

**YEAR PLAN**  
SHEC Coordinator  
Adrianna Michell  
2018-2019  
Submitted June 13



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## OFFICE OF THE SHEC Coordinator INTRODUCTION

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Dear Executive Board,

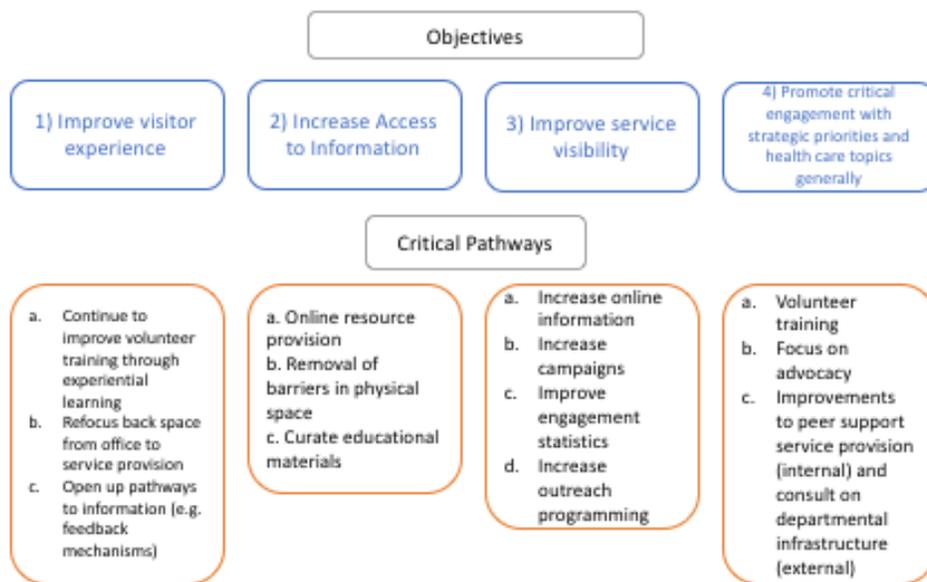
Hello and welcome to my year plan! I am very pleased to be able to present this document to you and outline some of the goals that SHEC will manifest this upcoming year.

I have now in my role as SHEC coordinator for a bit over a month and it has been such an honour to be a part of such a long standing service. Around in one iteration or another since 1973, SHEC has provided services to McMaster covering a variety of topics. From only providing sexual health resources, today SHEC provides free health supplies, referrals, and educational materials all as a peer-run service. As the MSU's only non-denominational peer support service, SHEC reaches many different communities in the McMaster community through promoting our four strategic priorities: mental health, sexual health, addictions awareness, and nutrition and active living.

Last year saw some big changes to the service. Most notably, its structure changed from a plethora of thematic committees to just two. With the new service structure and smaller executive team, SHEC saw many successes during the 2017-2018 year. SHEC became a private nursing space in addition to our other services, refocused campaigns towards advocacy work, and increased the number of volunteers. As a member of the volunteer cohort last year, I was able to see successes from the perspective of a volunteer. Now, as coordinator, I am excited to affect change from the organization's leadership and support my volunteers.

Although my year plan is separated into months, I consider my action items to fall under four objectives:

- 1) Improve visitor experience
- 2) Increase access to information
- 3) Improve service visibility
- 4) Promote critical engagement with strategic priorities and health care topics generally



These objectives will be executed through the action items as outlined thematically in the chart below and more specifically/monthly in the calendar. There is a lot that I would like to accomplish this year, but I am confident in my team, and I believe that through setting reasonable goals and expectations, working together, and planning ahead, we can execute our objectives. My executive team is capable and enthusiastic, so I am very excited to see what we will accomplish this year. Overall, one theme of my year plan is longevity. I am conscious of where we can improve service, and how we can create infrastructure to ensure sustainability. As you can see in the monthly sections of my year plan, as well as my long term goal, I hope to collaborate with the peer support department for departmental sustainability, and collaborate with my executive team for intra-service sustainability (through infrastructural improvements and long term planning). I believe that all of my objectives and action items have implications that are long term, and with incremental changes we can continue to improve service delivery.

