

Mentor Assistance Through Education and Support (MATES)

END OF TERM REPORT

Winter 2017

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INTRODUCTION

The Winter 2017 term was led by Coordinators Bradley Rietze and Ovina Chow. This is the third report prepared by the MATES program since the partnership with Feds (Federation of Students). The main focuses this term were to increase MATES involvement at campus-events, solidify our internal procedures (e.g. disciplinary procedures, procedures for missed shifts etc.), and increase visibility to students by connecting with UW Community services and organizations. These goals were completed by separating the Communications and Events Director into separate positions, reviewing/editing our internal policies, as well as keeping MATES volunteers accountable (through our Executive Volunteer, Training & Education, Internal, Media & Communications, and Engineering Directors), and collaborating with other services and organizations within the UW Community.

VOLUNTEER MANAGEMENT

Winter 2017

Coordinator and Executive Recruitment and Selection

Brad and Ovina were Coordinators for the Winter 2017 term.

Five Feds Executive Director positions were developed: Communications Director, Events Director, Training and Education Director, Volunteer Director (2 positions), Internal Director, and [Pilot] Engineering Director. Executive applications closed on October 1st, 2016. There were ten applications for seven executive positions. All applicants were granted interviews. Eight applicants were existing MATES volunteers and two were not. Seven applicants who were existing MATES volunteers were selected for executive positions.

Janel Silva was hired for the Internal Director, due to her strong administrative abilities and previous experience in the role. Cody Hutt was hired for the Communications Director, due to his impressive resume and previous experience in the role. Albert Cault and Samantha Afonso were hired for the Volunteer Directors. There were two positions available for this role due to the larger number of volunteers hired for the Winter 2017 term. Albert Cault was hired due to his extensive experience as a Peer Supporter with UW MATES and his outstanding cooperation to improve UW MATES visibility and productivity (i.e. attending events and filling in extra office hour times). Samantha Afonso was hired due to her extensive peer mentoring experiences within a variety of organizations (including the Women's Centre) and previous experience with UW MATES as a Peer Supporter and as Volunteer Director. Melanie Emmerson was hired for the Events Director due to her previous experience within the MATES program, and her dedication to attending events. Sarah Dolman was hired for the Training and Education Director due to her extensive Peer Support experience and her enthusiasm towards improving the

MATES program. Sarah Martin was hired for the [Pilot] Engineering Executive Position due to her interest in the collaboration project between MATES and the Engineering Society.

Volunteer Recruitment

Forty-five Peer Support Volunteers were selected from seventy-five applicants who applied through LEADS. Over half of the Peer Support Volunteers were existing UW MATES Peer Supporters. We received frequent email requests from students that wanted to volunteer for UW MATES Peer Supporter positions after the deadline. Overall, 19 new volunteers for the Winter 2017 term were hired.

Spring 2017

Recruitment for Spring 2017

Recruitment for Spring 2016 coordinators, executives, and peer support volunteers began February 1st, 2017.

Coordinator applications closed March 12th, 2017. Five applications were received. Two were selected as Coordinators for Spring 2017: Alina Bielak and Vaiva Dzemionas due to their dedication towards furthering the MATES program and their past leaderships experiences.

Five executive positions were developed for the Winter 2017 term (Appendix D). Executive applications closed April 17, 2017. Nine applications were received to fill 5 positions. All applications were from existing UW MATES volunteers. Three applications were from returning executives but were rejected because they were graduating; Feds policy indicates that Executive positions must give non-graduating/graduated undergraduates preferences in the selection process. One application was rejected, since this volunteer (Vaiva D.), was selected for the Coordinator position. The last five applications were from very dedicated UW MATES Volunteers. One volunteer, Albert Cault, is returning to the Volunteer Director position (NOTE: only one Volunteer Director was hired for the Spring term, since it is a much less busy term than Fall and Winter). The other four volunteers, are new to the executive team: Madeline Keltie (Internal Director), Erij Elkamel (Communications Director), Dennie Park (Events Director), and Vaidehi Chavan (Training & Education Director).

The Peer Support Volunteer position applications closed originally closed mid-March 2017. The application deadline was to April 7th, 2017 because the Engineering stream was late on promoting Engineering students to apply. There was a total of 75 applicants -36 returning volunteers (19 during Spring 2017 & 18 for Fall 2017). 28 interviews were granted which were conducted by Brad Rietze. Interviews were conducted on April 17th and 19th, 2017. If students requested an alternative time, Brad Rietze accommodated them, usually through Video Chat or a phone interview. Interviews were 15 minutes in duration, assessing communications skills, compassion, empathy, and interest to mental health and personal well-being. Interviewers ranked the applicants on a scale of 1-to-10 based on answers to scenario questions, potential to succeed in the program, and personality. In total, there was about 22 volunteers that were hired that could make the training date.

Applications for Engineering students (a continued pilot project discussed in greater detail later) were completed through the general pool of Peer Supporter Applications. There was a total of ten engineering applicants. All ten applicants were granted interviews. All 10 interviewers were accepted to be Peer Supporters. Each demonstrated the appropriate communication skills and passion for helping Engineering students through their challenges.

The final step for any of these volunteers to become official UW MATES Peer Supporters is for them to complete the UW MATES Peer Supporter Core training offered by Counselling Services on May 6th and 7th 2017.

Training Information and Review

19 new volunteers attended the Winter 2017 training that was held on Saturday January 7th and Saturday January 14th from 9am to 5pm. Each day had two 15-minute breaks and a half hour lunch break. Training was facilitated by the Counselling Services Counselling Psychologist, Aziz Nashef, who also provided supervision for the MATES program in the Fall 2015 term and Spring 2016. Aziz was assisted by the two Coordinators of UW MATES, Brad Rietze and Ovina Chow, and the Executive Training & Education Director, Sarah Dolman.

This core training was a mandatory requirement which volunteers had to complete in order to begin hosting office hours. Appendix F demonstrates the training outline for both dates. After training ended on Saturday January 14th, volunteers were e-mailed a copy of the volunteer handbook. New volunteers were also presented with the volunteer schedule for both locations on Sunday - Health Services and Needles Hall. New volunteers were asked to sign-up for 1 to 3 hours per week. The schedule was first sent out to returning volunteers to select their office hours before new volunteers had the opportunity.

Sarah Dolman headed all training activities for UW MATES during the Winter 2017 term.

Peer Mentorship Training (January 8, 2017)

Peer Mentorship Training (PMT) is a 1-day interactive training workshop that helps volunteers hone and enhance skills related to effective mentorship. These skills include: peer relationship development, effective communication skills, available campus resources for both mentees and mentors, and OHD Principles of Inclusivity. PMT was facilitated by Catherine Chan (catherine.chan@uwaterloo.ca). PMT is optional but recommended for all volunteers.

- 6 MATES volunteers (12% of total volunteers) completed the Winter 2017 offering of PMT.
- 3 MATES volunteers were signed up for PMT but failed to attend/complete the training.
- 22% of Winter 2017 MATES volunteers completed PMT either this term or in a previous term.

More Feet On The Ground (Workshop - January 27, 2017)

More Feet On The Ground (MFOTG) teaches volunteers how to recognize, respond to, and refer students who are experiencing mental health challenges. MFOTG includes an online portion (<https://uwaterloo.morefeetontheground.ca/en>) and an in-person workshop. The 3.5-hour workshop was facilitated by Kathy Winter. MFOTG is optional but recommended for all volunteers.

- 1 MATES volunteer (2% of total volunteers) completed the W17 offering of MFOTG (both online and in-person workshop).
- 7 volunteers were signed up for MFOTG but either cancelled or did not show up for the training.
- 4 W17 MATES volunteers (8%) have completed the online portion of MFOTG.

SafeTALK (February 3, 2017)

SafeTALK is a 3.5-hour program designed to help volunteers discuss thoughts of suicide in a direct, calm manner and connect individuals with thoughts of suicide to life-saving intervention resources. SafeTALK was facilitated by Kathy Winter. SafeTALK is not mandatory, but recommended, for volunteers.

- 16 MATES volunteers (33%) completed SafeTALK this term.
- 3 volunteers signed up but cancelled prior to the event.
- 57% of Winter 2017 MATES volunteers completed SafeTALK either this term or in a previous term.

Meetings

Debrief meetings were made mandatory since Fall 2016. Kelly Rueffer offered two times from the Winter 2017 term: Tuesdays from 2:30-3:30pm (in SLC 2134) or Thursdays from 6:00-7:00pm (HS Conference Room). The meeting time was decided upon by first asking Kelly for a list of her available meeting times. These times were sent out in a Doodle-format to the volunteers, who were then asked to select which times they were available to attend. Volunteers who could not attend either time met with Cheri Bilitz, Ovina Chow, and Brad Rietze privately to debrief on the weeks they met with students.

Debrief meetings provide an open opportunity for volunteers to discuss any issues they experienced that week, to share stories of students they assisted, to ask for advice, to discuss upcoming MATES events, and etc. Debrief also functions as booster sessions for volunteers, so they experience other volunteer experiences in the office.

Samantha Afonso attended the Tuesday debrief and Albert Cault attended the Thursday debrief, in order to take attendance and update volunteers on important MATES information. Brad Rietze and Ovina Chow attended the debrief meetings almost every week as well. Debriefs were generally well attended with no volunteers missing three meetings unexcused. We had approximately 4 students miss two debriefs for unknown reasons, but never more than that. Tuesday debriefs tended to be lower attendance than Thursday, with an average of 12 people a week and 14 people a week respectively. This was not a surprise as evening debriefs seem to be at a more manageable time for most students. Afternoon and evening slots should

be continued as those students who could not attend evenings due to classes etc. still made use of the afternoon slot. 10 students were excused permanently from debrief given their schedules didn't allow for them to attend. These students met privately with Cheri, Brad, and Ovina on Wednesdays at 6:00 pm. When Kelly Rueffer left the University of Waterloo in mid-February, the executive team took on added responsibility to report any bigger issues to the Counselling Services professionals who help guide MATES.

Volunteer Retention and Engagement

The coordinators understand the value of MATES volunteers and work hard to keep the volunteers engaged and interested in the program. During Winter 2017, no volunteers left the program due to a lack of interest or for disciplinary measures, but one left the program due to personal challenges. Mandatory debrief meetings most certainly helped the volunteers to stay engaged as they felt part of a "team." Having the opportunity to talk with them on a weekly basis kept them more accountable and increased the relationships among volunteers, executives and coordinators. Debrief meetings also offer opportunities to give feedback and praise volunteers, which increases morale.

Volunteer Recognition and Appreciation

At the end of the Winter 2017 term, volunteers were presented with a \$20 electronic Chapter's gift-card, as well as an electronic thank-you letter from coordinators Brad and Ovina.

Executive Recognition and Appreciation

Executives received a \$30 gift-card to Games on Tap.

