



Year Plan

SHEC
2024-2025



Submitted: July 29th, 2024
Celine Sau Ling Chak

Table of Contents

Table of Contents	2
Introduction	3
Vision for SHEC	5
Project/Events Timeline	19
Spring/Summer Term	19
Fall Term	26
Winter Term.....	43
Increasing (Service) Presence	49
Service Webpage	49
Social Media	49
Merchandise & Apparel	50
Physical Promotions	50
Team Management	51
Executive Management	51
Volunteer Management	52
Master Timeline	53
Miscellaneous	62

Introduction

Dear members of the 2024-2025 McMaster Students Union (MSU) Executive Board,

I 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. As this incoming year's SHEC Director, I, Celine Chak, am beyond excited to present this year plan to you today, work alongside you, the SHEC executive and volunteer team to bring the visions and goals outlined within this plan to life.

I 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 another 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 critically evaluate the relevance and demand of our existing service offerings.

As a student who has greatly learned and grown from the initiatives that SHEC ran in previous years, served as a volunteer, executive, Assistant Director, and now Director, who witnessed all the dedication, passion, and collaboration that went into running these initiatives, SHEC has made major impacts on my university experience, and I will always feel a deep and personal connection to this service. Now in a position of leadership in SHEC, I am 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,



Celine Sau Ling Chak (she/her)
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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 Exec Team 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 recognize they are essential to our service and we seek to ensure they are capable of providing high quality support to our service users.</p> <p>Our PSVs undergo in-person training twice a year 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. I aim to increase the training our PSVs receive in terms of the range of topics covered, frequency, and depth. As a result, PSV training will be designed to be more longitudinal and frequent throughout the year. 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 training for our team, we are also committed to actively addressing any barriers, discrimination, or stigma 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 or well-being.</p>
<p>Benefits</p>	<p>Creating a safe(r) space for our team, while also encouraging them to do so for our service users, will help to make SHEC more inviting</p>

	<p>to more diverse populations. 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 (2024/25)</p>	<ul style="list-style-type: none"> - Search for relevant training or certification programs for our PSVs from valid sources (e.g. naloxone workshops, online module programs) - Implement weekly training situationals and exercises for PSVs to complete during their shifts to ensure they are well-equipped with necessary skills to provide effective peer support throughout the year - Have executives on call (EOCs) attend their on-call shifts at least once a month to review situationals and exercises and provide feedback to PSVs - 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) - Update PSV guidebook with training, safety, and volunteer protocols, making sure it is easily accessible to our PSV team - 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.) - 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>Measures of success:</p> <ul style="list-style-type: none"> • Improved performance on weekly activities and exercises overtime, especially after receiving feedback from EOCs, verbal indication of improved confidence to deal with similar scenarios addressed in situational activities

	<ul style="list-style-type: none"> • Positive service user feedback, especially regarding their experience interacting with PSVs. This will be observed through annual, anonymous service reviews, but also from feedback provided either verbally or online from service users. • Positive feedback from volunteers, as gathered anonymously via forms and check-ins, how prepared they feel for their role, which topics or pillars of our service they would like to learn more about, how the Director, Assistant Director and executives 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
<p>Year 2 Goals (2025/26)</p>	<ul style="list-style-type: none"> - Continue to implement feedback and assess the effectiveness of our weekly training exercises through tracking progress, listening to feedback from PSVs and service users - Re-evaluate training materials to ensure 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 (2026/27)</p>	<ul style="list-style-type: none"> - Continue to implement feedback and assess the effectiveness of our weekly training exercises through tracking progress, listening to feedback from PSVs and service users - Re-evaluate training materials to ensure 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"> • SHEC Training and Development Coordinators • SHEC Volunteer Coordinators • 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 • 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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<p>Overarching Vision (I.e., What is the <i>ultimate</i> goal you have for your Service?)</p>	<p><i>Supply and Resource Distribution</i></p>
<p>Description</p>	<p>Supply distribution is a fundamental aspect of SHEC's services to students, emphasizing the need to optimize accessibility and anonymity. To achieve this, SHEC must regularly review and update its inventory in alignment with its service mandate pillars: sexual reproduction and wellbeing, empowered bodies, substance use, and mental wellbeing. This continuous evaluation helps identify gaps in the items offered, ensuring comprehensive coverage of essential health supplies.</p> <p>Beyond distributing health supplies, SHEC also maintains a lending library that includes books and pamphlets on a wide range of health and wellbeing topics. To best serve users, it is crucial to keep this library current with emerging topics relevant to our mission. Regular reviews are necessary to remove any harmful or outdated resources, ensuring the collection remains valuable and informative.</p> <p>Additionally, organizing the library and pamphlet collection in a user-friendly manner enhances accessibility, making it easier for service users to find and access the resources they need.</p>
<p>Benefits</p>	<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</p>