I look forward to hearing from you and working together to ensure effective service delivery for the MSU community. Moreover, I look forward to continuing to grow in my role as coordinator. Please feel free to reach out if you have questions.

All my best,

Adrianna Michell

## Goals/Objectives

(calendar and checklist)

\* denotes an ongoing goal/objective that begins in designated month and continues for year

MAY	
<b>Service Goal/Objective</b>	Hire executive team and upper year new volunteers.
Why:	Team is hired prior to programming planning. Allows for easy transitions and incoming executive team to assist with hiring process.
Difficulties:	Coordinator schedules, booking rooms.
Partners:	SHEC outgoing executive team SHEC incoming executive team
<b>Service Goal/Objective</b>	Introduce Executive team to their roles and facilitate transitions. This has taken the form of exec training wherein team roles were better understood, expectations set, introductions to the MSU made, and team bonding activities done.
Why:	The efficacy of the executive team depends on early introductions to the role and team building practices. The cohesion of the team, especially since it is small, is very important to cultivate for future collaboration.
Difficulties:	Differing personalities and goals may hinder cohesion, but this is a small bump in a long road.
Partners:	SHEC executive team VP Admin
<b>Service Goal/Objective</b>	Update health supplies inventories. How: spreadsheets, ordering new health supplies
Why:	Organizational improvements, better tracking of hard supplies distributed in the future.
Difficulties:	N/A
Partners:	SWC (Cathy Jager) Hamilton Public Health

<b>Personal Goal</b>	Effectively balance work commitments while interning abroad.
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<b>JUNE</b>
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<b>Service Goal/Objective</b>	Improve online engagement and information dissemination.* How: Update website, disseminate information online (increased focus on external information in addition to SHEC created campaigns), improve online engagement, monitor online engagement for data collection and future service improvement.
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<b>Why:</b>	While in-person resources are important, many students choose to engage with health topics online. SHEC can benefit from improving online access to information for service users. A database of reliable and relevant health information will be created and disseminated throughout the year by the Promotions Coordinator on social media websites. This will allow a greater breadth of information to be provided, and increase the frequency of online resources distributed. This will allow service users to interact with strategic priority-related materials remotely, anonymously, and outside of service hours. Students will have a greater pool of information to draw from, better equipping them to make health decisions for themselves.
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<b>Difficulties:</b>	It is time intensive assessing documents for relevancy, clarity, and accuracy.
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<b>Partners:</b>	Executive team SWC/SWELL Other MSU Services
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<b>Service Goal/Objective</b>	Improve resource content; include more content that engages critically with health care sector, intersections of identity, and allow for different knowledges.*
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<b>Why:</b>	Considering the social determinants of health, our resource content needs to include a greater understanding of how one’s place, lived experience, and community impact health outcomes. Therefore, content that is more specific and acknowledges the different ways that people may interact with health is necessary. This will look like: integrating resources that are based in lived experience, community made, or implicate the health care sector. Example: country food guide, accounts for differences in diet based on place and culture, e.g. the dietary needs of Northern Indigenous communities.
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<b>Difficulties:</b>	More specificity in our information means it is less applicable as it is less broad. Therefore, we must be careful to allow for a variety of perspectives. It is time consuming to go through our expansive library and pamphlet collection, and will require coordination between executives and volunteers, along with significant cataloguing.
<b>Partners:</b>	SHEC executive team and volunteers. Community partners. SWELL, SWC
<b>Service Goal/Objective</b>	Collaborate with TRRA and other peer support services to implement a community needs assessment.
<b>Why:</b>	In order to ensure quality of service and longevity in the peer support department, a greater understanding of the needs of undergraduate student community is necessary. With changes in the MSU services directory the needs of the community need to be assessed and better addressed.
<b>Difficulties:</b>	Developing infrastructure, coordinating with partners.
<b>Partners:</b>	WGEN PCC Maccess VP Admin TRRA AVP Services
<b>Personal Goal</b>	Get to know different MSU folks! I've got a lot of names to learn, I hope I do so well.

