



REPORT

From the office of the...

Student Walk Home Attendant Team (SWHAT)

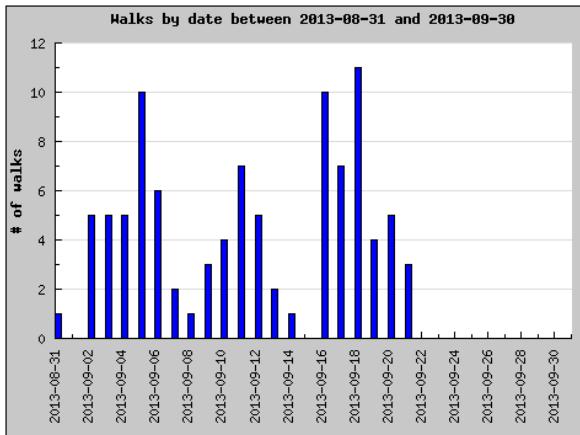
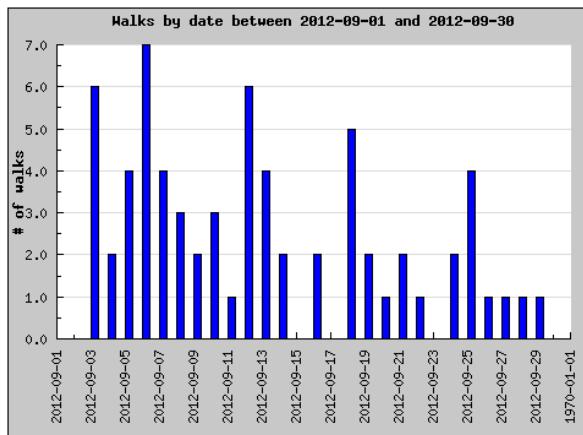
TO: Members of the Executive Board
FROM: Jennifer Duff
SUBJECT: SWHAT Report #1
DATE: Thursday, October 24th 2013

UPDATE

SWHAT has had a great start to the year. Our promotional efforts before and during welcome week have increased our services usage since last year. We have been open since the beginning of September, with the exception of Thanksgiving for the holiday. We have had great volunteer turnout and enthusiasm during all shifts, with many volunteers stopping by to just visit even when not on shift. This shows us the community atmosphere is growing.

SERVICE USAGE

The use of SWHAT in September has increased substantially since last year, and the high walk numbers have continued in October. In September 2012 there were 75 walks and in September 2013 there were about 165 walks.



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9/22/2013
70
10/1/2013
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In 2012 for October from the 1st to the 16th there were 52 walks, whereas we have had 77

PAST EVENTS, PROJECTS & ACTIVITIES

So far, the major changes to SWHAT were in the way we took in new volunteers, change in uniforms, and our scheduling system. This year when taking new volunteers we had a set date where applications were due, a week of interviews, and mandatory training. This is a change from last year where you could join SWHAT at any time, there were no interviews, and formal training was not required. I think this has benefited the service a lot as we as a large group of dedicated volunteers and since they interviewed for a position it may appear more professional. As well, mandatory training added to this and ensured everyone was prepared on shift and

understood what was expected of them in the service. The change in our uniforms from sweaters to a nametag has seemed to be a good change. We have received comments from some clients that they like it not being as noticeable that they are walking with SWHAT. Lastly, the new scheduling system has made a huge difference in shifts being full. Throughout September it was hard to fill every shift, as we did not have enough volunteers yet, however, last year when we should have had enough people just didn't sign up for shifts because it wasn't enforced. Now we send out a schedule near the end of the preceding month and get people to mark down availabilities and send it back. Even though this is not perfect and people have to switch shifts throughout the month, we have yet to have an issue filling every shift, which is a relief for everyone.

UPCOMING EVENTS, PROJECTS & ACTIVITIES

On October 25th we will be having a Games night for volunteer appreciation. A lot of volunteers love playing games on shift so we are booking out a room setting up a game system along with some great games from the office for to get together and play. As well, in November we will be hosting a walk-a-thon.

BUDGET

	Budget	Percentage Spent
Advertising and Promotions	1900	72.76%
Volunteer Recognition	4000	~22.5%
Office Supplies	200	~125%
Travel	1000	2.5% (as up August 31 st)
Volunteer Training	350	0%
Annual Campaigns	600	0%
Team Uniforms	500	~50%

CURRENT CHALLENGES

A couple of challenges have arisen so far this year. One is that one of the executive members found that the role was too much work and we came to agreement together that she steps down from her position. Another is knowing how to follow through on our 3-strike policy. It is not hard to give warnings for being late or not showing up, however, the executive and I are having trouble when it comes to appropriate behaviors' on shift in regards to topics being discussed in the office. Thirdly, is that we have a recurring walk, 3 times a week (Mon-Wed), that is outside of our range, and radio range as she lives by St. Joe's Hospital. When we first walked her we did not realize this and have been struggling to figure out how to appropriately handle the situation.

SUCCESES

One of our greatest success this year has been the big increase in the number of walks we have had showing the growth of our service in the McMaster community. As well, another success has been in the support and enthusiasm from all the volunteers who have been fulfilling their shifts. Most people been actively engaging in group activities on shifts and everyone has been completing the required shifts, or more. Our volunteers have loved the change of appreciation with us providing food for them on shift.