Disciplinary Action

The UW MATES Handbook contains the following:

- "Throughout a single term, volunteers are able to get three (3) excused absences through e-mailing a volunteer coordinator twenty-four (24) hours prior to their missed shift. After three (3) excused absences, the volunteer coordinators will consult with the and it will be determined if that volunteer will be asked to leave the MATES program."
- "Throughout a single term, volunteers are allowed two (2) unexcused absences before immediately being asked to leave the program. Unexcused absences include any absences that were not brought to the attention of a volunteer coordinator before the missed shift, or an absence that was announced after the mandatory twenty-four (24) hour time period."
- "If a volunteer knows they cannot attend a shift, they should (1) notify a volunteer director and (2) post their shift in the private MATES Facebook group for others to sign up for. Please note: Even if a volunteer has a shift covered by another volunteer, that it is still considered an excused absence for the first volunteer."

Keeping records of which volunteers fail to attend their shifts was the responsibility of the Volunteer Director(s). The protocol was followed and expanded upon. After a missed shift, a

volunteer director would send them an email with the coordinators CC'd providing the volunteer with the date, time, and number of shifts they had collectively missed. The email also contained information reiterating the importance of attending shifts. Sometimes, these emails would be returned with the volunteers saying they did attend their shift and forgot to sign in, in which case we would ask them to get the volunteers before and after to verify their attendance and remove the absence from our records. We were more lenient with letting students go. Typically, an excuse was given within 24 hours of the shift, unfortunately it was typically after the shift. If this was the case we allowed 3 absences and then arranged a meeting with the volunteer. The meeting would be to discuss the current circumstances of the student missing shifts and to determine the root cause of why the volunteer is missing shifts. The Executive Team's initial reaction to any volunteer in these circumstances was to try and help the volunteer through the situation they are going through. If the student has an appropriate reason to be missing shifts, we have accommodated them through their situation (i.e. death of a family member, etc.). If students have no appropriate reason to be missing shifts (i.e. having no reason at all), that is when we have wrote a Formal Dismissal letter asking them to leave MATES.

This term, the Executive Team personalized responses to students who were missing shifts to the reason they presented. In past terms, students received automated emails. These automated emails were said to be very rigid and blunt. Our intention at the time was to be objective to reduce bias across reasons volunteers would present for missing a shift. Personalizing email responses reduced volunteer anxiety about possibility being expelled from UW MATES. This method also reduced the number of disciplinary interviews the Executive team had to conduct. This term, we did not have to conduct any disciplinary interviews.

We think the reason for this was about ability to communicate with our volunteers and assist them through their circumstances. One example of this was a volunteer who have either late evening classes as well as late evening recreation/other volunteer commitments but had morning Peer Supporter volunteer hours at Counselling Services. This volunteer was missing shifts due to not waking up in the morning. Rather than simply dismissing the volunteer from MATES, we understand that we and the volunteer both invested time into each other. Instead, we offered the student an afternoon time slot that opened up. This student did not miss any further hours throughout the term while having afternoon hours. We think that accommodating volunteers through their personalized situation is the methodology to keeping moral and emotions positive in MATES.

Future Suggestions

Winter 2017 Volunteer Recruitment Suggestions Update

Excerpt from Fall 2016 End of Term Report:

"It is recommended that students from faculties other than Arts are contacted (i.e. through advisors) and encouraged to apply to the program, to ensure we have an adequate representation of different programs."

UW MATES is proud to announce that we took this recommendation seriously and now have Peer Supporters from every faculty at the University of Waterloo: Applied Health Science, Arts, Engineering, Environment, Mathematics, and Science. Please see the following table.

Table: Number and percentages of UW MATES Peer Supporters by faculty.

	AHS	ARTS	ENG	ENV	MATH	SCI	Total
Absolute (#)	4	23	7	2	4	11	51
Percentages (%)	7.84	45.10	13.73	3.92	7.84	21.57	--

Data was collected from UW LEADS peer supporter applications from Fall 2016, indicating the estimated demographic of UW MATES Peer Supporters for Winter 2017. The data presented was selected from only successful applicants (i.e. those applicants that were indicated as “Accepted” in UW LEADS).

Additionally, this was the first term UW MATES enforced a collaboration with the Engineering Society (ENGsOc). This collaboration is an 8 month pilot project functioning over the Winter 2017 and Spring 2017 term. We worked in collaboration with the Mental Health representatives of ENGsOc, Sarah Martin and Hannah Gautreau. Sarah Martin was the “pilot” Engineering Executive for UW MATES. “MATES in Engineering” was the term we coined to distinguish Peer Supporters from the Faculty of Engineering who specifically were selected to help engineering students. This model that we have created could act as a template for facilitating UW MATES in other faculties in the future.

Fall 2017 - Recruitment Recommendation

Hire 2A/B and 3A/B term students to help build up strong students for future terms. This will also help reduce the number of hiring positions which will decrease the number of interviews that need to be conducted.

As a future goal of UW MATES, we recommend that future Coordinators and Executive members try to aim for at least 5 students from each faculty. Our reasoning for this recommendation is that in the future, MATES is envisioned to move into faculties. By selecting at least 5 Peer Supporters from each faculty, we are better reflecting the UW campus community from our current offices in Counselling Services.

Training

After training ended on Saturday, new volunteers were asked to complete a MATES Core Training Feedback Form. On February 3rd, Brad, Ovina, and Sarah (Dolman) met with Aziz to go over the feedback forms and discuss the strengths and weaknesses of the recently completed training. At this meeting, suggestions were made for improving future offerings of Core Training (notes taken by Aziz). Please note that Feedback forms will be stored in the Needles Hall office for future review.

The three main additional training opportunities that were promoted this term were Peer Mentorship Training, More Feet On The Ground, and SafeTALK. These opportunities were promoted via Facebook (volunteer group) and email, which appeared to be an effective way to reach out to students regarding available training.

This term, we faced some issues pertaining to training registration and volunteers showing up to the sessions they had signed up for. Registration for Peer Mentorship occurred on Leads, but volunteers were asked to sign up in a Google spreadsheet as well so that both MATES exec and the facilitator of the training would know which of our volunteers were attending the training. This created some confusion on the part of a couple volunteers, who did not realize that they needed to sign up in both places. Additionally, several volunteers who signed up for the More Feet On The Ground (MFOTG) training workshop did not show up. (Note: Sign-up for MFOTG and SafeTALK occurred on Google docs only, with the list of signed-up volunteers being sent to the facilitator. However, as of April 2017, it appears that sign-up for these training sessions is now occurring on Leads as well.) In order to prevent the no-show issue for SafeTALK, Sarah implemented a new strategy of sending a confirmation email to volunteers who signed up, asking volunteers to confirm that they will be attending. As well, registered volunteers were sent a reminder email the day before the session. For both of these issues (volunteers not signing up properly and volunteers not showing up to training), it is recommended that future Training & Education Directors continue to provide thorough and clear communication with volunteers regarding the training that they have signed up for (e.g., continue to send confirmation and reminder emails, confirm with students that they have signed up in all necessary places, etc.).

Excerpt from Fall 2016 EOT report:

"It would also be beneficial to look into the possibility of offering ASSIST training, which is a level higher than SafeTALK. Though this program is more time-intensive, it offers a wonderful in-depth suicide intervention training program to volunteers, which will assist them in this role, in their future careers and serves to help the public in general."

Tanya Andrews of Counselling Services (tanya.andrews@uwaterloo.ca) has informed MATES that she will be offering ASSIST training during the Spring 2017 term. It is recommended that the Training & Education Director get in touch with Tanya to organize this training and potential costs (though perhaps ask volunteers about interest beforehand).

Debrief Meeting

Often students informed the coordinators that they could not attend debrief meetings only a few hours in advance, rather than according to policies stating they must provide 24 hours notice. The Volunteer Directors did a wonderful job of taking attendance and it is recommended that future discussions take place to examine the importance of enacting "disciplinary measures" for students not attending debrief.

Sometimes volunteers forgot the importance of Debrief meetings, especially when they are not seeing students in the office. The Coordinators and Executives on the monthly basis reminded all volunteers of the importance of debrief meetings. It is suggested that this be continued.

COMMUNICATION

Communication with Volunteers

The main form of communication with MATES volunteers is through e-mail and Facebook. Volunteers are emailed when there are important updates (i.e. policy changes, etc.), appointments, new training opportunities, upcoming MATES events, or other opportunities which may be of interest. Currently, this seems to be an effective mode of communication. We utilized a private Facebook group to communicate and distribute information: reminders notifications and plan events. Volunteers also use the Facebook group to post shifts they are unable to attend, so that other volunteers have the opportunity to cover the open office hours shifts.

The executive team had their own private Facebook group in order to communicate about various events, policies, administrative issues, etc.

Communication with the Public

For Winter 2017, UW MATES split up the “Events and Communications Director” position into their own separate positions. The reasoning for this was to divide the huge workload associated with planning and executing events from the tasks of the communication role. Melanie Emmerson was the Events Director for UW MATES (*see Events and Activities sections*), as Cody Hutt continued his role as the Communication Director. Cody created weekly social media content calendars for both Facebook and Twitter. This ensured that these channels were being posted on daily throughout the term. Posts included information about the service and its office hours, events that were happening on campus, and articles from news outlets and other sources that were relevant to mental health. At the events MATES attended there was an increased effort to promote these channels, and during events such as Wrap-up Week there was a noticeable increase in the number of Likes and Followers both accounts received.

At the end of the term, MATES has 371 followers on Facebook and 67 followers on Twitter. Over the 4 month period, posts on Facebook had an average reach between 400-700 views, suggesting that posts were being seen by more viewers than the amount of followers the page has. This could be attributed to the high engagement rates that the posts received on Facebook, the vast majority of the posts being shared through the account received Likes and Comments from a small number of followers. As mentioned previously, the accounts saw growth when MATES had a visible presence on campus.

In Fall 2016, it was recommended that the MATES Weebly page be removed. UW MATES has formally created a reduction link on the Weebly page to direct students to the UW MATES Feds webpage.

EVENTS AND ACTIVITIES

Campus Life Fair (January 11th) – SLC Great Hall

How did it go?: Winter 2017 was the first time MATES participated in Campus Life Fair. Our tent and materials were set up inside the Student Life Centre in the 'Feds services' section and students were invited to talk to us about MATES. We reached a lot of students and our volunteers were very involved and enthusiastic.

Recommendations: Very standard start of term event, it went well.

Bell Let's Talk with Science Society (January 31st) - STC

How did it go?: Bell had an international event going on to promote the discussion of mental health in day to day life called Bell Let's Talk day. The Science Society organized a joint event with other services on campus such as Counseling Services, the Women's Centre, the Glow Centre, and MATES. We were contacted by Science Society's Advocacy Coordinator, Simrat Atwal (simratawal1@gmail.com). Together, we were able to spread the word of the importance of an on-going conversation about mental health. We generated a lot of interest in the activity we had, which consisted of writing mental health related messages and posting them on a wall in the hallway of the STC.

Recommendations: Collaborating with other groups on campus aligns with our goals of increasing MATES involvement and visibility on campus. The space and event was organized by the Science Society, so there was little preparation required on our end. The Science Society has a "Wellness Wednesdays" throughout the term. The Advocacy coordinator was open to future collaboration for these events.