<b>JULY</b>	
<b>Service Goal/Objective</b>	Improving physical space to reduce barriers to information, improve environment for visitors and volunteers, and improve visitor experience. How: Health pamphlets will be moved, lending library updated but reduced, materials will be more clearly labelled, increased seating in back office, reduced desk space in back office.
<b>Why:</b>	Currently, the SHEC space has been referred to as "office-like" which is not conducive to the services we want to provide. As a student-run organization, based entirely on the work of peer supporters, this needs to be improve. There is also little room in the back of the space for peer support sessions,

	pregnancy tests, and other services as it is taken up by office space (now of little use). Previously, the space for volunteers on shift blocked visitors' access to health pamphlets; the pamphlet display has been moved to improve access to information. Moreover, physical updates to the space will reframe it as a place that is relevant and accessible for visitors, and will hopefully improve visitor experience. With a more comfortable and efficiently-used space, this will also improve volunteer experience.
Difficulties:	Furniture is costly, and will require navigating a variety of MSU partners to accomplish tasks. It is difficult (if not impossible) to make a physical space accessible and comfortable for everyone. Therefore, we can only strive for proximity to accessibility, but the task should still be undertaken.
Partners:	VP Finance AVTEK/Facilities Executive Team VP Admin
<b>Service Goal/Objective</b>	Promotional Objectives Created and Implemented*
Why:	Will better promote service and increase service use, positively affecting health outcomes of student community and allowing for greater self-determination in health and wellness. Improved engagement with campaigns, better turnout at events.
Difficulties:	Internal coordination, effectively engaging with student community.
Partners:	MSU Communications Department Underground
<b>Service Goal/Objective</b>	First year outreach How: <ul style="list-style-type: none"> <li>• Successfest, Clubsfest</li> <li>• First of monthly or bi-monthly targeting advertising, events, or campaigns for first year students</li> </ul>
Why:	First year students should be effectively introduced to MSU services and resources offered. The cohort is particularly vulnerable to experiencing negative health impacts during first year transitional period, and thus stands to benefit from additional, specific programming that addresses their unique needs.
Difficulties:	Coordinating with partners.
Partners:	Residence Life SHECexec

	Faculty reps Maroons
<b>Personal Goal</b>	Balance work commitments while attending summer school.

<b>AUGUST</b>	
<b>Service Goal/Objective</b>	Increase focus on peer support and improve strategies and volunteer confidence.* How: We will rework the space to create more visual cues for peer support, which will also make for more effective peer support. Training for volunteers will be updated to address specific concerns while also improving service specific peer support strategies. Additional situational rotations will be used during training, along with other experiential learning strategies.
<b>Why:</b>	As SHEC is the only non-denominational (i.e. not identity-based) peer support service in the MSU, it is important that we continue to improve the ways in which we offer peer support as we are available to the entire undergraduate student community. As well, feedback from returning volunteers outlined that some did not feel confident taking on peer support sessions alone, and relied on more experienced volunteers. While we encourage volunteers never to enter into a situation in which they are not comfortable, it is also our responsibility to not only equip our volunteers with appropriate training (which has been successful in the past), but to also inspire confidence in them.
<b>Difficulties:</b>	While it is incredibly important to have a non-denominational peer support and health education service, this also bring challenges. It is difficult to create a single peer support strategy that is effective for all persons.
<b>Partners:</b>	VP Admin VP Finance TRRA Executive Team
<b>Service Goal/Objective</b>	Continue partnerships with Residence Life to bring health related educational programming to first year students.* How: Posters advertising services in residence, in-residence events, advertising CA packages, and collaborating on mutual strategic priorities.
<b>Why:</b>	Partnerships with Residence Life in the past have been mutually beneficial; the first year cohort can especially benefit from SHEC's services and strategic priority foci. Increasing awareness of services and health topics, through advertising, campaigns, and events can provide first years with

