



# REPORT

*From the office of the...*  
**Maccess Coordinator**

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TO: Members of the Executive Board  
FROM: Hilary Zorgdrager  
SUBJECT: Maccess Report 3  
DATE: September 27<sup>th</sup>, 2019

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## **YEAR PLAN UPDATE**

The term is off to an excellent start as we have more volunteers than we have ever had before (and about 3x more than last year)! Hiring and training took slightly more time than anticipated, meaning we have pushed some community-focused events to later in the term. However, we are on track to run the rest as scheduled, including one this coming Friday.

## **SERVICE USAGE**

Service usage has been way up from last year. We have almost run out of seating every day we have been open, with the exception of Fridays which historically have always been slower but still steady. Additionally, as we now have approximately 30 volunteers, we have been quite successful with just word-of-mouth outreach increasing our usage.

We were able to do some good outreach at the Wellness Fair during Welcome Week and have had a number of new regular service users in the space.

In the past week or so, we have found that a couple of space users arrive right as we open and by about 12PM we are usually at about 10+ service users until we close at 4:30PM. Due to how busy it has been, my executive team and I are considering opening the space earlier in the day (10:30AM).

## **PAST EVENTS, PROJECTS & ACTIVITIES**

We ran our first event of the year (Disability Discussions: Navigating Higher-Ed with a Disability) last week on Tuesday September 17<sup>th</sup> in collaboration with the Equity and Inclusion Office. It was extremely successful with the room being at capacity (15) for the entire event. We had a number of students who had never heard of Maccess stop by as well and express an interest in continuing to use the space outside of Disability Discussions.

KEEP – adding a break for lunch and for folks to stretch was beneficial but should be longer; continue doing outreach to faculty societies for promotions

CHANGE – book a larger room as these events are well-attended

**UPCOMING EVENTS, PROJECTS & ACTIVITIES**

As mentioned earlier, we are running our first community-focused event on Friday of this week in collaboration with the SAS transition program. We are collaborating with SAS on one community-focused event a month and I am hopeful that this will create a clearer and more direct line of communication between Maccess and SAS.

Support groups are on track to begin after Reading Week. Each group is equipped with 2 facilitators that have lived experience in the group’s area of focus. Myself and my Training and Volunteer Coordinator are meeting with each of the facilitators to go over some basic training in the next week. Last year, these groups were well-attended and we are excited to get them up and running so quickly. We have also decided to run two sessions of certain groups (anxiety/OCD) as a number of service users and volunteers expressed an interest in attending this particular group.

**BUDGET**

We are on track with our budget, as the only expenses to date have been for promotions through the Underground. We have only spent approximately \$400 of our budget.

At training, we discussed various fidget toys and other stress-relief items would be useful in the space and we intend to purchase about \$50 of fidget items in the next month.

<i>ACCOUNT CODE</i>	<i>ITEM</i>	<i>BUDGET / COST</i>
6501-0118 MACCESS - ADV. & PROMO	TOTAL SPENT IN LINE	\$355
	REMAINING IN LINE	\$1645

<i>TOTALS</i>	
TOTAL BUDGETED DISCRETIONARY SPENDING	\$8600
TOTAL ACTUAL DISCRETIONARY SPENDING	\$355
REMAINING DISCRETIONARY SPENDING	\$8245

**VOLUNTEERS**

Most of volunteers were trained fully on September 17<sup>th</sup> and the rest will be trained on the Sunday the 30<sup>th</sup> of September. We are planning on having our

first volunteer social in October, as a number of our volunteers expressed interest in an arts/crafts event to make more lanyard designs. We have at least 2 volunteers on every shift and a majority of shifts also have a third additional volunteer, which relieves a lot of the strain caused when individuals need to miss shifts for disability reasons or otherwise.

### **CURRENT CHALLENGES**

We encountered some slight hiccups with training, however, every volunteer is on track to be trained by the end of the month.

### **SUCSESSES**

Our volunteers are already starting to form a little community of friends and that makes me very happy and also benefits our volunteer retention! Our resource library has been very popular so far as well and I'm very excited to share some disability resources on campus!

### **OTHER**

We are beginning drop in hours with guests from university resources to help students navigate SAS, SSC/CAPS, and graduate school applications this week. Our volunteers and service users have been fairly enthusiastic about being able to receive support navigating these complex systems in our space!