Valentine's day event (February 13th) – SLC Vendor's Alley

How did it go?: This event spawned from the suggestions of many different people and attracted a lot of attention. We gave away chocolate and had a "make a card, take a card" booth to allow people to receive and give positive thoughts to others. The cards had an area to fill out their techniques for handling stress with the prompt: "When I'm feeling stressed I ____". On the back of our card we had our logo, office hours, and e-mail.

Recommendations: Following the success of the event, we would encourage future executive teams to be creative around using holiday events as an outlet to spread the MATES message and give booth visitors something they can take away that has our contact information on it.

Let's Talk Tuesday (February 14th) – SLC Multipurpose Room

How did it go?: We were contacted by Adam Cole, a Peer Health Education Coordinator, with the opportunity to participate in Wellness Week. Wellness Week was an initiative ran by Health Services to promote mental health wellness among students and faculty. Specifically, MATES

participated in Let's Talk Tuesday, an event where multiple campus resource partners (Career Services, The Writing Centre, Financial Services, Housing, etc.) were available for 15-minute drop-in sessions in the SLC where students could meet with any of the services to discuss relevant issues. MATES was a campus partner and had a booth with 2 volunteers. The event went very well, though it was not highly attended. Volunteers were flexible, and instead of meeting with students' for 15-minutes, it evolved into brief information sessions to describe our service similar to the Campus Life Fair. Volunteers felt that this format better fit the environment.

Recommendations: It is recommended that MATES continue to seek out partnerships with the Peer Health Education team. Having MATES participate in wellness events is important to align our service with the ones already well-known to students. Adam Cole originally reached out to us at the Campus Life Fair, showing that these events are not only important for reaching out to students, but community partners as well! The contact email to reach Adam Cole is agcole@uwaterloo.ca and Sandra Gibson, the manager of health education, is sandra.gibson@uwaterloo.ca.

PositiviTEA (March 1st) – SLC Vendors Alley

How did it go?: PositiviTEA was an event planned by our volunteer, Jessica Buck, as a part of an ARBUS project for community outreach. Jessica and her group partnered with Her Campus to promote mental health awareness and self-care by handing out free tea with positive messages written on the cups. As part of their initiative to help spread awareness for MATES, they stapled the MATES logo onto the tea bag tags. For their booth, we used the MATES trifold poster, banner, business cards, and buttons. The ARBUS group was well-managed and organized, and always made sure to share their marketing materials with MATES executives prior to releasing them into the public domain. The Facebook event had 58 people going and 238 interested. The event itself attracted around 60 people on the day of.

Recommendations: It was very exciting having our own volunteer take initiative and plan an event. The partnership with Her Campus helped to attract more attention to the joint Facebook Event page. It is recommended that MATES reach out to other campus groups, such as Her Campus for events like these. Partnering with well-known campus groups can help generate a wider audience that may not otherwise have known about MATES services. Having updated buttons as a tangible take-away item for these booths could help with advertising. In general, this event was well intended and is a great idea for a future event around midterms or exams as a source of stress relief and positivity.

Women's Centre Poetry Slam (March 6th) – The Bomber

How did it go?: For this event, MATES had three volunteers attend the poetry slam. They helped with setup and general aspects of the event. Based on our Fall 2016 event with the Women's Centre, we established a "safe-space" beforehand. The Women's Centre Coordinator agreed to give us a key to the Women's centre where students could be brought should they need assistance. No student required our assistance at this event. We were able to strengthen

our ties with the Women's Centre through ongoing collaboration this term. They informed us our services helped promote a safe space for an event with sensitive topics.

Recommendations: It is recommended that MATES continue to participate and collaborate in events with other services on campus. We are becoming increasingly known as a service that is available to attend events of emotional and sensitive nature. With this knowledge, we foresee creating a small team of volunteers specifically trained to attend these types of events. It also offers a wonderful opportunity for students to gather information about the variety of services offered to them.

Chilly Dog Run (Saturday March 11th)

Please see Summary Event Form in Appendix J.

Wrap-Up Week (March 20th-24th)

Human Library, Therapy Dogs, Free Massages, Trash Talk, TEDTalks and Chill

The Human Library – March 20, 12:00pm – 3:00pm, SLC Multipurpose Room

How did it go? The Human Library was a brand-new event this wrap-up week. We had 5 people volunteer to be the human “books” (2 from MATES, 1 from Women's Centre, and 2 from Glow). The books in a Human Library are people that have volunteered to tell their unique stories. “Readers” had the opportunity to chat with these books and ask questions about their story/experiences. The idea is to challenge prejudices and stereotypes by allowing stigmatized groups to voice their stories and promote understanding and diversity. Students who came could choose from the titles provided by our volunteers. We had titles such as “Queer Not Questioning”, “Sexual Assault”, “Family Mental Health”, “Borderline Personality Disorder”, and “Unashamed”. The event had low attendance but was a very original and creative idea that has the potential to expand in future terms.

Recommendations: This event was primarily made possible through the collaboration with Glow and the Women's Centre. We initially reached out because we needed more volunteers. For next term, we recommend proactively reaching out to these groups to collaborate on a larger human library. The volunteers from Glow and the Women's Centre were very enthusiastic and provided diversity to our stories. The coordination of the human books takes time, and thus it is recommended that planning for this event begin early. The event took place in the MPR but having a booth in the Great Hall could draw a larger crowd, and people can move to different nearby chairs to have their conversations.

Free Massages - March 21, 23, 24, 9:00pm-12:30pm, SLC Multipurpose Room

How did it go? The event was a success thanks to how long it has been running as a Wrap-up Week event. Students register for their massage session the day before on Facebook and simply line-up ahead of their scheduled appointment. Spots were left in the schedule for walk-ins as well, which helped accommodate students and fill spots for people who missed their appointments.

Recommendations: Last term this event had high demand and a number of students were disappointed they could not get a spot. This term we had 3 available days which helped

accommodate the demand. It is recommended we use 3+ days for future terms as well. There were more no-shows this term, probably due to the early morning times. If early morning times are used again, these may best be filled by walk-ins, while the rest remain appointment based.

Trash Talk - March 22, 11:00am - 3:00pm, SLC Vendors Alley

How did it go? For the second term in a row, MATES worked in collaboration with Janessa Good, Feds Special Events Coordinator, to host Trash Talk during Wrap-up Week. The concept for the event was presented to MATES last term by Janessa based on a similar event at another campus. The goal of the event was to promote positive mental health by having students relieve their stress by writing it on a piece of paper, crumpling it into a ball, and throwing it from the first floor of the SLC to the lower atrium where a game board and prizes was placed. Prizes included branded resistant bands, colouring books, sleep kits, and healthy snacks. The event was a success with a little over 100 students participating in the three-hour period. Students were receptive to the event and appreciative of the free prizes.

Recommendations: Unlike last term, the game board area was blocked off by chairs to prevent students walking on top of it. Unfortunately, there were still times where bypassing students walked over the board. A volunteer was assigned to sit down in the lower atrium to monitor the board, and this is a recommended solution going forward. This year we also gave students 3 attempts to win the prize they wanted which helped minimize any disappointment. It is recommended that this adjustment also be carried through to future terms.

Paws to Destress - March 20, 21, 5:00pm - 6:30pm, Student Life Centre MPR

How did it go? Therapy Dogs has become a staple event for Wrap-up Week and MATES loved being a part of it again. Like last term, there was a large demand. MATES volunteers helped organize the groups of students to ensure sessions were the appropriate length to maximize the number of students who could see the dogs.

Recommendations: There was an additional day of therapy dogs this term, helping to meet the demand better than last term. The event went smoothly and well received by students. The dogs changed the time they could come but the volunteers and students were flexible around these changes. No further recommendations are required.

TEDTalks and Chill, March 24, 12:30pm – 4:00pm, Student Life Centre Great Hall

How did it go? This event was a modification to last term's "Fedflix and Chill". Janessa suggested we run a series of TEDTalks over the course of the afternoon. These were played in the SLC Great Hall and students could come and go as they pleased. MATES volunteers were responsible for preparing small bags of popcorn for students to snack on while enjoying the videos. The event was well received and students were appreciative of the free popcorn.

Recommendations: The event went very well. It was low-key, and probably only requires 2 volunteers, as opposed to the 4 we encouraged to sign up.

Relay For Life (March 31st) – St. Jerome's

How did it go?: Sarah Davis (sj3davis@edu.uwaterloo.ca) reached out to us to request our presence at the St. Jerome's Relay for Life Luminary Ceremony. The Luminary Ceremony,

taking place from 12am to 1am, is an emotional ceremony honouring the victims and survivors of cancer. There were several speakers sharing their stories of cancer with moments of silence and music in between. This was followed by lighting candles for lost loved ones. Three volunteers attended the event. Our service was announced prior to the beginning of the ceremony and our volunteers stood near exits of the auditorium. Several people needed to leave during the ceremony, but no one required the assistance of MATES.

Recommendations: The St. Jerome's Relay for Life team was extremely grateful for the presence of MATES at this event. It is recommended the MATES continue these partnerships. They are a great way to make our service known to many students at one time and make a difference on campus. For future terms, it would be helpful to have a system for students to let us know if they would like a MATE to follow them out of the room. Several students left that that did not require MATES assistance, but there was no way of knowing. Previously, in a Women's Studies class, we used a system where the student would give the MATE a look or a thumb down to signal if they would like assistance. A system like this should be used going forward.

Library Hours (April 10th-21st) - Davis Centre Library & Dana Porter

How did it go?: Sarah Martin reached out to us to request the presence of some peer supporters during exam period at the library. The volunteers were given one room at DC and one room at DP where students could attend group sessions.

Recommendations: Library hours offer a great opportunity for MATES to be available for immediate support, during the evening, and in an environment where students are studying and potentially at higher risk for stress and anxiety. It is a unique service on campus that is not covered by other peer support groups or counselling services, and it is recommended that we continue to develop this service going forward as it has already been utilized by several students. The library even advertised the MATES service, with one student attending due to the post made by the library's Instagram. A Library Ambassador suggested we speak to Mary Lynn, head of the Library Ambassadors. Each Ambassador takes on an outreach project each term, presenting MATES with an opportunity to partner with one of them and help develop these library hours.

Tuesday and Thursday Supervision Meetings (Winter 2017)

How did it go?: Supervision meetings were held every Tuesday from 2:30-3:30pm in SLC 2136 and Thursdays from 6:00-7:00pm in the Health Services conference room. Kelly Rueffer, who provides supervision to the program, facilitated the meetings. To choose the best meeting time, Kelly first sent Brad and Ovina her availability during the week. We then sent out a Doodle for the volunteers to choose which hours they are free to attend the meeting during the week. The most popular times were then chosen.

These meetings were largely unstructured, and provided an opportunity for volunteers to discuss any concerns, issues, or positive stories regarding their work as a peer supporter. The supervision meetings were very useful, because (i) it allowed volunteers to reach out to one another and assist each other, (ii) allowed Kelly to give her continued knowledge, thereby continuing training throughout the term, and (iii) allowed the coordinators to see common problems arising (i.e. boundary issues) and which demographic of students are accessing

MATES. This information can be used to tailor training to prepare future volunteers for common problems. Meetings were made mandatory for these reasons, as well as the obligation for Kelly to supervise each volunteer since MATES is part of the Counselling Services umbrella.