	tools to mitigate risk and empower them to take actions that benefit their health.
Difficulties:	Coordinating with partners different schedules and priorities, integrating CAs into programming, advertising effectively.
Partners:	Residence Life
<b>Service Goal/Objective</b>	Execute SHEC welcome week programming; provide peer support opportunities for first year community. How: <ul style="list-style-type: none"> <li>• 1 SHEC programmed event for the first year cohort, larger scale</li> <li>• 1 in-residence event</li> <li>• Online campaign to be circulated during the week alongside other programming</li> <li>• In-residence posters displayed from move-in</li> </ul>
Why:	First year students will be introduced to SHEC as a service and provided with information that emphasizes available resources, services, and emphasizes health topics. First year students will be able to connect and build community while engaging with SHEC's strategic priorities. SHEC will circulate information in person and online, providing as much of the cohort with health information as possible.
Difficulties:	There is a lot of information during welcome week, so it will be important to make sure that our events and campaigns are informative and valuable.
Partners:	STAP VP Admin SHEC executive team
<b>Personal Goal</b>	Avoid burn out! I have other commitments during welcome week, I am moving, and not to mention starting school! It's a busy time so I want to make sure I am prioritizing myself as well.

<b>SEPTEMBER</b>	
<b>Service Goal/Objective</b>	Implement effective training that provides volunteers with knowledge, confidence, and community with a focus on experiential learning.
Why:	Volunteers have expressed that they learned best through experiential practicum. Volunteer training is the foundation of service provision and requires engaging material that equips volunteers to think critically, carry

	out service mandates effectively, and communicate effectively. Training needs to transfer knowledge around strategic priorities and follow operating policy in order to ensure effective service provision.
Difficulties:	Training necessitates a lot of information be disseminated in one short weekend. It is difficult to ensure that information is relevant and service specific in sessions with other services. It can be a taxing weekend for volunteers, so it is imperative to ensure that there is support (especially during potentially triggering sessions) and volunteer appreciation.
Partners:	TRRA VP Admin AVP Services Executive team Volunteers
<b>Service Goal/Objective</b>	Hold weekly executive team meetings.*
Why:	Weekly meetings will allow for executive team to coordinate projects; allows me to keep updated on committee and executive projects. Allows for effective reporting to EB. Will ensure that executive team is well aware of expectations and deadlines; will allow for team cohesion.
Difficulties:	Coordinating schedules is always a challenge. At peak times of the year and when there are overlapping campaigns and events, executives may have to prioritize other expectations over meetings.
Partners:	Executive team
<b>Service Goal/Objective</b>	Continue and improve data collection mechanisms (where necessary).*7 How: continue data collection through service usage statistics as collected through volunteers and compiled by volunteer coordinator; improve mechanisms where necessary, while still maintaining confidentiality for service users and in order to improve efficacy of content and support volunteers.
Why:	Makes executive team aware of supports done by volunteers which ensures they are supported. Keeping appropriate data will allow better assessment of community needs and improve SHEC and peer support department as a whole.
Difficulties:	We have to balance collecting relevant and informative data that improves peer support services while also maintaining confidentiality.
Partners:	SHEC Volunteer Coordinator
<b>Personal Goal</b>	Supporting my team and developing friendships with them. There are a lot of new volunteers and some returning volunteers I have yet to connect with,

	so I'd like to get to know everyone a bit deeper throughout our first month of service.
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## OCTOBER