	<p>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 (2024/25)</p>	<ul style="list-style-type: none"> • Install new condom dispensers in Mary Keyes and Student Commons building (funded by SLEF) to increase availability of condoms across campus. • 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

	<ul style="list-style-type: none"> • 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 • 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 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
<p>Year 2 Goals (2025/26)</p>	<ul style="list-style-type: none"> • Continually evaluate hybrid models of supply and resource distribution and improve these programs as necessary while

	<p>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</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 (2026/27)	<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?)	Fostering positive teamwork environment in SHEC
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. I hope to play a role in providing a safe(r) space for our volunteer and executive teams to build positive and cooperative relationships amongst each other. This can be achieved through showing admiration and support for our team through social events, volunteer</p>

	<p>recognition initiatives, and continuing to communicate boundaries, goals, and navigating conflicts along with the rest of the team.</p>
<p>Benefits</p>	<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 labourforce and budget size for events and campaigns) while also reaching broader audiences.</p>
<p>Year 1 Goals (2024/25)</p>	<ul style="list-style-type: none"> • Have EOCs attend their coverage shifts at least once a month to bridge the gap between volunteer and executive teams • Continue to engage with volunteer and executive team through avenues such as Discord, which serves as our team's main platform for communication. • Introduce initiatives to showcase our volunteers and acknowledge their efforts and dedication to our service • 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"> • Continued commitment to SHEC throughout the year, measured by shift and event attendance of SHEC volunteers and execs • 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

	<ul style="list-style-type: none"> • Positive anonymous service user feedback, especially regarding their experience interacting with PSVs
Year 2 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
Year 3 Goals (2026/27)	<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

Overarching Vision (I.e., What is the <i>ultimate</i> goal you have for your Service?)	<i>Community + On-Campus 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. In addition to this, SHEC seeks to openly communicate and work with other MSU services to more effectively support our student body when applicable. We will maintain these relationships,

	<p>establish new ones, and develop initiatives aligned with our mandate pillars.</p> <p>Opportunities for MSU Peer Support services to collaborate on events with similar overarching themes or goals were discussed briefly during the June 2024 Peer Support Service cluster meeting. This opened up a dialogue between the PTMs of the MSU Peer Support services, which SHEC intends to be thoroughly involved in during the upcoming year.</p>
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. This also applies to collaborations with other MSU Peer Support services, which share similar goals to SHEC in some areas.</p>
Year 1 Goals (2024/25)	<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 • 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 (e.g. WGEN for “Bodies are Dope”, Maccess) <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 (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
Year 3 Goals (2026/27)	<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	<i>Service Visibility</i>
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your Service?)	
Description	<p>In the past four 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 them. 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>This year, SHEC will be placing a stronger emphasis on using TikTok as a promotional platform, which has already proven to be successful in reaching a broader audience. This was observed near the end of the Winter 2024 term, in which the previous Director filmed regular TikToks, and during our Upper Year PSV hiring promotion campaign, which led to a record number of applications.</p>
Benefits	<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>Additionally, we hope that sharing promotional material curated by our team will help to inform the student body about SHEC and its operations, dispelling misinformation and misconceptions about our service.</p>
Year 1 Goals (2024/25)	<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.