Recommendations: It is suggested that “guest speakers” are continued to be invited to the supervision meetings, since they offer a different perspective and keeps the volunteers engaged. It would also be great to find a way to get students invested in the debrief meetings, even if they have not met with a student that week.

End of term Volunteer Feedback (April)

How did it go?: The feedback was received through an online medium, Google forms, to minimize the time required to get volunteers’ responses. The answers are fully anonymous so some people seemed more critical. All criticism and potential improvements are welcome therefore we can say that the use of this online survey improved the quality of volunteer feedback. The response rate appears to be a bit a lower than last semester since it was done very late into the term, with not enough time to alert the volunteers of its importance.

Recommendations (for future terms): Last semester, the feedback was received by having volunteers come in one by one and filling out a sheet. It was not very time efficient but the executive team received feedback from every single student. This semester, since the survey was done online, not everybody has necessarily filled out the survey so we should find a way to get everybody to do it, perhaps at a meeting towards the end of the term.

Recommendations/Feedback from students: The feedback survey questions can be found in Appendix L.

Survey Themes:

- Training - Very helpful and applicable to office hours; Hold training in an environment that has chairs and desks; It was very in-depth and prepared volunteers for the office; More training for common situation students encounter in the office; Scenarios are a good method of training. Make it a bit shorter
- Individual Goals - Having counselling experience.
- Office Hours - Morning hours usually do not have drop-ins or appointments because they are early and some volunteers do not think we should offer those times; Many people had empty office hours.
- Experiential Usefulness - Having counselling experiences.
- Debrief Meetings - Everyone liked them, but some think it should not be mandatory; Very helpful if a volunteer is seeing a student, but some volunteers that don't see students do not want to attend debrief meetings; Some volunteers said that hearing other people's' experiences helped them learn how to handle certain situations; This was similar to training in a way.
- Facebook Communication Method - Great method of communication in conjunction with email.
- Events - More events, events were set up well; Great way to get the word out about MATES; Events were fun and enjoyable for volunteers and participants.
- General Feedback - MATES is a great program; Very positive feedback.

- Recommendations - Change format of automated warning and interview email for missed shifts (due to the objectiveness they were overly harsh); More advertising; Increase amount of training. Not enough students using the service.

PARTNERSHIPS/COLLABORATIONS

Campus Partnerships

Residence - ResLife - Visibility to First Year Students

Jill Knight, the Spring 2017 Feds Vice President Internal (VPI), reached out to the MATES Coordinators during her campaign with Team Gold regarding her Team's ability to help UW MATES. Ovina and Brad met with Jill Knight and Antonio Brieva (President) first met on February 10th 2017. At that meeting we discussed what MATES is, how we function, and our strengths and weaknesses. We told them that we want to make UW MATES visibility to first year students a priority. Jill mentioned that she had close connections with first year on-campus dons and ResLife, as she was a don herself in previous terms. We had several meetings between February 10th 2017 and the end of the term. At our last meeting, we proposed to create a presentation for ResLife. This presentation would detail the importance of UW MATES visibility to first year students and our strategy to work with on-campus dons. We expressed the importances of having a both a Feds and Counselling Services presences at this presentation to convince Steph Wells, the manager of ResLife, that a facilitated collaboration between UW MATES and ResLife is essential for personal well-being of first year students. This collaboration we are passing off to the next Coordinators Alina and Vaiva (Spring 2017) to execute for Fall 2017.

Off-Campus Community Dons - Visibility to First Year Students

Off-Campus Community dons reached out to the MATES Coordinators on February 6th 2017. They requested to have a UW MATES representative attend their training to educate their dons about UW MATES and how we can work together to improve the first year student experiences on campus through aiding first year student mental health. The Off-Campus Community don training was on April 29th- and 30th. We gladly accepted their offer and arranged to have a UW MATES representative at their training on April 29th. We think that attending Off-Campus Community don training on the termly basis will render greater UW MATES visibility to first year students. By educating Off-Campus dons about UW MATES, we provide these dons with one more resource for them to refer their students who may be struggling with their personal well-being or mental health.

Campus Wellness - Single and Sexy - Visibility to First Year Students

Brad Rietze, the Winter 2017 Coordinator of UW MATES, reached out to Sandra Gibson, the Health Education Manager or Campus Wellness, to facilitate a greater UW MATES presence at the play "*Single & Sexy*". Almost every first year student during orientation week is exposed to this play, which contains information regarding safe sex practices, consent, sexual abuse, etc. We have planned to have UW MATES act as Community Support Persons in the event that any student or staff is affected by the content of the play. We have been present once before during

Fall 2015. Campus Wellness would like us there every year, and the Winter 2017 Coordinators agree with this collaboration. Upon entry into the play, each first year is given a handbook containing resources from Campus Wellness. Sandra Gibson proposed and agreed to have us featured on our own page within this handbook. We encourage future UW MATES Coordinators to continue this key collaboration to maintain a first year student presence during Orientation Week.

Aboriginal Student Association - Volunteer Recruitment

On March 15 2017, Brad Rietze reached out to the Aboriginal Student Association (ASA). Our purpose for reaching out was to inquire about aboriginal student needs and wants on campus, especially because we do not currently have any indigenous volunteers. We scheduled a meeting to meet with Shelby, the Co-President of the ASA. We determined that UW MATES should attempt to hire indigenous student peer supporters so that in the event we have an indigenous person seeking indigenous support we can help in a more direct manner. During this meeting, we were enlightened to the issue that indigenous students may not use our services if they know that we do not have any direct cultural connection with them. During Winter 2017 we attempted to hire a few indigenous students from the ASA, however, by the time the ASA students were submitting applications it was already after the deadline to submit applications. We discussed if an extension would be appropriate, but because an extension would not be fair to other students on campus, when this application process was already open to all students on campus, that extending the deadline would not be just. We informed the ASA that we will connect with them early during our Spring 2017 application round. We encourage the Spring 2017 Coordinators to continue this collaboration to recruit indigenous volunteers to further support our vision of reflecting peer support that identifies with the UW Campus culture

Glow - Volunteer Recruitment & Student to Peer Matching

On January 16 2017 Glow reached out to us to ask if we could try to better support students from the LGBTQ+ community. They proposed that we provide Glow with a sexual identity demographic of our own volunteers in order to facilitate a "student to Peer Supporter" matching process in the event that, for example, a homosexual male wanted to work with a homosexual male Peer Supporter. We did provide Glow with this information, and they and students using Glow's services found this information to be helpful. When we met with Glow it also helped to facilitate relations between the two services. We got to know more about each service, which was especially important when we referred students to other services, as well as for Glow to refer students to our services. We also discussed with Glow about having some of their own volunteers apply to the UW MATES program and to include in their applications the importance of their experiences in the LGBTQ+ community to better help students with similar challenges. Hiring volunteers from Glow, or other students with similar experiences and skills, would be an asset to UW MATES because it would further develop our program to reflect the diversity of the UW campus.

Engineering Society

The Engineering Society reached out to the MATES Coordinators in Spring 2016 proposing a collaboration to provide Engineering volunteers specifically for engineering students in Engineering buildings. The pilot project for MATES in Engineering began in Winter 2017. The original plan was to find office space in an Engineering building to house Engineering volunteer's office hours and MATES' contact summary sheets. Unfortunately, space was not able to be found in the Winter 2017 term, causing the Engineering volunteers to use the normal MATES offices in HS and NH. The location of the MATES in Engineering volunteers may not have been well known to Engineering students, since only two students were seen by Engineering volunteers.

Future recommendations are to continue the conversation with MATES Engineering executives to solidify an office in Engineering buildings. Possible suggestions have been to use an office in Engineering Counselling Services. The criteria for the office is that it must be a confidential, private office, with a comfortable setting and an area to keep completed contact summary forms. Further, in order to increase MATES utilization by engineering students, advertisements through the Engineering society is encouraged. MATES in Engineering Logos have been developed by Feds Marketing in Winter 2017 term (Appendix G).

Wrap-Up Week

Janessa Good contacted the MATES Coordinators to collaborate for the Winter 2017 term Wrap-Up Week. MATES included Melanie Emmerson, the Events Director to be involved in the organization. MATES was very excited to be involved in this event, and would love to continue participating in Wrap-Up Week in the future (See "Wrap-Up Week" under Events and Activities for more information).

Academic Advisors - Visibility to Student Body

Brad Rietze and Sarah Dolman prepared a list of 17 academic advisors and created an email to be sent to students. The email contained information regarding the MATES program in order to increase awareness. The information was also posted to the LEARN website. It is suggested that the academic advisors be messaged at the beginning of each term. The MATES Google Contacts has a contact list named "Academic Advisor MATES Promo", which contains the emails of academic advisors. Appendix H contains an email draft of the information sent. MATES believes that having direct contact with Academic Advisors each term will substantially increase our visibility to the student body.

EXECUTIVE POSITIONS

Internal Director - Janel Silva

Job Description

As the Internal Director I was responsible for providing administrative support to ensure that MATES daily operations were maintained in an effective, organized and accurate manner. Specifically, I organized and stored confidential paperwork (contact summary sheets). I was also

responsible for keeping contact summary sheets organized, I calculated specific monthly statistics for the MATES program: number of students accessing MATES, appointments VS drop in hours, recurring VS one time appointments, reasons for students coming, as well as whether or not they currently saw a counsellor. In addition, I attended weekly Executive and Debrief Meetings, and organized volunteer activities. During our weekly executive meetings, I took meeting minutes, and throughout the term I planned two volunteer socials to recognize our volunteers' efforts and commitment.

Goals I Had for the Term and How I Achieved Those Goals/Accomplishments

- Coming into MATES at the beginning of winter term I kind of knew what to expect as I was the internal director in the fall term to the program. My goals were to make sure that our confidential information was stored in an organized fashion and to find an easier way to keep track of statistical calculations
- To ensure my organizational goals were met, I made a google spreadsheet in which I kept track of all MATES contact summary sheets as well as the monthly calculated statistics.

Suggestions for Someone Taking on This Role

- It is very important to ensure that contact summary sheets are organized chronologically in the filing cabinet, so that when it comes to storing the information in the google spreadsheet, it can be done so in an efficient and timely manner.
- I also utilized the spreadsheets automated calculations to my advantage so that I could have a running total (for the statistics) as I added more contact summary sheets to the monthly spreadsheets .

Suggestions How to Improve this Executive Role

- I do not have any concerns or suggestions currently regarding my role as the executive internal director. I feel that the load I have is a fair load and that a decrease would not be ideal. If there are more tasks that MATES would like me to take on, I would be glad to help!

Suggested Goals for Next Term

- My goals for next term are to continue being organized with the contact summary sheets and utilizing my office hours to ensure I am up to date with all the information for MATES. I would also like to work more closely with the volunteer directors and coordinators to ensure that we are both on the same page.