<b>Service Goal/Objective</b>	Execute Sex101
Why:	Provides interactive workshop wherein student community can critically engage with health topics. Allows for volunteers to experience early success and empower them to execute later large events. Promotes discussions about safer sex practices, different experiences of sex and sexuality. Early intervention hopefully allows for informed students and reduces risk in sexual activities.
Difficulties:	Large event to coordinate. Requires updating information. Can be daunting for students to engage with sex topics, so requires sufficient advertising and cooperation with campus partners.
Partners:	Events and Programming Coordinator Events and Programming Committee Residence Life
<b>Service Goal/Objective</b>	Improve volunteer experience through regular social events or opportunities to engage with peers and executive team in a meaningful way. * How: <ul style="list-style-type: none"> <li>• monthly volunteer recognition (gifts, cards, shout outs)</li> <li>• bi-monthly volunteer socials</li> <li>• encouraging informal socials</li> <li>• on-shift tasks, activities, and conversation prompts</li> </ul>
Why:	Volunteers are the foundation of SHEC. Without our dedicated and passionate volunteers our service would not run, nor would it be nearly as successful as it has been. As returning volunteer feedback has stated, friendships and inter-volunteer support has been a rewarding part of the volunteer experience. It also ensures that volunteers feel supported and that their time with the service is meaningful.
Difficulties:	You can't force volunteer cohesion. It will require time, effort, and leading by example to promote social interaction between volunteers.
Partners:	Executive team Volunteers

<b>Service Goal/Objective</b>	Continue focus on advocacy surrounding student health related topics.*
Why:	Information without action is not nearly as effective or meaningful as advocacy. SHEC, with last year's restructuring, has experienced much success with the refocusing of service on to advocacy work (done largely through the creation of the Research and Advocacy Coordinator executive role). As the only non-denominational peer support service, and the only health service, we will continue to advocate for the student community on health topics that align with our strategic priorities, while engaging with policy, the health field, and creating campaigns that are valuable, informative, and active.
Difficulties:	Ensuring health topics are approached in an intersectional way that acknowledges barriers, biases, and violence's in health sector. Engaging students in a meaningful way with health topics.
Partners:	Underground Executive Team/ Research and Advocacy Coordinator
<b>Personal Goal</b>	Keep on top of everything! Balancing school and work is tricky.

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NOVEMBER	
<b>Service Goal/Objective</b>	Collaborate with other MSU services and on campus partners.*
Why:	Coordinated events/campaigns allow for more effective programming. Resources can be pooled.
Difficulties:	Making sure that events/campaigns address all parties strategic priorities
Partners:	Pride Community Centre WGEN Maccess Hamilton mad Student's Collective MSU Clubs such as COPE SWELL/SWC Maroons VP Admin AVP Services

<b>Service Goal/Objective</b>	Execute 1 <sup>st</sup> strategic priority event and campaign.
Why:	Coinciding with SHEC’s 4 strategic priorities (Mental Health, Addictions Awareness, Sexual Health, and Nutrition and Active Living), the 2 committees (research and advocacy and events and programming, each chaired by respective coordinator) will create and execute an event and/or campaign. Events and campaigns will be founded in evidence, relevant to associated strategic priority, understandable, and engaging for the student community.
Difficulties:	Campaigns: collaboration, creating content that is meaningful and relevant, finding ways to improve engagement Events: getting people out to programming, providing health info while making events enjoyable, scheduling
Partners:	WGEN PCC Maccess SHEC exec Volunteers
<b>Service Goal/Objective</b>	Holiday social for SHEC volunteers.
Why:	Improves team cohesion, rewards volunteers, incentivizes volunteers to continue dedication to service. De-stressor event, focuses on community and self-care.
Difficulties:	Coordinating schedules during busy time of year.
Partners:	SHEC executive team
<b>Personal Goal</b>	Getting to know other PTMs ☺

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<b>DECEMBER</b>	
<b>Service Goal/Objective</b>	Improve efficacy of monthly volunteer trainings.
Why:	Devise ways to make online, less formal trainings more meaningful for volunteers. Will allow volunteers to continuously engage with content, ask questions, and improve service provision.