	<ul style="list-style-type: none"> • 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 (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
Year 3 Goals (2026/27)	<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"> • SHEC Promotions Coordinators • 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

<p>Overarching Vision (I.e., What is the <i>ultimate</i> goal you have for your Service?)</p>	<p><i>Resource updating and modernization</i></p>
<p>Description</p>	<p>Over the past year, we (PTMs, execs, PSVs, and even service users) have noticed that our tangible educational resources and pamphlets are severely out of date. This poses an issue as we may be providing students with out of date, unhelpful, or even harmful information.</p> <p>Thus, we hope to conduct a resource review and modernization, removing any outdated material, conducting inventory on the topics we are covering, and identifying areas of poor coverage or topics completely missed. With this assessment, the PTMs and the Resources and Advocacy executives will collaboratively conduct research to identify new material to distribute among students. We will also assess resources to ensure that they adhere to our service's mandate and pillars of focus.</p>
<p>Benefits</p>	<p>Identifying and replacing outdated resources, which may be harmful to some individuals, will help foster a safe(r) space in SHEC. Hopefully, this will allow SHEC to be more inviting towards a broader community.</p> <p>Additionally, SHEC's resources should reflect the current needs of the student body. Modernizing our resource library will help to address these needs more effectively.</p> <p>The addition of new resources may also improve the competency of our volunteers by providing a broader range of educational resources for them to read while in the space.</p>
<p>Year 1 Goals (2024/25)</p>	<ul style="list-style-type: none"> • Review current resources in SHEC space, then identify and remove any resources that may be outdated or harmful • Work with SHEC Resources and Advocacy execs to find new resources to replace the ones that have been removed

	<ul style="list-style-type: none"> Identify areas or topics that are not adequately addressed by our current resource library and search for new resources that cover these topics Implement anonymous feedback from student body using our anonymous Microsoft feedback Form to assess the sentiments of service users surrounding our resource library update
Year 2 Goals (2025/26)	Conduct evolving and continuous reviews of resources to ensure that all material distributed is up to date.
Year 3 Goals (2026/27)	Conduct evolving and continuous reviews of resources to ensure that all material distributed is up to date.
Partners	<ul style="list-style-type: none"> Director Assistant Director SHEC Resource and Advocacy executives SHEC Peer Support Volunteers SHEC Promotions Coordinators The Underground (Paula Scott) Community health education organizations
How can VP Admin support you?	<ul style="list-style-type: none"> Connect SHEC with other services that may help us identify new resources used by the populations they serve

Project/Events Timeline

Spring/Summer Term

July	
Service Goal/Project/Event (#1):	Peer Support Volunteer (PSV) Hiring
Why and how?	As previously mentioned, our PSV team is responsible running the day-to-day operations of our service in MUSC 202. SHEC is aiming to hire a team of ~60 PSVs from a variety of diverse backgrounds. Approximately 45~ of these

	<p>PSVs will be upper years hired in July, and 15~ will be hired in our first-year/transfer student hiring round in September. 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 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>Throughout the PSV hiring process, we have continued to make a deliberate effort in maintaining fairness, accessibility, and inclusion of previously underrepresented groups in SHEC's team. We have done so by blinding the names and identities of our candidates in the written application process, and openly declaring and addressing conflicts of interest within our hiring panel. We have also encouraged applicants to contact our hiring panel with requests for accommodations, or concerns regarding the hiring process. We hope that this will help make the hiring process more equitable for all candidates and encourage the diversity of our PSV team.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Volunteer Coordinators • Training and Development Coordinators • Other SHEC executives as needed
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>
<p>Service Goal/Project/Event (#2):</p>	<p>SHEC Peer Support Volunteer Guidebook Updating</p>
<p>Why and how?</p>	<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
 - 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, executive on call, etc.)
- SHEC's structure
 - 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
 - What to do before/after a shift
 - Include an easy-to-follow checklist for volunteers to follow
- McMaster resources + important links
 - 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

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.