Volunteer Directors - Albert Cault & Samantha Afonso

The role of volunteer director involves the continued inspection of attendance by volunteers to both weekly shifts and debrief meetings. It also involves establishing relationships with volunteers to allow for them to feel comfortable approaching the directors if they have any questions or issues in regards to MATES, or if they need personal help. It also is a role that

requires enacting disciplinary measures and practices. Ensuring attendance is being followed, and adequate time is being given before missing a shift/debrief.

Job Description

The Volunteer Directors provide guidance and support for peer support volunteers, and assist with daily operations to ensure the program runs smoothly which involves the continued inspection of attendance by volunteers to both weekly shifts and debrief meetings. It also involves establishing relationships with volunteers to allow for them to feel comfortable approaching the directors if they have any questions or issues in regards to MATES, or if they need personal help. It also is a role that requires enacting disciplinary measures and practices. Ensuring attendance is being followed, and adequate time is being given before missing a shift/debrief. During Executive Meetings they provide input on program future endeavours and issues. They provide updates on Peer Supporter volunteers and volunteer accountability.

Goals I Had for the Term and How I Achieved Those Goals

- Training Sheet
 - Hours training were measured, collected, and collated onto a new excel sheet that allowed coordinators to see which students were completing extra training. This system worked well as it provides an easy access method for coordinators when writing references, or when volunteers ask for their training hours.
- Disciplinary measures
 - Disciplinary measures were completed by Brad Rietze in the Fall 2017 semester, and standardised emails were formed. These emails are now on file and will allow for editing by future parties to ensure that they reflect the intent of the service.
 - Volunteer feedback last term indicated that students found disciplinary emails to be harsh and disconcerting. As such, this term disciplinary emails were not used. This was difficult to keep track of as some VD would use personal facebook messages to contact volunteers, making it difficult to maintain communication between directors.
- Volunteer attendance
 - Goal was to ensure that volunteers were attending their hours. This was accomplished through reference to the sign in/sign out sheet, and the disciplinary emails. It was also established through notes left in the offices and reminders on the Facebook volunteer group to sign in and out. These hours were then collated in a sheet created by the directors and were easily accessible to all exec members throughout the term.
 - Attendance was generally good through the term, but it is advised that disciplinary measures be utilized to ensure volunteers are not skipping their shifts, and that they are giving others enough time to cover their shifts.

Suggestions for Someone Taking on This Role

- Samantha: I would highly suggest that the person taking on the role ensures that they make an effort to get to know the volunteers in their “room” and at their debrief. It is very important in establishing a comfortability and trust between the directors and the volunteers as it is ultimately our role to work as both their advocate and the representative of the exec team. I would also suggest establishing a new method of sign in/sign out that has more accountability. The written method allows for cases of dishonesty and discrepancies, it also has no room for comments to be submitted that may be useful at debrief sessions. Be sure to be at training so that you’re able to introduce yourself to the incoming students and inform them of your role.
- Albert: I agree with Samantha’s comments. I suggest that the person taking this role become comfortable with the in office schedule and the volunteers in that office so that they can accurately document logged hours that reflect the volunteers scheduled hours.

Suggestions to MATES on How to Improve this Executive Role

- We would suggest increasing the role on the basis of being the first point of contact between the coordinators and students. We believe this will both alleviate some of the burden from the coordinators, and also allow for the directors to know when students email about missed shifts etc. Currently, students are asked to email the coordinators when shifts are missed, but we believe that directors should also be emailed so that when they check missed shifts they know beforehand who had a legitimate excuse given on-time.
- We would also consider having “office hours” for the director so that volunteers who are experiencing difficulties can come to them if they like. This might ensure that volunteers aren’t going to their friends in the MATES program asking for them to act as their peer supporter as it might be difficult to provide appropriate support to a “friend.” Likewise, it may be difficult to maintain confidentiality and appropriate relationship boundaries in these situations. Providing volunteer director office hours might be a good approach to ameliorating this.

Suggested Goals for Next Term

- Build the role of the Volunteer Director to be a point of first contact between Peer Supporters and Coordinators.
- Reinforce disciplinary measures to ensure that volunteers follow policies of attending debrief and sending notification of absence prior to 24 hours before meeting.

Communications Director - Cody Hutt

Job Description

The role of the Events and Communications Director involved managing MATES social media and web presence, as well as acting as the main point of communication when working with on-campus partners. Each week I would prepare a social media content calendar that would be sent to the coordinators for approval. This content would be scheduled ahead of time using Hootsuite and built-in tools found in Facebook. While not a common occurrence this term, I

would also respond to any inquiries or messages that the MATES social media accounts received.

Aside from social media, I worked with the rest of the executive team on some of the planning for the events that MATES was involved with. These events included the Spin for Mental Health and various Wrap-up Week events that MATES was a part of. My role in these events involved meeting with our partners, communicating via email, messaging of the events through social media, and handling any marketing requests through the Feds marketing team.

Goals I Had for the Term and How I Achieved Those Goals

- Events
 - One of the biggest goals we had for this role was having more events that MATES either ran or participated in. We believed that this would create a stronger presence for the service and increase awareness of it. While our proposed paint night partnership never came to fruition, thankfully we were able to have a strong event lineup towards the end of the term thanks to the Spin for Mental Health and Wrap-up Week events.
- Increased Social Media Presence
 - I also wanted to increase the number of followers that the MATES social media accounts had so that students were aware of the service and what it provided. I focused on this by first creating quality content that was posted consistently, to ensure that the pages didn't go "quiet" for too long. Second, I tried to target hashtags and accounts that would be relevant to the UWaterloo student body so MATES would appear more frequently in related searches. Finally, we tried to include information about the social media accounts on all print materials and have these readily available at all events MATES attended. Through these efforts we were able to see modest growth that we hope to increase in future terms.

Suggestions for Someone Taking on This Role

- I would suggest that someone taking on this role be familiar with MATES at a high level to ensure that they can answer any questions that one may have about the service. At events, through emails, and social media messages, there are a lot of questions about how the service works and how people can get involved, among other inquiries. I would also recommend that the person have a strong knowledge of professional social media management. This would allow them to ensure the content they're creating has a professional tone that conveys an appropriate message for MATES. Proficiency with tools such as Excel and Hootsuite would also ensure they're managing content efficiently and remaining organized. Finally, I think this role is suited for someone with creative tendencies as a lot of the tasks involve thinking of unique ways to promote the service.

Suggestions to MATES on How to Improve this Executive Role

- My one suggestion would be to further refine what responsibilities fall under this role. One example came up during this term, where I was surprised that I wasn't asked to

help Janel with the midterm social event planning. Through our conversations in exec meetings I think we have an understanding of how we want this role to develop next term and I am confident we will continue the great work we started this fall.

Suggested Goals for Next Term

- Updated marketing materials
 - If the budget allows, I would recommend updating all marketing materials that currently use the old MATES logo. For example, at many events we had volunteers that were wearing MATES shirts to represent the service. However these shirts had the old MATES logo while other materials such as the trifold, pull-up banner and business cards had the new logo. If possible I would recommend ensuring that the new logo be implemented to ensure consistency across the board.
 - Further, new t-shirts are required to be ordered for new volunteers. Suggestions have been raised about purchasing MATES Events vests that can be brought to events by the Events Director, and be worn by volunteers.

Events Director - Melanie Emmerson

Job Description

The Events Director enhances the service's visibility and raises public awareness of MATES and mental health in general. The Events Director plays a strong role in developing, implementing and managing special events which are engaging, creative and cost-effective. The Events Director will gain experience in event planning and community organizing. Serving as the face of the UW MATES services to the campus community will enable the Events and Communications Director to network and meet student leaders on campus. This position will provide valuable experience to those interested in a career in public relations, communications or event management.

Goals I Had for the Term and How I Achieved Those Goals

- Event Participation
 - As a new service, one of MATES overall goals was to increase our involvement at campus-events. As the Events Director, my goal was to help facilitate these events and seek new opportunities for participation on campus. This term we continued to participate in events that we had in the past, including beginning of term fairs and wrap-up week, and took part in new events such as Bell Let's Talk Day and Wellness Week. We also planned our own events such as PositiviTEA and a Valentine's Day booth to help raise awareness of our service. Even further, we had other campus partners reach out to us and request our service. As a result, we offered our services at St. Jerome's Relay for Life and the Women's Centre Poetry Slam. Our participation in these events has increased awareness of our service and helped to establish the different roles MATES can play on campus.

- **Community Partners**
 - Another goal I had this term was to foster relationships with different services and groups on campus. Partnering with other services helps us reach a broader audience and allows us to leverage other well-known and established services to increase credibility and awareness. This term we partnered with UW Health Services to participate in their Wellness Week, where other campus partners involved in physical, mental, and emotional wellness were also represented. I also reached out to Women's Centre and GLOW to collaborate on the Human Library, a Wrap-Up week event. As previously mentioned, we were also contacted by the Relay for Life team and Women's Centre to request our services during emotionally sensitive events. Lastly, the Science Society reached out to us this semester to request our presence at their Bell Let's Talk day event. These groups are all open to further collaboration.
- **Defining the Role**
 - The Events Director was a new position this term, and as such, I had a goal of establishing duties and expectations of the role. Throughout the term, I was responsible for recruiting volunteers for events, tracking volunteer hours, setting up booths, and communicating with different campus partners to coordinate events and clarify the MATES role. Having a point of contact for events helped alleviate some of the Coordinators and Communication Director's duties.

Suggestions for Someone Taking on This Role

- The Events Director position requires a moderate time commitment. It is suggested that the person taking on this role have time to participate in events outside of class. Most times, it is the responsibility of the Events Director to set-up and take-down event materials. Showing volunteers where promotional materials can be found helps to ensure things run smoothly even when you are unable to make it to an event. It's a good idea to be familiar with the events that MATES has participated in previously, and be open to suggestions from other volunteers and Executives for new event ideas. It should be recognized that MATES participates in different types of events; those which we plan ourselves (i.e. Valentine's Day booth), those which we participate in on campus (i.e. Campus Life Fair), and those in which we provide our services (i.e. Women's Centre Poetry Slam). Most events that MATES participates in were from opportunities provided by other campus groups. I would suggest being open for collaboration and even reaching out proactively. Having good time management and organizational skills is essential. Using tools such as Google Spreadsheets and Doodle Poll helps to organize the volunteers and ensure someone is there to cover the event.

Suggestions to MATES on How to Improve this Executive Role

- As a new executive role, my only suggestion would be to continue to define the duties and expectations of the position. My experience with the position was extremely positive, and I felt that MATES benefited from having a person involved specifically in event coordination. Going forward, the Events Director role can probably expand to include

more event planning, and working with volunteers to receive their input and ideas on MATES events, as many volunteers have connections to other campus partners we can benefit from.

Suggested Goals for Next Term

- Proactive Collaboration
 - A few campus partners reached out to us this term; proactively reaching out to collaborate with other groups may open even more opportunities in the future.
- Extending our role as supporters at campus events
 - MATES has been invited to several campus events where sensitive material is being presented. This is an interesting niche service that we can promote and expand. We could have a group of volunteers trained in Mental Health First Aid and/or SafeTalk to specifically attend these types of events.
- Recruiting more volunteers for events
 - There were a few times this term when it was difficult to get enough volunteers to attend events. Offering incentives or making event participation an expectation to our volunteers may help increase interest in volunteering outside of assigned office hours.
- Expanding Library Hours
 - The library hours were a new MATES initiative at the end of this term. I foresee this being a new role for MATES and suggest that we continue to devote time and resources developing this program.