Difficulties:	Creating ways for volunteers to exercise active learning while not conducting in-person training.
Partners:	SHEC executive TRRA VP Admin AVP Services
<b>Service Goal/Objective</b>	Reduced exam hours.
Why:	Eases burden on volunteers, encourages prioritizing of academics, personal life, and self-care during busy times.
Difficulties:	Coordinating schedules.
Partners:	SHEC executive team SHEC Volunteers
<b>Service Goal/Objective</b>	Create feedback mechanisms for service users.*
Why:	Will ensure visitor experience, allow service users to have input into programming, service, and campaigns. Allows negative feedback from service users to be quickly addressed.
Difficulties:	Disciplinary actions could be necessary, finding mechanisms that allow for easy, anonymous feedback from service users (whether that be online or a physical tool)
Partners:	VP Admin SHEC Executive MSU Community
<b>Personal Goal</b>	Get good grades lol

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<b>JANUARY</b>	
<b>Service Goal/Objective</b>	Execute 2 <sup>nd</sup> strategic priority event and campaign.
Why:	Coinciding with SHEC's 4 strategic priorities (Mental Health, Addictions Awareness, Sexual Health, and Nutrition and Active Living), the 2 committees (research and advocacy and events and programming, each

	chaired by respective coordinator) will create and execute an event and/or campaign. Events and campaigns will be founded in evidence, relevant to associated strategic priority, understandable, and engaging for the student community.
Difficulties:	Campaigns: collaboration, creating content that is meaningful and relevant, finding ways to improve engagement Events: getting people out to programming, providing health info while making events enjoyable, scheduling
Partners:	WGEN PCC Maccess SHEC exec Volunteers
<b>Service Goal/Objective</b>	Implement meaningful and engaging second term volunteer training that a) addresses volunteer concerns/areas of interest, b) maintains quality of service, and c) allows for volunteer cohesion.
Why:	Will continually improve service delivery and maintain volunteer training/knowledge. Will allow for feedback on first term. Allows volunteers to reconvene as a group and engage with community. Allows knowledge sharing between exec and volunteers and within volunteer cohort. Allows for leadership opportunities for volunteers.
Difficulties:	Coordinating schedules, creating feedback mechanisms, keeping session short while also making it informative.
Partners:	VP Admin TRRA AVP Services SHEC exec SHEC Volunteers
<b>Service Goal/Objective</b>	Improve SHEC week programming.
Why:	Revitalize SHEC week as a week of programming—both events and campaigns—that promotes and provides services, is educational, and touches on all of our strategic priorities.
Difficulties:	Requires significant planning in otherwise very busy time of year.
Partners:	AVP Services WGEN/Maccess/PCC
<b>Personal Goal</b>	Enjoy extracurriculars and not let academics/work consume everything!!

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<b>FEBRUARY</b>
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<b>Service Goal/Objective</b>	Execute an STI Fair for student community.
Why:	A gap in our programming in past years has been STI/STD awareness and testing. Other schools, notably Western, have had successful STI testing fairs in which students were encouraged to get tested, for free, in a way that was fun, educational, and free from stigma. This is an event that SHEC is planning to undertake this upcoming year.
Difficulties:	Sexual health is still shrouded in stigma, and therefore will require extensive advertising, unlearning, and research. Many partners and regulations must be navigated. We must be conscious that this could be an uncomfortable experience for many students, and will therefore require peer supporters to be extra prepared for student's concerns. Event will require extensive pre-planning. Event will require many volunteers, and thus will be difficult to navigate the busy schedules of our volunteer base.
Partners:	Off-campus healthcare partner(s) (Hamilton Public Health) SWELL, SWC SHEC exec + volunteers
<b>Service Goal/Objective</b>	Execute 3 <sup>rd</sup> Strategic Priority Event and/or campaign.
Why:	Coinciding with SHEC's 4 strategic priorities (Mental Health, Addictions Awareness, Sexual Health, and Nutrition and Active Living), the 2 committees (research and advocacy and events and programming, each chaired by respective coordinator) will create and execute an event and/or campaign. Events and campaigns will be founded in evidence, relevant to associated strategic priority, understandable, and engaging for the student community.
Difficulties:	Campaigns: collaboration, creating content that is meaningful and relevant, finding ways to improve engagement Events: getting people out to programming, providing health info while making events enjoyable, scheduling
Partners:	WGEN PCC