As new procedures and initiatives are added to our service, this guidebook will need to be updated, along with the names and contact information of this year's exec and D/AD team.

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.

Potential difficulties?
 How can you overcome them?

This guidebook will need to be made readily accessible to all of our PSVs before training begins. It will be a very comprehensive guidebook of all of SHEC's operations, protocols, and information that our PSVs will need to run our

	SHEC space. Thus, we need to make sure the guidebook is thorough, includes all important information, and prepared in time for our new PSV onboarding. We will enlist the support of our exec team, specifically our Volunteer and Training and Development Coordinators to guide this process.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Volunteer Coordinators • Training and Development Coordinators • Other SHEC executives as needed
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

August	
Service Goal/Project/Event (#1):	SLEF Condom Dispenser Installation
Why and how?	<p>Our service is incredibly honoured to receive additional funding from the Student Life Enhancement Fund (SLEF) to implement our goal of adding new condom dispensers on campus. These dispensers will hopefully encourage the availability of condoms amongst our student population. Currently, we are planning on placing one in Mary Keyes, and one in the Commons building. These dispensers will need to be regularly refilled by our exec and D/AD team.</p> <p>After we decide the precise locations of these dispensers, we will need to contact ResLife and Housing and Conference Services to have these dispensers installed before the beginning of the school year.</p>
Potential difficulties? How can you overcome them?	<p>We will need to ensure that these dispensers are stocked constantly, which will require our exec and D/AD team to track the stock and do so regularly. We aim to delegate this task across the entire exec team, and communicate regularly to ensure that the dispensers are stocked.</p> <p>Additionally, we may need to increase our budget for the purchasing of supplies if they are given out at a higher rate.</p>

	To ensure we do not exceed our budget, we may need to reduce expenditure in other areas that may be deemed lower priority.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Other SHEC executives as needed
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	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.</p> <p>Additionally, SHEC will be present at various other promotional events including MSU Spark’s Services Webinar 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?	SHEC may encounter difficulties in managing the volume of requests and opportunities extended to us around Welcome Week. Our team does not have the capacity to complete all of these initiatives and events, and will need to communicate this effectively to other services, clubs, and organizations across campus.
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director

	<ul style="list-style-type: none"> • Promotions Coordinators • Events and Outreach Co-executives • VP Admin • Other MSU services
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#3):	SHEC Backspace Renovation and Revamp
Why and how?	<p>SHEC is incredibly privileged to have a physical space in MUSC 202, with an additional room in the back (our “backspace”). This year, I aim to renovate the backspace, by clearing out unnecessary items and reorganizing the space. This will allow SHEC to make the most efficient use of this space that we have been provided, as the backspace was predominantly used as a storage area in the past few years. Additionally, SHEC has purchased dividers and window covers to ensure the privacy of this room, which will act as a designated private breastfeeding space and area for service users to receive confidential peer support. The window covers will be placed on our back window, so that occupants of the backspace cannot be seen through the window connected to the MSU office.</p>
Potential difficulties? How can you overcome them?	<p>The confidentiality and safety of our service users is one of the top priorities of SHEC. The renovation of our backspace must be planned with this in mind, and SHEC will need to receive and build upon feedback from our service users to ensure that they feel comfortable using our backspace.</p> <p>SHEC has a responsibility to ensure our space is accessible for our users. When rearranging our backspace, it is important that we consider potential physical barriers to accessibility, or obstacles that may pose a safety risk in case of a fire or emergency that will require evacuation.</p>
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Other SHEC executives as needed • Returning PSVs

Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
Service Goal/Project/Event (#4):	SHEC Avenue2Learn Course Shell		
Why and how?	<p>Having a well-organized platform for training materials, modules, volunteer contracts, and other documents will hopefully improve the organization of our volunteer management. Avenue2Learn contains functions which will allow volunteers to upload documents and view materials or announcements uploaded by our executive team. Additionally, Avenue2Learn has a “Grades” section, which we can use to track volunteer performance, and communicate specific feedback effectively (See “September: Implement SHEC Checks/Award of SHECexcellence program”). Avenue2Learn is already used by many undergraduate students for their academic coursework, so it is likely to be familiar with our volunteers, reducing the training we will need to provide to PSVs on navigating the platform.</p> <p>This is an idea that is already being implemented by MSU EFRT for this year. Following in their footsteps, we will contact MSU IT for aid in creating the Avenue2Learn courseshell.</p>		
Potential difficulties? How can you overcome them?	SHEC will require significant assistance from the MSU IT Department to create the Avenue2Learn courseshell and perform maintenance as necessary. We aim to frequently and clearly communicate with MSU IT to avoid miscommunications and ensure a smooth transition to the platform with the SHEC team.		
Who?	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • MSU IT Department 		
Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority

Fall Term

September	
Service Goal/Project/Event (#1):	First year and transfer student PSV hiring
Why and how?	Please see the description listed with PSV Hiring in July
Potential difficulties? How can you overcome them?	Please see the potential difficulties listed with PSV Hiring in July
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 (#2):	Launch annual <i>What the Heck is SHEC?</i> campaign
Why and how?	<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 explain 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)
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>
<p>Service Goal/Project/Event (#3):</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 (#4):</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 STBBIs • 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 commitments to change both within and outside of SHEC • 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 (#5):	Implement SHEC Checks/Award of SHECexcellence program
Why and how?	<p>Our volunteers are an essential component of our service, hence volunteer and team management must continue to be a priority for our service. I aim to implement a program, tentatively dubbed the “SHEC Checks” program, which is a point-based system meant to reward our volunteers for completing certain criteria, such as attending their shifts on time, volunteering for our on-campus events, or other actions that we aim to incentivize. Volunteers who achieve a set threshold of points will receive a reward of recognition, tentatively dubbed a “Badge/Award of SHECexcellence” for their exemplary dedication towards the service. I hope that</p>

	<p>this will incentivize volunteer engagement, shift attendance, and participation in campus events, while also allowing volunteers to be acknowledged for the incredibly essential service they provide to SHEC.</p>
<p>Potential difficulties? How can you overcome them?</p>	<p>Our exec team will need to regularly update the points for each volunteer, which can be daunting considering we have a large team of approximately 60 volunteers. We will attempt to manage this by delegating this task across the executive team, and keeping digital records of each volunteer on file. This can be done through our Avenue2Learn courseshell.</p> <p>Criteria for earning points will need to be objective, fair, and clearly communicate from the very beginning. We do not want to encourage hostile competition, feelings of bias in favour or against certain volunteers, or additional conflicts between volunteers and our executives, who will be responsible for monitoring this system. To overcome this, we will attempt to keep the conditions of this system objective, clearly communicated, and posted online so that volunteers and executives can reference them when needed.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Training and Development Coordinators • Volunteer Coordinators • Other SHEC Executives as needed
<p>Priority Level (highlight one)</p>	<p>High Priority Moderate Priority Low Priority</p>
<p>Service Goal/Project/Event (#6):</p>	<p>Plan event for September/October</p>
<p>Why and how?</p>	<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</p>

and some of which are past events that SHEC had run before the pandemic. They include:

- 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. In 2022-2023, 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.
- *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

	<ul style="list-style-type: none"> • <i>Empowered Body Event</i>: 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 <ul style="list-style-type: none"> ○ Along a similar line: collaborating with PCC + WGEN + Pulse and hosting Queer Yoga/fitness classes <p>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>
<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)

Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
Service Goal/Project/Event (#7):	Continue to run Collective Care program (w/ WGEN)		
	<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. 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>Through this program, 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@msu.mcmaster.ca.</p> <p>Due to financial constraints from the 2023-2024 year, Collective Care will continue to run until December of 2024, as the program was extended. Until then, SHEC will need to</p>		

	continue to work together with WGEN to facilitate this initiative.
	<p>There may be organizational difficulties, as Collective Care 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 WGEN PTMs 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>
	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • WGEN Director • WGEN Assistant Director • VP Finance
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

October	
Service Goal/Project/Event (#1):	Fall PSV Training Days
Why and how?	<p>This year we plan on having fall training be two half days instead of a full day of training, like last year. This will allow volunteers who cannot make a specific day able to attend at least one session.</p> <p>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.</p>

	<p>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 <i>refreshing</i> to have a guest facilitator present for a change- and it additionally helps volunteers to <i>remember the service</i> in case a relevant referral is ever needed.</p> <p>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>
<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”</p>

	throughout the year to help students retain all the information provided during training.
Who?	<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)
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Meet the PSV Social Media Initiative
Why and how?	To make our volunteers feel appreciated and give them the opportunity to share their experiences with SHEC, we plan to implement a "Meet the PSV" campaign on social media. This will entail monthly PSV showcases, which PSVs can individually sign-up for. The posts will include a photo of the PSV (if they are comfortable sharing one), a short introduction, and a series of prompts such as "Why did you join SHEC?", or "What's your favourite part about being in SHEC?", which will also encourage the McMaster community to engage with our service.
Potential difficulties? How can you overcome them?	Above all else, I value the safety and comfort of our PSV team, and it is ultimately a PSV's decision to be included in this campaign. I will wholeheartedly respect these decisions and ensure that any participating volunteers provide consent to be showcased, while providing them the option to avoid answering particular prompts, withdraw, or request any modifications that may make the process more accessible to them.
Who?	<ul style="list-style-type: none"> • SHEC Assistant Director • SHEC Volunteer Coordinators • SHEC Promo Coordinators

Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
Service Goal/Project/Event (#3):	51 Years of SHEC Celebration		
Why and how?	2024 will officially mark 51 years of SHEC! Last year's events for the 50 th anniversary were a big hit and we received a lot of engagement with the student body during this time period. As such, we plan continue this initiative 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 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

Service Goal/Project/Event (#1):	Plan event for November/December
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)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#2):	Plan 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 • Resource and Advocacy Co-Executives • Promotions Coordinators
Priority Level (highlight one)	High Priority Moderate Priority Low Priority

December	
Service Goal/Project/Event (#1):	Exam Care Programming

<p>Why and how?</p>	<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>
<p>Potential difficulties? How can you overcome them?</p>	<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. WGEN, PCC, Maroons, FCC, SWHAT, Spark, DEN or Maccess), to further increase engagement and to lower costs, as well as plan to seek out additional avenues of funding to support this project.</p>
<p>Who?</p>	<ul style="list-style-type: none"> • SHEC Director • SHEC Assistant Director • Events and Outreach Coordinators • VP Finance

Priority Level (highlight one)	High Priority	Moderate Priority	Low Priority
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-ships 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 Volunteer Coordinators conduct informal check-in's (ex. sending out a message) and gauge how they feel in their roles thus far and encourage volunteers to fill out the anonymous feedback form.</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.		
Potential difficulties? How can you overcome them?	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 additionally remain open year-round and checked on a regular basis.		
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)	High Priority	Moderate Priority	Low Priority

Winter Term

January	
Service Goal/Project/Event (#1):	Winter PSV Training Days
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. This training will be delivered over two half-days.
Potential difficulties? How can you overcome them?	Please see the potential difficulties listed with PSV training in October
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

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 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.
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 (#1):	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 (#2):	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), and last year's SHEC Week for the 50 th anniversary of the service.

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

April	
Service Goal/Project/Event (#1):	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
Service Goal/Project/Event (#2):	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 (#3):	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 • Events and Outreach Coordinators
Priority Level (highlight one)	High Priority Moderate Priority Low Priority
Service Goal/Project/Event (#4):	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 (Service) 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 an updated SHEC space tour, which includes the renovated backspace
- 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.
- 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.