Training & Education Director - Sarah Dolman

Job Description

The Training & Education Director is involved in the organization, administration, and promotion of MATES volunteer training opportunities (both mandatory and optional). For the mandatory MATES Core training, I assisted in preparing and delivering parts of the training and participated in a debrief session to discuss changes for future offerings. For the optional training, I connected with UW/Counselling Services staff members who offer relevant training to organize sessions for MATES volunteers to attend. I promoted these training sessions to volunteers, answering any questions they had, and coordinated sign-up/registration. I also kept track of the training completed by volunteers.

Goals I Had for the Term and How I Achieved Those Goals

- My personal goal was to gain skills and experience related to working in a leadership role in a mental health student service. I achieved this goal by consistently putting effort into my role and reflecting on how my efforts could be improved (e.g., by introducing confirmation and reminder emails prior to training sessions).
- As this was a new role for the W17 term, I did not have a huge set of expectations when beginning the role, aside from knowing I would need to learn about what training was available and figure out how to best promote and coordinate the various offerings. It was

kind of a learn-as-you-go process, but I enjoyed it and definitely became more comfortable as I went!

Suggestions for Someone Taking on This Role

- This role requires checking and responding to emails regularly, especially the weeks before a training session.
- Emails and posts to volunteers about training opportunities must be clear and easy to read, but still provide the necessary details. In addition, if you are unsure about something regarding the training, or if a volunteer has a question you can't answer, do not hesitate to contact the training facilitator!
- See my recommendations in the "Future Suggestions" section.

Suggestions to MATES on How to Improve this Executive Role

- Can't think of any!

Suggested Goals for Next Term

- More Feet On The Ground was definitely not as popular as the other training offerings - perhaps this could be better promoted to volunteers! (The one drawback is that volunteers have to complete online training prior to the workshop - so it's more of a time commitment, which might discourage sign-ups.)

["Pilot" Engineering Director - Sarah Martin](#)

Job Description

The Engineering Director is the liaison between the engineering students and the service in order to ensure that engineers are adequately represented and served by MATES. In particular, the director oversees the recommendation and hiring of engineering students as MATES peer supporters. Further, the engineering director improves the visibility of MATES within the engineering community to ensure that students requiring support are able to find it.

Goals I Had for the Term and How I Achieved Those Goals

- Have 8 Engineering MATES volunteers be trained and hold regular office hours
 - There were a total of 6 trained engineering MATES peer supporters. These students were recommended by Hannah or I, and were invited to apply in an email from the Engineering Society President.
- Investigate the potential for MATES Office Space in Engineering
 - Due to the packed engineering schedules, it can be difficult for engineers to make their way across campus to meet with a peer supporter during regular hours. In particular, in first year it is not unusual to have class from 8:30 - 4:30 with only a one hour break for lunch. By moving office space to engineering in the Engineering Counselling office in CPH, first years and other students could use their hour long lunch break to speak to someone. In order to achieve this goal,

we met with engineering counsellors, Cassie Smith and Kristine Meier to discuss the possibility of attaining space within engineering. In this discussion it was determined that the intern's office could be used for MATES space during some days of the week. This should be followed up on in the summer in order to guarantee space for the Fall 2017 term.

- Begin advertising within Engineering
 - The engineering advertising strategy was particularly first year focussed. In particular, MATES business cards were provided to the first year office. In addition, it was planned that the WEEF TAs be introduced to MATES and provided with business cards to distribute. Further, business cards were placed in the Orifice for students. In addition, a MATES in Engineering logo was commissioned and created. Finally, plans for inclusion on the website and the creation of posters were formed.

Suggestions for Someone Taking on This Role

- One useful connection to make is with Engineering Counselling in order to ensure that you're all on the same page for the term. I would suggest checking in early on, just to let them know the state of things (i.e. the service is running we'll be in the office during these hours on these days, feel free to refer students to us). In the future there will be two Engineering directors (A Society and B Society), ensure that the other MATES executive know who you are and when you will be the on-term director in order to prevent confusion.

Suggestions to MATES on How to Improve this Executive Role

- The main suggestion I have would be to figure out how best to take advantage of the Engineering director (and engineering volunteers) while they are away on co-op. The engineering director is hired for an eight month term by the Engineering Society such that there are always two at any given time, one hired by the A Society and one by the B Society. I suspect that the off-term director will still be able to contribute positively to MATES and to the MATES executive team, though there may need to be some thought put into figuring out how they can best contribute.

Suggested Goals for Next Term

- Have 8 Engineering MATES volunteers be trained and hold regular office hours
 - Due to the engineering co-op streams none of the volunteers trained for Winter 2017 are on campus for the Spring 2017 term. Thus, the Engineering Society A representative should work to build a similarly sized base of trained volunteers to that created this term by Engineering Society B.
- Continue MATES advertising within Engineering
 - Using the recently completed logo, the creating of posters and other engineering specific promotional materials should be completed. Some other possibilities include updated the website, including MATES on the LED screens, etc.
- Continue progress on getting space within Engineering

- This will include many tasks including first discussions with engineering counselling, and later (hopefully) setting up the office and making preparations for it to be fully operational in the Fall 2017 term.
- Continue first year focussed advertising by working with the WEEF TAs
 - Determine who to talk to to have MATES integrated into the WEEF TA training in order that they are aware of what MATES is, who might benefit from seeing a MATE, and how they can suggest to first years that they seek out MATES. Many first years are very comfortable with their WEEF TAs and would be likely to seek them out of assistance.
- Find ways for the Engineering Society to appreciate the volunteers, rather than just MATES
 - Engineering Society directors, a time commitment similar to that of peer supporters, are appreciated by the society with a free dinner, patch, and a free drink. In the future, the same appreciation should be extended to engineering peer supporters to ensure they feel appreciated by the society. The engineering director should work with the EngSoc executive to appreciate the peer supporters.

BUDGET

Expense	Yearly Total	Spring Term Budgeted (\$)	Item	Actual (\$)
Entertainment/ Promo/Meetings	\$150.00	\$200	Campus Pizza	\$ 118.70
			Subworx Sub Sandwiches	\$ 73.43
			Sobey's Chicken Salad	\$ 9.02
			Paper Plates	\$ 3.15
			Total:	\$204.30
Volunteer Appreciation	\$800.00	\$266.67	Appreciation Gift Cards - (6 x \$30, 39 x \$20)	\$920.00
			Total:	\$920.00
Events	\$1500.00	\$500.00	Chilly Dog Run	
			Gift cards (Guest speakers & Dog handlers)	\$120.00
			Food (Chili - vegetarian, Hot Dogs - vegetarian & beef, Condiments, and Juice Boxes)	\$782.66
			Decorations	\$20.62
			T-shirts	\$666.70
			Total:	\$1589.98
			Total Expenses:	\$2714.28

Future Recommendations - Long and Short Term

Entertainment/Promo/Meetings

In the past, pizza has been served for lunch during core training days. This term, we provided Pizza for one day, and Sub sandwiches the other. This was met with positive feedback. It is suggested that this be continued in future terms. Further, if the budget allows, snacks such as cookies or crackers could be provided during breaks.

For future recommendations, the Winter 2017 MATES Coordinators purchased individual lunches for volunteers with dietary restrictions. The cost of these lunches were more expensive than the average amount allotted per volunteer, and should be considered when purchasing meals in the future.

Mid-term and volunteer appreciation events were budgeted \$50.00 per term for the 2017-2018 fiscal year. However, it is suggested that the pot-luck approach or purchasing your own meals be continued.

Volunteer Appreciation

It was clear that MATES was going to be over the budget for volunteer appreciation as soon as the proposed budget was received. After consulting with Brendan, it was determined that the MATES program must spend \$20 per peer support volunteer, regardless of the budget. It is suggested that volunteers get their entire appreciation amount in the future. Coordinators should continue consulting with Brendan regarding appreciation, especially as the volunteer list grows.

Events

The Events budget only had around \$700 for the Chilly Dog Run, but required \$1589.98 for the Chilly Dog Run. Fortunately, Counselling Services paid the \$782.66 for the lunch, and the T-shirt price was taken from the Marketing budget. Janessa Good was very kind and allowed MATES to submit the Wrap-up Week expenses under the Wrap-Up Week budget. All other materials at the other events used materials that were already owned by MATES, like the poster board. If MATES could continue to collaborate with Janessa and Wrap-Up Week, that would assist with maintaining events expenses within the MATES budget.

Marketing

In the Winter 2017 term, the Marketing Budget was used to print MATES brochures, hand-outs for the Valentine's Day Event, agendas for the Chilly Dog Run, and Chilly Dog Run T-shirts. It is suggested that new MATES T-shirts be purchased for new volunteers. However, another idea that can be considered is purchasing MATES vests. The Events director would be responsible for bringing them to events and allowing volunteers to use them when participating at events. Afterwards, the volunteers will return them to the Events director. This will save money by not having to purchase new T-shirts each term for new volunteers.

OPERATIONS

Schedule

In the Winter 2017 term, it was mandatory for volunteers to fill out a contact summary sheet after meeting with any student (Appendix I). The contact summary sheet was a procedure put in place in 2014, but was not utilized consistently by all volunteers. The contact summary sheet was updated from the Spring term to include if students were simultaneously seeing a counsellor. This update allowed Janel to track the services students were utilizing on campus.

By the end of the term, only seven hours of a possible 80 hours were not signed up for by volunteers. The coordinators hired extra volunteers for the Spring term in order to ensure that all hours would be filled for the next term. Also, in the case that some volunteers drop-out from the MATES during the term, the excess of volunteers will allow the office to be optimally staffed.

Short Term Suggestions

Fall 2016 Recommendations Update:

There were three recommendations from the Fall 2016 End of Term Report.

1. *"MATES has created an Executive position in Training and Education (Training and Education Director) to get volunteers more involved in additional training."*
2. *"The missed office hours email and interview email were very objective and therefore harsh in nature."*
3. *"Another common theme was to increase student body advertising for the MATES program."*

The Winter 2017 UW MATES Executive team is proud to report that we followed through on all three proposed recommendations. (1) The Training & Education Director had direct communications with our Peer Supporters and Counselling Services to organize more training variety and training time slots to increase accessibility of further education/training to our Peer Supporters. (2) We personalized our disciplinary email responses to students to relieve them of the anxiety that was provoked with the automated email responses when students were missing shifts due to valid reasons. (3) We developed two major strategies to increase advertising to students. (i) We asked Counselling Services to promote our service to students in more direct ways. They began to "decorate" the Counselling Services waiting room with UW MATES brochures and business cards. They also have added direct emphasis to having their Counsellors directly refer students to UW MATES, so long the Counsellors thought it was appropriate. Counsellors were also asked to inform students that UW MATES exists, while briefly explaining who we are and our credentials. (ii) We reached out to academic advisors from many different departments and from all faculties. Please see "Academic Advisors - Visibility to Student Body".