	Maccess SHEC exec Volunteers
<b>Service Goal/Objective</b>	Volunteer appreciation tokens* How: coinciding with holidays or month that lack other volunteer programming, cards/gifts/treats will be put into volunteer mailboxes as rewards (begins earlier than February, continues for entire year)
Why:	Shows appreciation for volunteers hard work. This strategy has received much positive feedback in the past. Allows volunteers' labour to be somewhat compensated. Team bonding.
Difficulties:	Requires monies from budget.
Partners:	SHEC Volunteer Coordinator
<b>Personal Goal</b>	Make time for friends and family 😊

MARCH	
<b>Service Goal/Objective</b>	Execute 4 <sup>th</sup> Strategic priority event and campaign
Why:	Coinciding with SHEC's 4 strategic priorities (Mental Health, Addictions Awareness, Sexual Health, and Nutrition and Active Living), the 2 committees (research and advocacy and events and programming, each chaired by respective coordinator) will create and execute an event and/or campaign. Events and campaigns will be founded in evidence, relevant to associated strategic priority, understandable, and engaging for the student community.
Difficulties:	Campaigns: collaboration, creating content that is meaningful and relevant, finding ways to improve engagement Events: getting people out to programming, providing health info while making events enjoyable, scheduling
Partners:	WGEN PCC Maccess SHEC exec Volunteers

<b>Service Goal/Objective</b>	To have a working interactive resource map for the student community to use, both online and a in person poster.
Why:	Will be long term online infrastructure that future years can update with relevant local, and potentially provincial, resources. Improves upon current 'commuter resource hub'. Resources will be local, low cost, close by, and thoroughly explained.
Difficulties:	Finding resources they are accessible. Creating an interface that is easy to navigate, engaging (may require financial investment).
Partners:	VP Admin VP Finances Underground MSU Communications department
<b>Service Goal/Objective</b>	Improve volunteer engagement. How: <ul style="list-style-type: none"> <li>• promote and incentivize committee involvement</li> <li>• create on-shift tasks for volunteers</li> <li>• increase volunteer feedback</li> </ul>
Why:	Will make volunteer experience more meaningful, reduce workload on committee volunteers/execs, and make shifts in space more productive, also may produce team cohesion with volunteers on shift (problem solving, fun activities)
Difficulties:	Coming up with incentives for volunteers, intra-service promotions.
Partners:	SHEC executive SHEC volunteers
<b>Personal Goal</b>	To spend time with my exec team outside of shec (i.e. socially) 😊

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## APRIL

<b>Service Goal/Objective</b>	Year-long endeavors should result in volunteer retention; if not the case, then feedback mechanism should be created in order to assess areas of improvement for service, coordination, and volunteer experience.
Why:	Volunteer retention is an indicator of how meaningful the experience is for volunteers. If a significant number of non-graduating volunteers choose not to return, reasons why should be looked into for possible improvements. If

	retention rates are good, then this indicates that volunteer experience was impactful, and will also help with continuity for the service and extend practical knowledges.
Difficulties:	This objective requires many small steps throughout the year, along with check-ins with volunteers. It also necessitates cultivating personal and professional relationships that are fulfilling, which is difficult to predict and time intensive. Requires coordination between executive team and volunteers and within executive team.
Partners:	Executive team Volunteers
<b>Service Goal/Objective</b>	Transition in new coordinator and executive team. How: <ul style="list-style-type: none"> <li>• Hiring</li> <li>• Transition reports</li> </ul>
Why:	Service sustainability is incredibly important to me, and making sure that I have, throughout my tenure, equipped SHEC with the necessary resources to continue into the future is an overarching goal. Choosing a coordinator that will be able to bring in fresh perspectives and continue advocating for student health in an anti-oppressive, inclusive way is a daunting but accomplishable task.
Difficulties:	Hiring is takes a lot of time, care, and navigating of schedules.
Partners:	VP Admin AVP Services Outgoing executive team
<b>Service Goal/Objective</b>	End of year social(s) How: <ul style="list-style-type: none"> <li>• volunteer appreciation/recognition</li> <li>• all volunteer social</li> <li>• committee dinners/end of year event</li> <li>• executive dinner</li> </ul>
Why:	Will recognize volunteers for year-long hard work; if volunteers feel appreciated, will lead to retention. Will recognize the work of executives. Allows for final social activity for volunteers, and rewards them for uncompensated time.
Difficulties:	Again, it is always a challenge to coordinate schedules.