Social Media

In the past few years, 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. Previously, 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 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.

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 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

Last year, we introduced lanyards that allowed our PSVs to be readily identifiable in our space. This was implemented to address a previous issue regarding the fact 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 also provided branded shirts that could be worn by our volunteers when volunteering for on-campus events. The combination of these two initiatives, when applied correctly, appeared to be effective in allowing service users and members of the McMaster community to readily identify SHEC PSVs. However, the lanyards were not consistently worn by PSVs throughout the year, minimizing their effectiveness. Moving forward, we will make a stronger effort to encourage our PSVs to wear them, and remind them of the importance of wearing them.

SHEC developed a mascot (Benny the Bear) to use for our “SHEC us out” campaign, and this bear continues to appear 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 have also continued to add Benny the Bear in other promotions, including but not limited to our Instagram Reels and TikTok posts, which will hopefully continue to make our promotional material more attractive.

Physical Promotions

We created several tangible promotional pieces in past years 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.

This past year, we shifted internal communications over to Discord and will continue using this platform due to the success we experienced. Discord is 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
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) ○ Continue to manage Collective Care + editing Microsoft form (in collaboration w/ WGEN) ○ Inventory + Order health + office supplies ○ Apply for space reallocation ○ Follow-up about MSU training for volunteers ○ Upper Year and Returner PSV Hiring • Training <ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ○ Open upper-year/returner PSV applications ○ Edit marking/flag sheet ○ Anonymize applications & mark written apps ○ Interview & hire upper-year/returner volunteers • Exec Team <ul style="list-style-type: none"> ○ Executive year-plan due late July, early August ○ EOC <ul style="list-style-type: none"> ▪ Welcome Week event planning ○ RAC <ul style="list-style-type: none"> ▪ Update SHEC resources ▪ Create plan and timeline for organizing the lending library – this includes digitization ○ Promo <ul style="list-style-type: none"> ▪ Begin planning promo for first-year/transition PSV hiring

	<ul style="list-style-type: none"> ▪ Help determine decorations and promo for the SHEC space ▪ Create a “meet the exec” team post ▪ Brainstorm new merch ideas – SHEC checks, badges of SHECexcellence ○ T&D <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> ▪ Assist with PSV hiring ▪ Assist with creating/updating the “SHEC Peer Support Volunteer Guidebook” ▪ Support incoming AD and T&D will fall training (creating social and introducing SHEC pods)
<p>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 ○ 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 ▪ 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 incoming AD and T&D will fall training (creating icebreakers and introducing SHEC pods)
September	<ul style="list-style-type: none"> • Planning/Admin <ul style="list-style-type: none"> ○ Continue to manage Collective Care w/ WGEN ○ 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

	<ul style="list-style-type: none"> ▪ Launch committee ▪ Plan September/October event ▪ Plan for 51 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 51 years of SHEC ▪ Create promotions for EOC and RAE as necessary ○ 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 51st 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) ▪ 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

	<ul style="list-style-type: none"> ○ 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 ▪ Plan volunteer appreciation gifts (cont.) <ul style="list-style-type: none"> • Order items by late January
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

	<ul style="list-style-type: none"> ▪ 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
<p style="text-align: center;">January</p>	<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 ○ 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 ○ Re-launch full SHEC peer support hours
	<ul style="list-style-type: none"> • Admin/Planning <ul style="list-style-type: none"> ○ Keep up with Collective Care

February	<ul style="list-style-type: none"> ○ 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 ○ EOC <ul style="list-style-type: none"> ▪ Run February/March event ▪ Plan March/April event ○ 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 ▪ 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
March	<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

	<ul style="list-style-type: none"> ▪ 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 ○ VC <ul style="list-style-type: none"> ▪ Pod of the month ▪ Regularly check attendance tracking sheet, follow up with volunteers as needed
<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

Miscellaneous
