community circles.
	• Circulate Accessibility Guidebook for staff and faculty.
	• Finalize Discord space.
	• Hold MacStart Workshop.

September	• Open our physical and online peer-support spaces. • Executive and Volunteer social. ○ Bridges, Hub? Social ideas? • Begin planning with SPAs and Promotions Executives for 1st social media campaign for end of October. • Check on/update accessibility concerns report form. • Reach out to other MSU clubs for collaboration ideas.
October	• Start planning for DisVisibility Week. • Start Community Circles, which will be hosted in the Maccess space. • Post 1st social media campaign. • Set up an anonymous feedback form for PSVs and service users. ○ QR Code in the space and posted on our Discord.
November	• DisVisibility week • Alternative date for 1st social media campaign. • Check-in with executives and volunteers. ○ Any issues that need to be addressed? Concerns? Desires? • Exam preparation event. Partnership with SAS. • Contact AccessMac about plans for International Day of Persons with Disabilities (IDPD)
December	• Internation Day of Persons with Disabilities (IDPD) • Close space up for winter break. • End-of-year appreciation.

	• Check in—do we need to hire more PSVs? *Should* we hire more?
January	• Open PSV hiring, if needed. • Plan 2nd social media campaign. • Start brainstorming for Disability & Mad Pride Week (March). • Re-open the space as soon as school starts. • Re-evaluate our budget. • Reach out about potential collaborations with other MSU clubs/McMaster services for the Winter term.
February	• Finish prepping for Disability & Mad Pride Week (March) • Official check-in with Executives. ○ Is there anything they want to work on for Maccess before the year ends? • Start planning for end-of-year Volunteer appreciation gift.
March	• Disabled Day of Mourning (March 3rd) • Disability & Mad Pride Week • 2nd Social Media Campaign • Begin hiring for new Director • Final 1-on-1's for Executives and Volunteers. • Volunteer appreciation event at the end of March. • Start working on transition reports with Executives. • Plan to 0 out budget.
April	• Start closing space. • Transition report due dates. • Start handing out end-of-year appreciation gift before school ends. • Spend remaining budget on whatever is necessary.

Increasing Maccess' Presence

Service Webpage

We aim to update some of the wording on our service's webpage, as we feel is it a little outdated and needs some work. We also plan to remove our hours of operation and replace it with a link to our Instagram to check when our spaces---both virtual and physical---are open.

We are also hoping to update some of our social media pages and add them to our service webpage.

Social Media

This year, we not only aim to increase our social media reach, but we also aim to expand the platforms we cater to after an increase in our number of Promotions executives. An initiative started by our previous Director was to expand to TikTok. Although we have an account made, we have not begun to use it. And so, we hope to cross-post trendy videos on both Instagram Reels and TikTok.

Additionally, aligning with our goal of creating a "more visible, warm, supportive, and welcoming Maccess", we hope to create more engaging content and update our social media more frequently. In the past our social media has been mostly focused on our weeklong event campaigns and Social & Political Advocacy campaigns – with one of each in each semester. Thus, there were periods where we were mostly inactive online. This year, we hope to make our social media feel more personal, through the Reels/TikTok videos mentioned above, but also through possible Q&As and takeovers on our story. We aim to also plan more collaborations with different services and organizations in order to increase our social media presence beyond solely having our posts reshared.

Alongside these initiatives, we are planning to create a more cohesive "brand" image for Maccess, in terms of the types of colours, fonts, and themes used in our social media posts.

We also want to expand our professional 'social media' reach and create a LinkedIn account for a few reasons.

- A professional LinkedIn account will help us keep track of our connections, make new connections, and post what we are up to on an administrative level.

- Making more connections through LinkedIn may prove beneficial to us, if we connect with other local Disabled activists, writers, artists, and more. We can provide a space for them to highlight their achievements, books, etc.
  - This is a difficulty of our current social media presence. Although we have a social presence, we lack a professional presence.

Merchandise & Apparel

This year, we are hoping to expand our merchandising. We want to explore new avenues with our promotions team through keychains, stickers, and potentially custom-made fidget toys for our space. We want to investigate pullovers for our executive team, and some new form of merchandise for our PSVs.

We are unsure if we want to explore selling merchandise currently, as we do not know if the profit will be worth it. We are considering custom fidget-toys or stickers designed by our Promotions team but would have to sell enough to make it worthwhile. Revenue from these sales, we would hope to put back into the space such as more costly furniture or items. However, for right now, we have no concrete plans to proceed with selling merchandise.

We already have an excess of stress balls, and we want to use our pre-existing lanyards for our space.

Physical Promotions

In terms of physical promotions, if we can budget our promotions section enough, we are hoping to update our rave cards and other physical promotional materials in time for Welcome Week. This was something expressed by our Promotions team, and something we agree needs to be done. Our rave cards are a little outdated right now. We hope to print off enough to have for the entire year.