Partners:	Executive team Volunteers Volunteer Coordinator
<b>Personal Goal</b>	To be able to reflect upon my year as coordinator as one of success, wherein I was able to grow, fail, and learn.

### Long-term planning

*Below is an example of something that you could plan for longer than one year. This is quite a simple example, but you can choose to use this for simple tasks (such as increasing Facebook likes) or for broader visions (planning a multi-school conference for example)*

<b>Overarching Vision (<i>what is the ultimate goal?</i>)</b>	Critical engagement with health topics and health sector; continued advocacy surrounding self-determination in health decision-making.
Description	<ul style="list-style-type: none"> <li>As SHEC operates to provide health information and resources in an anti-oppressive way, it is important to be critical of the health sector and the way health professionals interact with communities. Creating mechanisms for critical understandings on services and department. Healthcare, broadly, will be better understood as a constantly evolving set of ideas and practices, with implicit biases and long, complex history. Volunteers and service users will be exposed to different sets of knowledges, and the concept of 'expertise' will be reframed, allowing for more room for lived experience and non-hegemonic ways of being 'healthy'.</li> </ul>
Benefits	<ul style="list-style-type: none"> <li>Greater self-determination in health for student community</li> <li>More effective service provision</li> <li>Allows for more room for community and cultural-based knowledge, lived experience</li> <li>Increased access to health services through MSU</li> </ul>

	<ul style="list-style-type: none"> <li>• Volunteers better equipped with critical thinking skills</li> </ul>
Year 1 Goals	<ul style="list-style-type: none"> <li>• Create campaign that addresses health systems barriers, includes resources for students that allow for self-determination in health decision-making and overcoming of barriers,</li> <li>• Promote critical engagement between volunteers and resource content. Create opportunities for volunteers to access resource content, encourage volunteers to offer perspective and opinions on content.</li> <li>• Community needs assessment</li> <li>• Have a completed interactive resource map</li> <li>• Host a successful STI fair</li> <li>• Collaborate in creating long-term plan for peer support department, including crisis protocol</li> <li>• Volunteer training will include content/discussions involving a) lived experience, b) acknowledgement of violences in healthcare, c) differences between peer support and professional care, d) critical discussion of health topics, and what it means to be 'healthy'</li> </ul>
Year 2 Goals	<ul style="list-style-type: none"> <li>• Survey of peer support and health centre best practices from other Ontario/Canada universities that offer similar services so as to better understand potential for improvements, gaps in service.</li> <li>• Display resource map in space, update resource map online</li> <li>• Make STI fair/testathon an annual event, expand resources, increase number of event attendees</li> <li>• Implement departmental long-term plan</li> <li>• Volunteer training: increased engagement from volunteers in training, better incorporating volunteer knowledge into training</li> </ul>
Year 3 Goals	<ul style="list-style-type: none"> <li>• Create resource stream to help reduce barriers for students accessing health services; deepen partnerships with health professionals, add services to mandate, increase access to supplies (e.g. contraceptive sponsorship)</li> <li>• Use data collection from past 2 STI fairs to assess community impact of event, facilitate third testathon</li> </ul>
Partners	<p>VP Admin  VP Education  AVP Services  Peer support dept.: Maccess, WGEN, PCC</p>

