



REPORT

From the office of the...
Peer Support Line Coordinator

TO: Members of the Executive Board
FROM: Lucia Lee
SUBJECT: PSL Report 3
DATE: November 28th, 2017

UPDATE

Hi everyone! With the end of November approaching us, there is a ton of update from Peer Support Line! We've held our first Chat & Chill event, led a successful session at CDE, held a Peer Support Workshop with the SWELL team, and is well on our way for the Extended hours pilot! We also have exciting updates including our promo video and our Study Snack Support campaign with MBB, in addition to our plans of hiring an additional Promotions Coordinator.

SERVICE USAGE

So far in November (as of Nov 23rd) we had: 43 chats and 22 calls

This is comparable to our usage in:

October: 39 chats 23 calls

September: 41 chats and 25 calls

I'll be doing a full analysis of the amounts of calls, their typical hours, and the contents of the calls during winterbreak (especially as we critically seek to evaluate the benefits of extended hour pilot!)

PAST EVENTS, PROJECTS & ACTIVITIES

- Let's Chat and Chill: This collaborative event with Res Life went quite well! We had a turnout of ~15 students which was very exciting! That being said, there were still aspects of the event that we could have improved on, and to reflect this, we've had an in-depth debrief after the event! We'll have an event similar to this in second semester (one that reflects some of the lessons learned from the first event!)
- Our peer support session at CDE was a huge success! We had about 25 delegates join us and they were a spectacular crowd! Incredible discussions took place and we were grateful for the opportunity to engage with such fantastic folks!
- We lead a peer support workshop session at the student wellness centre in collaboration with SWELL's mental health SSL team!

- Our November Extended hour campaign well on its way! Our promo material (which I hope you've seen) includes a MUSC banner, UM coffee sleeves and Facebook posts!! We are now at the tail end of the month, finishing it up with our promo video + giveaway packages! (PLEASE go like our video!!!!!!) We can't thank Sarah enough for all her incredible work in putting together the video!
- After our first event, I had a chance to sit down with my exec team to take a moment, and reflect on how the past few months has gone in regards to communication, planning, organization, support etc. etc. This happened after I reviewed the PTM feedback with Preethi, and was a great opportunity for everyone of us to seek ways in which we can work better within our team and support each other a bit more!

UPCOMING EVENTS, PROJECTS & ACTIVITIES

- In collaboration with MBB, we'll be hosting FOUR Study Snack Support sessions (series of events that were widely successful last year), in hopes to provide; healthy and nutritious food, academic support, and a study space for students at McMaster! With this goal in mind, MBB and PSL submitted an application for service collaboration fund (because more funds = more support for our students!)
- We are hiring an additional promotions coordinator! With promoting our line (i.e., increasing PSL's presence on campus) as my primary goal this year, the role itself grew in capacity, as such, the need for an additional promotions coordinator as dire! We are very happy to welcome an additional member to our executive team!
- Team Social! We are planning a team social for the end of the month + holiday gift exchange and we are excited!!!!!! Board game society & SWHAT has graciously allowed us to borrow their incredible game collection! It's going to be a great evening with our wonderful team ☺

BUDGET

- We are still waiting on October budget updates from Maddie! But I outlined the most relevant lines for the service moving forward!

Item	What we have left	The total budget line
Promotions	951.68\$	2000\$
Annual Campaigns	887.00\$	1000\$

- We are in a fair position in regards to budget! Promo line may run a little tight in term 2 as we prepare for another wave of promo/campaigning in March!
- We are expecting to spend around 200\$ from the Annual Campaign budget line for SSS.
- Our one 'unknown' factor is the amount of money that we've used for taxi chits and parking passes (which are for our volunteers). It is incredibly important that we are providing our team with safe and accessible means of transportation but we aren't really clear on how many taxi chits or parking passes have been used (not yet at least).

VOLUNTEERS

- Volunteers are spectacular! We've had one-on-one with each and every one of the volunteers, to discuss their experience with the line so far, any challenges that

they've experienced, and any potential ways we can better support their experience with line!

CURRENT CHALLENGES

- Being on-call. We have an on-call system and it is largely successful. I'm so grateful for our execs team's support and dedication regarding the matter. However, regardless of who is on-call, whenever a crisis call comes through, I'm the one that the volunteers reach out to. Mind you, this is a great thing, I'm so thankful that our volunteers feel comfortable in reaching out (because they should and this is good!!). However, this doesn't erase the amount of time myself + Pranali dedicate in regards to crisis related calls/chats. The amount of hours we spend going into space or supporting our volunteers on and off-shift and the need to be available everyday from 7 PM to 1 AM, is well beyond our weekly hours. We need a better crisis protocol and this shouldn't be an effort on just our part, but a collaborative plan.

SUCSESSES

- Incredible dedication from our volunteers!!! I'm so grateful and thankful each and everyone of them!!!
- My events and promotions coordinator, Valerie and Victoria, blow me away! They have shown 120% dedication and it's both amazing and specatcular! I also want to share my biggest gratitude for Pranali, our assistant coordinator and for her incredible work, dedication and support. I honestly can't imagine leading PSL without her, and I'm so thankful for all her support!