

**YEAR PLAN**  
**MSU MACCESS COORDINATOR**  
**LAUREN MCCLINTON**  
**2017-2018**  
(submitted 26 June 2017)



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## OFFICE OF THE *MSU MACCESS COORDINATOR*

### INTRODUCTION

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*It is with great enthusiasm that I start this term as the Maccess Coordinator. As someone who has seen this service grow from the beginning, I'm incredibly excited to work to support a community of McMaster students who have long gone overlooked. Students who experience disability deserve a safe(r) space on this campus, and a place where they can feel welcome, comfortable, and at home.*

*This year, I'm looking forward to completing a number of new initiatives, as well as well as following through with some projects from last year's coordinator. Maccess, as a service, is still relatively new, and in this second year, I hope to take steps to continue to ground the service as a reliable and safe resource for those seeking peer support within the MSU. As per our mission statement, MSU Maccess aims to "build and maintain a campus that celebrates, advocates, and ensures inclusiveness in the area of disability." This term, I aim to plan events and host programming that allows students who experience disability to feel more comfortable in their own identities, as well as on their campus. My time with Maccess thus far has been nothing short of phenomenal, and I cannot wait to continue to watch this service flourish.*

*Last year saw an intense focus on advocacy and education, while this year I plan to centre our programming around the folks the service was created for. Community-based events, strengthened peer support training, and consistent volunteer training all work to ensure that MSU members who experience disability feel supported and welcome.*

*At the risk of sounding like a broken record, I'll say one more time how excited I am for this term - I cannot wait to collaborate with other peer support PTMs, with my executive team, and with McMaster students who access our service. As all these things fall into place, it's shaping up to be an amazing year.*

*Best,*

*Lauren*

## GOALS

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Objective 1	Appointment Based Peer Support
Description	Due to current stigma, as well as the varied personal experiences of Mac students, accessing support in a space specifically for those who experience disability can be scary, especially for students who don't feel ready to discuss their experiences in a community environment. This year, Maccess aims to offer support to those who aren't quite comfortable receiving support in the community space we provide. Peer support via appointment would offer the opportunity for students to book a maccess volunteer to listen, field questions about accommodations, or even accompany them to an appointment or meeting, should they like.
Benefits	Increased privacy for students, more options for those seeking support, flexible hours
Difficulties	Scheduling appointments, confidentiality
Long-term implications	This system would preferably become integrated into maccess' yearly operations - I would love to see it carried out consistently each year
How?	By implementing a scheduling system in consultation with the Volunteer and Training Coordinator, appointments can be requested by students with as much anonymity as possible.
Partners	SAS Student Wellness Centre

Objective 2	Peer Support Group Meetings
Description	Disability is incredibly varied and encompasses numerous experiences - peer support group meetings allow for the opportunity to connect students with similar experiences. This year, I want to work to build community among those who experience disability, especially among those with even closer shared experiences. Previous coordinator's initiative for a "Spoonie Support Group" to be started in the first term, then adding a second support group (focus TBD) in the second term.

Benefits	<ul style="list-style-type: none"> <li>- stronger community</li> <li>- more targeted audience</li> </ul>
Difficulties	<ul style="list-style-type: none"> <li>- targeting specific audiences - navigate this difficulty by reaching out to the community to gauge demand for specific support group focus, both this term and in the future</li> </ul>
Long-term implications	Should this initiative prove to be helpful to our community, I would love to see it run year after year - depending on demand, the focus of these groups may change, so long as they are still best supporting disabled students.
How?	<ul style="list-style-type: none"> <li>- Weekly or bi-weekly meetings in the space, after support hours</li> <li>- meetings to be run by a volunteer facilitator with lived experience</li> <li>- snacks, resources provided</li> </ul>
Partners	<ul style="list-style-type: none"> <li>- HMSC (should we choose to run a group that overlaps with the focus of the Mad community)</li> </ul>

Objective 3	Strengthened Volunteer Resource Training
Description	Disability is inherently politicized, and there is always more we can learn to better support those around us. In order keep up with the changing needs of our community, I feel strongly that Maccess volunteers should be trained and updated frequently. I'd like to update initial volunteer training, as well as integrate a mid-year training in order to best equip our volunteers. Similarly, I would like to work with the Resources Executive to circulate training materials like articles, news, and support techniques on a monthly basis.
Benefits	<ul style="list-style-type: none"> <li>- Stronger, better equipped volunteer base</li> <li>- Increased volunteer engagement</li> </ul>
Difficulties	<ul style="list-style-type: none"> <li>- Ensuring volunteers do not feel overworked</li> <li>- creating and revamping training</li> </ul>
Long-term implications	<ul style="list-style-type: none"> <li>- Setting a standard for strong, equipped, well trained volunteers</li> <li>- strong volunteers who will (hopefully) return to volunteer with us again</li> </ul>
How?	<ul style="list-style-type: none"> <li>- work with Volunteer and Training Coordinator to revamp training and ensure our volunteers are supported in the best possible way</li> <li>- work with Resources Executive to create monthly</li> </ul>

	training assignments
Partners	<ul style="list-style-type: none"> <li>- TRRA</li> <li>- other peer support services (re: support intersections)</li> </ul>