We also want to introduce some system to keep track of our physical promotions. This includes not only Maccess' promotional materials, but also those of other services and organizations that we have to distribute, so we know when they were made and when they go out of date.

Team Management

Executive & Volunteer Management

The Director will oversee:

- MSU Maccess Assistant Director (1)
  - And through them, the Safe(r) Space Volunteers/Peer Support Volunteers (PSVs)
- Community Outreach Coordinators (2)
- Resources Executive (1)
- Logistics Executive (1)
- Promotions Executives (2)
- Social & Political Advocacy Executives (3)

The Assistant Director will oversee:

- Volunteer & Training Coordinators (3)
- Safe(r) Space/Peer Support Volunteers

To manage our team, our plan is to:

1. Keep clear, open, and honest communication with our Executive Team and PSVs.
   - → After some core communication issues that we reflect upon from last year, we wanted to be proactive in our approach.
     - Our PSVs and Executives deserve to be in the loop of any non-private concerns, problems, and barriers that are happening in relation to Maccess.
     - This creates a system of trust within our team and allows more personal interaction between the levels of PTMs, Executives, and PSVs.
   - → This involves a few key initiatives:
     - Maintaining and managing a more supportive and cohesive Discord space, which will act as a hub for quick information and a strong community.
       - Providing longer email updates with highlighted key points to ensure that everyone is getting clear information while also being able to skim emails.

- o Including a calendar in our physical space that outlines upcoming Maccess events, as well as other disability-related events happening both on and off campus.
- o Spending more time in the physical space as PTMs so we are more than just a name on a screen.

2. Create more personal, long-lasting professional relationships between Maccess, the community, the university, the student union, and our team.
   → This is, again, a goal we want to implement after some feedback we received from last year's operations.
   → This involves a few key initiatives:
   - o Again, spending more time in the space and getting to know our team on a personal-professional level.
   - o Keeping a working list of who is working with Maccess throughout the year, their position, etcetera.
     - ▪ Keeping a list for clubs, organizations, and services that we work with to document for future years.
   - o Reaching out to clubs for partnerships and encouraging creative event ideas.
     - ▪ All things are on the table. As long as we can all make it work
   - o Ensuring that, when problems do arise when someone makes a mistake, that we feel comfortable enough to call our volunteers back 'in' rather than calling 'out'.

3. Be considerate of time, energy, ability, capacity, and motivation for our team.
   → Our reflection of last year helped us understand that some team-building initiatives had actually *hindered* our relationships with one another or wasted too much of our volunteers' time.
   - o Considering that these are volunteers, there is a stark difference between passion work and forced work.
     - ▪ Limiting the amount of unnecessary work, then, we believe, will provide more time for volunteers to engage in beneficial, better, and personal projects for Maccess.
   → This goal involves a few key initiatives:
   - o Determining when meetings are necessary or if the information could have been sent in an email/message.
     - ▪ Check-ins through Discord, we believe, will be adequate to keep up on Maccess' week-to-week activities.
       - • Ensuring that concerns or projects for specific executive teams should be met about within those bubbles, not the entire team unless necessary.

- More important concerns, such as planning for our DisVisibility Week, will require full-team meetings. We plan to try and make these meetings hybrid, to offer accessible opportunities for our team.
  - Being considerate of when in the school year that we hold volunteer socials, how often we hold them, whether we make them 'mandatory', etcetera.
    - Providing opportunities for our volunteers to get to know each other is great. We believe, however, that we should be providing a variety of different ways to value our volunteers' time, energy, and capacity.
      - This includes more relaxed events over Discord, larger events in-person, questions of the week, conversation threads on important topics, polls, and more.
  - Ensuring that accommodations are *built into* our schedule, but that outside accommodation needs are also met and addressed.
    - We are a part of a community, and that means stepping up for one another. If an executive, for example, recognizes that they cannot get key information completed for an event by a certain date, having the ability to communicate that to the rest of the team allows us to all step in to help. That is what's beautiful about disabled communities, after all.
  - Adopting a mindset to take risks and try new things/suggestions.
    - Shutting down good ideas is not a risk we want to take. And so, if our Executives or PSVs have an idea, we would love to adopt it, put a plan in place, and figure out how to get it done.
      - We need to understand that no project is impossible, and these projects can make such a large difference in the disability community. Denying these opportunities to volunteers, within reason, prevents us from branching out and trying new things.
  - Keeping a shared calendar for necessary teams to not only stay on track but ensure that no team is overworked.

4. Check in, reflect, and refine.
   → A problem from last year, we determined, was that systems and processes that did not work stayed in place for too long. This was due to a lack of reflecting and connecting with PSVs and Executives
   → To do better, we plan to:

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- Have constant, personal conversations with Executives, PSVs, and service users on the management of the space and our service to figure out where our weak spots are.
- Reflect on our own experiences within the space and implement plans to change problematic procedures.
- Make clear what problems we are addressing when we do implement new plans, to make sure our team understands the changes being put in place and can provide us further feedback.