Spring 2017 Recommendations:

We are currently looking to implement a feedback system for the Spring 2017 term, wherein students complete a confidential paper feedback form after meeting with a MATES volunteer in order to view the program's impact, as well as improve the program.

It would be beneficial to have a room in the Student Life Centre that MATES can use for storage. This would reduce the time and work to transfer (often heavy) materials such as the A-frame, pull-up banner etc. back and forth from Needles Hall to the Student Life Centre.

Beginning semi-regular meetings with involved individuals from both FEDS (e.g. Services Manager, VP Internal) and Counselling Services (e.g. Associate Director, supervisory staff) might help to decrease miscommunication, and align expectations of both parties.

It is suggested that the MATES coordinators and Cheri continue to attend staff meetings and/or hold a “meet and greet” or “question and answer” type session in which counsellors can learn more about the operations of MATES, services provided, when it is appropriate to refer to the MATES program etc.

Another short-term goal is to increase MATES presence on the university campus through hosting unique events. Currently have have the Winter Chilly Dog Run and Arts Therapy Event, as well as participation in FEDS events (e.g. FEDS Showcase, Campus Life Fair etc.), but hope to expand our events. This term we collaborated with many services, and hope to begin to develop our own unique events in the future.

A suggestion that was brought up this term with Cheri was the possibility of contacting students on Counselling Service the wait-list. Students must first give consent in order for UW MATES to contact them. Students will still have to wait for an appointment with a Counsellor, but by having MATES contact them, any pressing issues will be addressed. It is suggested that this idea be brought up with Cheri again. This will most likely increase UW MATES utilization, and decrease emergency cases.

A major outreach program is to be involved in on-campus dons training to increase visibility to first year students. UW MATES believes that if we partner with ResLife, on-campus dons will refer first-year students to UW MATES in the event a student would like to use a mental health resource that is confidential from ResLife. Further, increasing first year student visibility through participation in orientation week events or providing extra MATES promotional material during orientation week. Lastly, attending and being mentioned in Single and Sexy will further increase visibility (see Residence - ResLife Collaboration - Visibility to First Year Students).

We absolutely strongly encourage the Spring 2017 Coordinators and Executive team to update the UW MATES Brochure. Our reasoning for this is because the brochure contains information and services that we no longer provide. Lastly, we have provided Devon Hutchinson's email here, an Academic Advisor from Arts, because he expressed interest in both printing and supplying UW MATES brochures once they are updated: <devon.hutchinson@uwaterloo.ca>.

Long Term Suggestions

We hope to expand the MATES services into various departments, faculties and satellite campuses. There has been preliminary discussion with Residence and Pharmacy, and a pilot program for “MATES in Engineering” that launched in the Winter 2017 term. This will allow us to offer peer support services to more students. Offering the peer mentor program in UW's satellite campuses is a long-term goal for MATES. It has been proposed that MATES are available a few

days a week in each satellite campus, and specific volunteers who have their own transportation are hired through LEADS for this position.

We also hope to eventually provide evening hours throughout the week (rather than just two days). This may be possible by arranging for an office in the Student Life Centre in the evening. In order to pursue this, the vol and students' safety needs to be considered, along with adequate protocols in case of an emergency situation.

RECOMMENDATIONS & FEEDBACK

Feds

The partnership with Feds has been an incredible experience for MATES. Immediately more students became aware of MATES and we had a steady stream of students accessing the service this Winter term. Feds does a wonderful job of appreciating their volunteers, and we are grateful to have a budget which allows the coordinators, executives and volunteers to be appreciated. It has been helpful to have the support of Feds when making decisions for the MATES program and hosting events. It is also nice to be welcomed into a community of Feds services, which allows for collaboration and additional support.

We believe that LEADS should better define "undergraduate". There was some misunderstanding of the definition during the hiring process. Many UW MATES peer supporters, executives, and coordinators, were affected by defining what an "undergraduate student" means to themselves. When we asked our affected volunteers, we all agreed that the definition of an "undergraduate" was an individual who had not yet graduated, or who had an undergraduate degree with no further education. In the future, the definition should be clearly outlined as indicated by Feds policy to avoid confusion and to help Feds services' volunteer pool to be developed into larger leadership roles.

Services Manager

Brendan Lowther was a great help in sharing the expectations and resources for a new Feds service. The weekly meetings allowed the coordinators to voice any concerns or confusions about the procedures of Feds. He provided contact information of other individuals that he believed would be of aid. Brendan's response time was very quick, and he informed the coordinators well in advance of any vacation days in which he would be unavailable. Brendan was reliable and encouraging - his passion and confidence in the program often gave the coordinators motivation when problems arose. We also received similar encouragement from Dave McDougall, who was very welcoming to the MATES program and assisted greatly in smoothing the transition to the partnership and in preparations for the Chilly Dog Run.

We hope Brendan may be open to attending meetings in the future with those from Counselling Services who are also involved in the MATES program (e.g. Cheri Bilitiz, Kelly Rueffer, Tom Rittan), as there can be a disconnect between Feds procedures and Counselling Services

procedures. Coordinators must mediate both Feds and Counselling Services expectations, and it may be beneficial to have all parties on the same page and avoid filtered communication.

VP Internal

Deanna Pri, FEDS VP Internal was very involved in all of the services for Winter 2017. She was seen often, especially during Feds events, where she was very friendly and welcoming to the new Feds service coordinators and members. The only recommendation that MATES can provide is to know more about her role and duties as the VP Internal in order to appropriately utilize her as a resource (e.g. we did not know that typically Deanna is involved in the decision-making process when a volunteer is being considered for dismissal). The greater explanation about her will allow MATES to know when the coordinators should reach out to her instead of, or in addition to, Brendan.

Marketing

The increase in MATES Marketing Budget for the Winter 2017 term was extremely helpful. The majority was spent on t-shirts for the Chilly Dog Run. Other usages were for printing brochures and other MATES promotional material.

MATES met with Jen, the Feds Marketing Receptionist for Winter 2017, a few times over the course of the term. Overall Jen was very kind and helpful. However, since we had Cody Hutt (a previous Marketing Receptionist) as part of our Executive team, he handled the majority of the marketing responsibilities. There was some miscommunication between Jen and the MATES coordinators regarding printing materials, but was overall a positive experience.

Counselling Services

Counselling Services has been a strong supporter and promoter of the MATES program. The program would be nonexistent without the continued help of staff. The coordinators are so grateful that Counselling Services has welcomed MATES volunteers into their space, and they hope that a positive, reputable relationship can continue in the future.

Cheri Blitz, Associate Director, has done a wonderful job over the Winter 2017 term. Cheri has been a strong advocate for the MATES program and has spoken on behalf of the program at important shareholders meetings. She met with Brad and Ovina on a weekly basis to discuss concerns, program process and future improvements for the program. During these meetings, we appreciated the possible areas roles that MATES can be expanded to fill that Cheri brought up.

Kelly Rueffer, Counselling Services Psychological Associate, joined the MATES team near the end of the Spring term. This term she was insistent that debrief meetings be mandatory, and that any volunteer unable to make the meetings would be unable to volunteer. While we respected this decision, the coordinators did their best to accommodate all volunteers.

Unfortunately, MATES was left without debrief meeting supervisors half-way through the term when Kelly left to pursue her own practice. We believe it would have been beneficial to know this earlier in order to find a new supervisor who would be able to provide supervision throughout the term.

Dr. Aziz Nashef, UW Psychologist, provided training to the new MATES volunteers. He previously attended a 5 day peer mentorship training seminar and integrates this knowledge and his own expertise in training. Aziz does a fantastic job of including the input of both the coordinators and the feedback provided by volunteers. We appreciate that he allowed the Coordinators and the Training & Education Director to be directly involved in the core training.

It is recommended that Counselling Services incorporates and utilizes MATES coordinators more often, especially in regards to meetings which discuss possible courses of action which may directly affect the MATES program.

Also, having MATES coordinators present in Counselling Services meetings will allow other staff to hear about MATES operations and impact, told through first-hand experiences. The coordinators are involved in the daily operations of MATES and it would be beneficial for all Counselling Services staff to actually be aware of what the program offers. We think referrals would increase if staff felt a greater connection to the program, and identified in the philosophy of MATES.

IMPORTANT CONTACTS

- Cheri Bilitz provided supervision to the MATES program. They facilitate the supervision meetings and are available to volunteers who are in the office and come across an emergency situation. Cheri must be informed related to any training, partnerships, volunteers' concerns, etc. Cheri and/or Debrief Supervisors must also sign the "Contact Summary Sheets" at the end of every month.
 - Cheri Bilitz: cbilitz@uwaterloo.ca
- Rebekah Di Maulo is the Health Services Receptionist for Counselling Services. If the conference room in Health services is wanted to be booked (i.e. for training), then she must be e-mailed. Also, in Health Services, the receptionist must be asked for a key to access the resource room to use the printer and check the mailbox.
 - Rebekah Di Maulo: rdimaulo@uwaterloo.ca
- Maris Weiss is the Client Customer Service Supervisor. Maris is in charge of Counselling Services finances, including covering students' costs for training. Maris is able to book the Health Services conference room on the weekends
 - Maris Weiss: m2weiss@uwaterloo.ca
- Sarah Martin is the Manager for Lending Services at the Davis Centre Library. She should be contacted to continue the ongoing collaboration between the Library and MATES to provide support.
 - Sarah Martin: s3martin@uwaterloo.ca

- Shelby is the Co-President of the Aboriginal Student Association (ASA), and should be contacted regarding any possible collaborations or support directed to students of Indigenous descent.
 - ASA: asa.waterloo@gmail.com
- Charley is the Advocacy Director for the Glow Center for Sexual and Gender Diversity. She is the contact regarding the collaboration between MATES and Glow to provide mental health support to Glow service users through MATES volunteers identifying as part of the LGBT+ community.
 - Glow Advocacy Director: uwglowadvocacy@gmail.com
- Jill Knight is the Vice President Internal of the Feds Executive team.
 - Jill Knight: jlknight35@gmail.com
- Janessa Good is the Feds Special Events Coordinator. MATES works closely with Janessa to organize Feds Wrap-Up Week at the end of each term. She should be contacted by the Events coordinator at least two months prior to the end of the term to begin organizing Wrap-Up Week.
 - Janessa Good: janessa.good@uwaterloo.ca
- Training Resources
 - Aziz Nashef provides the two-day core training for MATES volunteers. It is recommended to consult with his availability very early on before training is to occur.
 - Kathy Winter provides the two-day Mental Health First Aid training and also provides SafeTALK.
 - Laura Maple (currently on maternity leave, currently replaced by Catherine Chan) arranges the University of Waterloo's six-hour Peer Mentorship Training. Volunteers are expected to sign-up through LEADS. Laura informs MATES of which volunteers completed the training.

STATISTICS

Winter 2017, MATES volunteers contributed a little **over 820 office hours**.