Objective 4	Executive on Call System
Description	In order to always ensure that volunteers know who they can call in case of emergency, I would like to implement an executive on call system - an executive assigned to each day would be available via phone, email, or facebook message to answer any emergency concerns regarding issues in the space.
Benefits	<ul style="list-style-type: none"> <li>- strengthened support to volunteers on shift</li> <li>- proactive approach to problem solving regarding space issues</li> </ul>
Difficulties	<ul style="list-style-type: none"> <li>- ensuring executives are available and comfortable to be on call</li> </ul>
Long-term implications	<ul style="list-style-type: none"> <li>- simplified approach to dealing with in-space emergencies</li> </ul>
How?	<ul style="list-style-type: none"> <li>- schedule each executive for a weekday that they will be available to field concerns from volunteers on shift</li> <li>- communicate with executives to be ensure this schedule works for them, that they aren't feeling overworked, etc</li> <li>- communicate with volunteers the scope of what executive on call can help with</li> <li>- any other concerns can be directed to the Maccess Coordinator</li> </ul>

Objective 5	Smaller Scale Community Building Events
Description	While no disability experience is the same as the next, those who experience disability often find it to be isolating and challenging on an everyday basis - in order to combat this and continue to work towards a strong, supportive community among McMaster students who experience disability, I would like to plan smaller scale events and trips that are easily accessible and eliminate the typical barriers our community members face when trying to engage in social events.

Benefits	<ul style="list-style-type: none"> <li>- Inclusive community based events</li> <li>- fun!!</li> </ul>
Difficulties	<ul style="list-style-type: none"> <li>- Planning fully accessible events and outings that cater to the diverse community that Maccess supports</li> </ul>
Long-term implications	<ul style="list-style-type: none"> <li>- Standardizing the idea that events and excursions can be fully accessible</li> </ul>
How?	<ul style="list-style-type: none"> <li>- work with Events executives to gauge demand and interest in the nature of the events that we plan</li> <li>- work with logistics executive to ensure the events we plan are fully accessible, as inclusive as possible</li> </ul>
Partners	<ul style="list-style-type: none"> <li>- community partners dependent on each monthly event</li> </ul>

## GOALS to strive for

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### List 5 things that you would like to have prepared for the beginning of September

- have hired and trained service executive
- have prepped for Humans of Maccess campaign
- have completed space cleaning, set up, organization
- have selected and finalized a plan for an appointment booking system
- hired a base of safe(r) space volunteers
- begun planning (with events team) community events

### List 5 things you would like to have completed during the fall term (1<sup>st</sup>)

- hired a volunteer facilitator for Spoonie Support group
- held first Spoonie Support meetings
- hired a second round of safe(r) space volunteers
- researched demand for second support group focus
- hired a second support group facilitator
- hosted four community events

### List 5 things you would like to have completed during the winter term (2<sup>nd</sup>)

- More community building events
- continue spoonie support group
- launch second support group

## Master Summary

(calendar and checklist)

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June	<ul style="list-style-type: none"> <li>● Post executive positions on jobs board</li> <li>● Create interview questions</li> <li>● Select hiring board</li> </ul>
July	<ul style="list-style-type: none"> <li>● Executive positions close</li> <li>● Interview candidates</li> <li>● Select executive team</li> <li>● Clean space (remove fridge, microwave, etc)</li> <li>● Complete space set-up</li> <li>● Post Safe(r) space volunteer positions</li> </ul>
August	<ul style="list-style-type: none"> <li>● Exec Training</li> <li>● Interview and hire safe(r) space volunteers</li> <li>● Safe(r) space volunteer training</li> <li>● Create Exec on Call schedule</li> <li>● Decide on event themes from September - December</li> </ul>
September	<ul style="list-style-type: none"> <li>● August 31: Table at WW Wellness Fair</li> <li>● WW events with Rezlife</li> <li>● Community building kickoff event</li> <li>● Launch spoonie support group</li> <li>● Humans of Maccess</li> </ul>

	<ul style="list-style-type: none"> <li>• Begin planning, make decisions re: content of Abilities Week</li> </ul>
October	<ul style="list-style-type: none"> <li>• Accessible Halloween (??) Event</li> <li>• Hire second round of Safe(r) Space Volunteers</li> <li>• Second round of volunteer training</li> </ul>
November	<ul style="list-style-type: none"> <li>• Decide and plan event themes from January - April</li> <li>• Community Event</li> <li>• Volunteer Check-ins</li> </ul>
December	<ul style="list-style-type: none"> <li>• Exam de-stress event</li> <li>• Plan and finalize Term 2 Volunteer Training</li> <li>• Volunteer Appreciation event</li> </ul>
January	<ul style="list-style-type: none"> <li>• Accessible Frost week event</li> <li>• Term 2 Volunteer Training</li> </ul>
February	<ul style="list-style-type: none"> <li>• Call for Rare Disease Day stories</li> <li>• Valentine's Day event</li> <li>• Week long Abilities campaign - in collab w events team</li> <li>• February 28th - Rare Disease Day promo campaign</li> </ul>
March	<ul style="list-style-type: none"> <li>• Community Event</li> <li>• Volunteer Check-ins</li> </ul>
April	<ul style="list-style-type: none"> <li>• Exam de-stress event</li> <li>• Potential Community Event</li> </ul>