



REPORT

From the office of the...

Maccess Coordinator

TO: Members of the Executive Board
FROM: Calvin Prowse
SUBJECT: MSU Maccess Report #4
DATE: October 29, 2020

MSU Maccess Report #4

Year Plan Update

We have been focused solely on preparing to open our space this semester. As such, we have been unable to complete any tasks outlined in our year plan.

Service Usage

Events

We hope to begin running events upon the launch of our service.

Community Groups

We hope to begin our community groups upon the launch of our service.

Community Spaces

As of 10/26, we have the following number of community members in our digital community spaces:

platform	10/26	9/26	change	% change
Facebook Group	83	83	0	0

Social Media

As of 10/26, we have the following number of followers on our Social Media platforms:

platform	10/26	9/26	change	% change
Facebook	930	930	0	0 %
Twitter	271	266	+ 5	+ 1.9 %
Instagram	517	511	+ 6	+ 1.2 %

Past Events, Projects, & Activities

We ran our volunteer training session on October 25.

Upcoming Events, Projects & Activities

We are planning one Disability DIScussion session with the Equity & Inclusion Office, with two dates available to attend: November 16 and November 19.

Currently Working On

We are currently focused on preparing our space to open.

Budget

We have used a total of \$150 of our budget, entirely on Promotions. This number has not changed since our last EB report.

ACCOUNT CODE	ITEM	BUDGET / COST
5003-0118	OFFICE SUPPLIES	
	TOTAL SPENT IN LINE	\$0
	REMAINING IN LINE	\$100
6102-0118	ANNUAL CAMPAIGNS	
	TOTAL SPENT IN LINE	\$0
	REMAINING IN LINE	\$2,800
6494-0118	VOLUNTEER RECOGNITION	
	TOTAL SPENT IN LINE	\$0
	REMAINING IN LINE	\$750
6804-0118	TRAINING EXPENSE	
	TOTAL SPENT IN LINE	\$0
	REMAINING IN LINE	\$500
6501-0118	ADVERTISING & PROMO	
June 10	<i>Executive Team Hiring Promo</i>	\$75
Aug 12	<i>Peer Support Volunteer Hiring Promo</i>	\$75
	TOTAL SPENT IN LINE	\$150
	REMAINING IN LINE	\$1,550
6603-0118	SPECIAL PROJECTS	
	TOTAL SPENT IN LINE	\$0
	REMAINING IN LINE	\$750
TOTALS		
TOTAL BUDGETED DISCRETIONARY SPENDING		\$6,600
TOTAL ACTUAL DISCRETIONARY SPENDING		\$150
REMAINING DISCRETIONARY SPENDING		\$6,450

Volunteers

We have completed volunteer hiring and ran our volunteer training session on October 25.

Current Challenges

As per my EB Reports #1, #2, and #3, I am increasingly concerned about the current lack of a process to compensate PTMs for the overtime / lieu hours they have worked in the past seven months. We have been informed a process is in the works, however it has yet to be completed.

I have been finding it quite difficult to focus on matters concerning the operations of Maccess as a result of overwhelming administrative duties assigned by the MSU. For example, last week I spent 5:45 on administrative tasks relating to the MSU (meetings, hours approval, EB report). This takes valuable time away from working on opening and operating our space. The MSU has also requested PTMs to rewrite their job description, which although this will be helpful in the future, comes at one of the busiest times of the year – as we are trying to train volunteers and launch our service. This is a large project which will take many hours away from the day-to-day operations of our service. The overwhelming amount of administrative tasks have been directly interfering with my ability to fulfil the duties of my Part-Time Manager position – namely, managing our service.

I have also been struggling with the new requirement to have our projected hours approved two weeks in advance. This is an extremely difficult task, as meetings and tasks often arise during the week that they take place and are impossible to anticipate. I rarely have two weeks' notice for meetings, including meetings scheduled by the MSU. It is also impossible for me to determine exactly how much a task will take in advance. I am left with little flexibility with my role, which often involves responding to things as they come up (like supporting volunteers with crisis situations, debriefs, etc.). This process also leaves no opportunity for impromptu meetings with executive team members when they seek support with their tasks.

As the only paid employee in our service, a part of my role includes taking over tasks when my executive team is no longer able to complete them. Again, this is impossible to anticipate, and if I cannot get these hours approved within a short timeframe it will lead to timelines being pushed back or events being cancelled. In these situations, I have been directed to ask executive volunteers to make up these hours at a later date in order to receive approval for extra hours, a practice which I feel is an inaccessible and inappropriate expectation for full-time students in a volunteer position, and neglects the intense time and energy our executive team has put into their roles so far – often exceeding the hours listed in their job description.

This process has created considerable anxiety and frustration. If a task takes longer than I have estimated, I have no way of knowing if these hours will be retroactively approved – leaving me in a situation where I have to choose between doing my job poorly, or risking not being compensated for my time. I do not feel comfortable conducting work until these hours have been approved, which means I have often been stuck completing tasks last minute, during the weekends, or on days when I have other commitments and areas which need my attention, such as my classes.

I am especially concerned about hours being approved retroactively because of the MSU's decision to retroactively review our hours over the past seven months to determine whether they fall under the scope of our job description, and thus if these hours will be paid at all. This makes me concerned that I will not be paid for hours that I have already worked. This is also a concern seeing as there was little direction or guidance from the MSU on this matter during the summer, and PTMs were left to determine which tasks would best serve the interest of their services.

As managers of MSU services, especially managers of peer support services for equity-seeking groups, we are best positioned to determine what is and is not essential for our service. These services, in part, serve to build capacity and self-determination for equity-seeking groups to meet their own needs internally. Having representatives from the MSU, especially those who are not a part of these equity-seeking groups, determining what tasks are or are not necessary serves to disregard our own self-determined needs. This contributes to the ongoing disempowerment of equity-seeking groups by institutions, as non-disabled people prioritize their conceptualization of our need over our self-determined and stated needs.

The process of approving hours in advance often requires follow-up communications and clarification, and I find my work/life balance intruded upon as these often require a quick response during days that I have other commitments. This leads to me working on tasks on significantly more days in a week than I had planned for.

When I provide an estimate of how much time an activity will take, I am not always approved for the full number of hours requested. This reinforces an able-bodied norm which does not account for disability and disablement. It assumes that each person will take the same amount of time to complete a task and does not adequately account for variation from non-disabled timelines.

When I am unable to complete all of my tasks in the week they have been approved for, they will often need to be completed during the following week instead. For recurring tasks (such as responding to emails), this results in an increased amount of work to do the following week with no corresponding increase in hours, unless an adjustment is requested and approved.

I find that corresponding about hour approval takes up a significant amount of my work hours – around 2 hours per week, or 15% of my hours for the week. This significant time requirement does not feel like an effective or efficient use of my time, and directly impedes my ability to manage the day-to-day responsibilities of my service.

This process has led to our service timelines being pushed back last minute. We had originally planned to open our service on October 19, however our opening date has since been pushed back to November due to being informed last minute that we were not permitted to run our training over reading week. In addition to meaning that our service will only be open for one month during first semester, this has also created confusion for volunteers, as we had already sent out information about our initial training date before we received notice that we were not able to run it when originally planned. This has also created increased stress and pressure for my executive team, as we have had to prepare for our training during the first week back from reading week – a time when many students are already feeling overburdened due to the increased number of midterms and assignments due that week.

Successes

Our training session went well and was well-received by volunteers.

Other

N/A