



REPORT

From the office of the...

Peer Support Line

TO: Members of the Executive Board
FROM: Krista Carlin
SUBJECT: Peer Support Line Report 1
DATE: October 19th, 2013

UPDATE

The Peer Support Line has completed its first month as a full service with few challenges.

SERVICE USAGE

Since the full service launch on September 16th, 2013 volunteers have received 13 calls. The calls have varied in length and content. Topics of discussion explored by callers, have included relationships, campus information, mental health and sexuality.

PAST EVENTS, PROJECTS & ACTIVITIES

The first project that the service has completed was the Launch Event. The launch event was completed during the week of September 16th-20th. Our Promotions Coordinator established our social media channels and ran tables in the Student Centre with help from Promotions Volunteers and the Maroons.

UPCOMING EVENTS, PROJECTS & ACTIVITIES

The next project that we will be working on is developing our promotional campaign for the December Exam period. We feel as if this is a time in which our service will be of particular value to students and we would like to make sure that our promotional efforts reflect the potential need during this significant academic time.

BUDGET

At this point in time, we are using our resources in a way that is mostly reflective of the predictions made in reference to the Pilot Project. However, the budget for volunteer training will need to be evaluated for next year as the training costs were greater than expected. Additionally, a budget line for Volunteer Appreciation will be necessary to incorporate into the budget for next year. We are currently planning to pull money from other budget lines in order to accommodate for the volunteer training and appreciation costs that we have incurred.

CURRENT CHALLENGES

Our current challenge is establishing what group debriefing sessions will entail. Our Volunteer Coordinator will be facilitating our first group meeting on Friday October, 18th and hope to solidify the structure in which we will use in the future based on the feedback from volunteers who attend.

SUCSESSES

A success is that we had all of the logistical elements ironed out during the pilot project, so we were able to launch with minor operational issues that were easily addressed. An additional success was that the launch was well received by students on our social media channels, suggesting a positive reaction to our service.

OTHER

We have been made aware of several students who are interested in volunteering with the line for next year. We will need to evaluate when we would like to hire and train volunteers for the 2014-2015 academic year. This is a conversation that we will have with the Student Wellness Centre.