For the Winter 2017 term, **MATES services were accessed a total of 112 times**, bringing the **yearly total to 513 sessions** (Fall 2015-Winter 2017). This is a **7x increase (from 24 to 112)** in number of students accessing MATES compared to the Spring 2015 term. Of these 112 sessions, 88 sessions were recurring students (i.e. students who accessed the program more than once), and 24 sessions were one-time sessions. Of these 112 sessions, 24 were drop-in based and 88 were appointment based.

Total Students:	112
HS	88
NH	24
Extra	0
One time	24
Recurring	88
Drop-in	24
Appointment	88

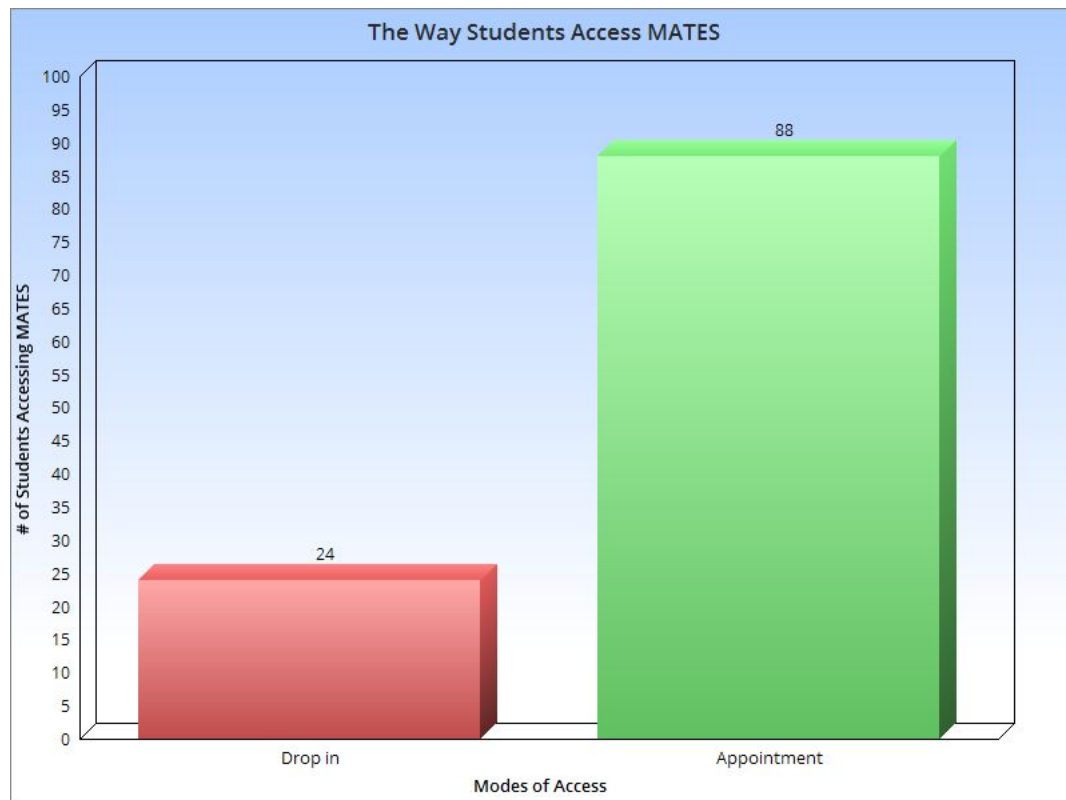
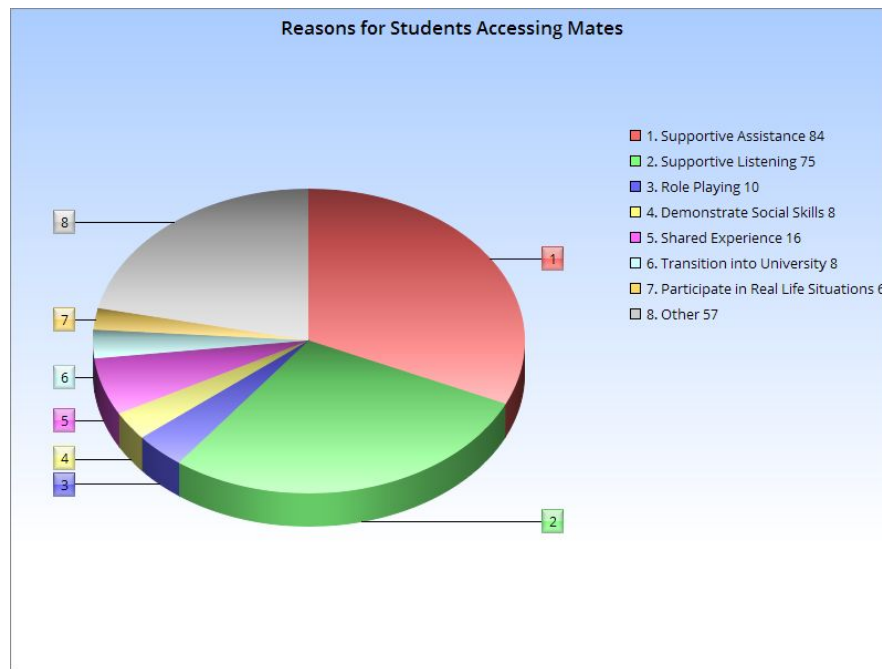
88 sessions were held in the Health Services location, and 24 sessions were held in the Needles Hall location. Volunteers have the opportunity to meet with students on the University of Waterloo campus. Situations when this is appropriate are discussed in MATES training and throughout the term at debrief meetings.

Total Number of Sessions per Term for the Spring 2015 - Fall 2016 2016*

Term	Total Number of Sessions
Spring 2015	24
Fall 2015	92
Winter 2016	55
Spring 2016	62
Fall 2016	168
Winter 2017	112

*Number of sessions are calculated based on the total number of contact summary sheets for that term.

WINTER 2017 OVERALL STATISTICS VISUALLY REPRESENTED:



APPENDICES

Appendix A: Contact Summary Statistics by Month

January 2017:

Date:	Volunteer:	Office:	One Time or Recurring?:	Drop in or Appointment ?	Seeing a counsellor (Y/N/unsure/non UW)
9-Jan-2017	Annabel Wiersma	HS	recurring	appointment	unsure
9-Jan-2017	Annabel Wiersma	HS	recurring	appointment	Y
9-Jan-2017	Thomas McVeigh	NH	one time	drop in	unsure
10-Jan-2017	Diane Kim	HS	recurring	appointment	N
11-Jan-2017	Lauren Manley	HS	recurring	appointment	unsure
12-Jan-2017	Christin Tabije	HS	recurring	appointment	N
13-Jan-2017	Nicole Pux	HS	recurring	appointment	unsure
13-Jan-2017	Ruofan Ma	HS	recurring	appointment	unsure
16-Jan-2017	Annabel Wiersma	HS	recurring	appointment	Y
16-Jan-2017	Annabel Wiersma	HS	recurring	appointment	N
18-Jan-2017	Lauren Manley	HS	recurring	appointment	unsure
18-Jan-2017	Kelsey Towers-Jones	HS	recurring	appointment	unsure
19-Jan-2017	Christin Tabije	HS	recurring	appointment	N
19-Jan-2017	Erij Elkamen	HS	recurring	appointment	unsure
19-Jan-2017	Varshini Skantharajah	NH	one time	drop in	Y
20-Jan-2017	Ruofan Ma	HS	recurring	appointment	unsure
23-Jan-2017	Annabel Wiersma	HS	recurring	appointment	Y
23-Jan-2017	Annabel Wiersma	HS	recurring	appointment	Y
23-Jan-2017	Kailey Dudek	HS	recurring	appointment	Y
24-Jan-2017	Erij Elkamen	HS	recurring	appointment	Y

25-Jan-2017	Lauren Manley	HS	recurring	appointment	unsure
25-Jan-2017	Kelsey Towers-Jones	HS	recurring	appointment	unsure
23-Jan-2017	Taryn Siertsema	HS	recurring	appointment	unsure
26-Jan-2017	Christin Tabije	HS	recurring	appointment	N
26-Jan-2017	Jessica Buck	HS	recurring	appointment	N
28-Jan-2017	Ruofan Ma	HS	recurring	appointment	unsure
28-Jan-2017	Ruofan Ma	HS	recurring	appointment	unsure
30-Jan-2017	Janel Silva	HS	recurring	appointment	N
31-Jan-2017	Samantha Afonso	HS	one time	drop in	N

TOTAL:	29
HS	27
NH	2
Extra	0
One Time	3
Recurring	26
Drop-in	3
Appointment	26

February 2017:

Date:	Volunteer:	Office:	One Time or Recurring?:	Drop in or Appointment ?	Seeing a counsellor (Y/N/unsure/ non UW)
1-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
2-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
2-Feb-2017	Lina Khoja	NH	one time	drop in	unsure
3-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
3-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
3-Feb-2017	Amira Nazarali	HS	recurring	appointment	N
8-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
9-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
10-Feb-2017	Amira Nazarali	HS	recurring	appointment	N

10-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
10-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
13-Feb-2017	Annabel Wiersma	HS	recurring	appointment	Y
13-Feb-2017	Annabel Wiersma	HS	recurring	appointment	N
13-Feb-2017	Vaiva Dzemion	NH	one time	drop in	Y
14-Feb-2017	Samantha Afonso	NH	one time	drop in	Y
16-Feb-2017	Varshini Skantharajah	NH	one time	drop in	Y
15-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
16-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
24-Feb-2017	Ruofan Ma	NH	recurring	appointment	unsure
27-Feb-2017	Annabel Wiersma	HS	recurring	appointment	Y
27-Feb-2017	Annabel Wiersma	HS	recurring	appointment	N
27-Feb-2017	Amanda Da Costa	NH	one time	drop in	Y
27-Feb-2017	Clarissa James	NH	recurring	drop in	unsure
27-Feb-2017	Janel Silva	HS	recurring	appointment	N
28-Feb-2017	Samantha Afonso	NH	one time	drop in	N
1-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
2-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
2-Feb-2017	Lina Khoja	NH	one time	drop in	unsure
3-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
3-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
3-Feb-2017	Amira Nazarali	HS	recurring	appointment	N
8-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
9-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
10-Feb-2017	Amira Nazarali	HS	recurring	appointment	N
10-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
10-Feb-2017	Ruofan Ma	HS	recurring	appointment	unsure
13-Feb-2017	Annabel Wiersma	HS	recurring	appointment	Y

13-Feb-2017	Annabel Wiersma	HS	recurring	appointment	N
13-Feb-2017	Vaiva Dzemion	NH	one time	drop in	Y
14-Feb-2017	Samantha Afonso	NH	one time	drop in	Y
16-Feb-2017	Varshini Skantharajah	NH	one time	drop in	Y
15-Feb-2017	Lauren Manley	HS	recurring	appointment	unsure
16-Feb-2017	Christin Tabije	HS	recurring	appointment	Y
24-Feb-2017	Ruofan Ma	NH	recurring	appointment	unsure
27-Feb-2017	Annabel Wiersma	HS	recurring	appointment	Y
27-Feb-2017	Annabel Wiersma	HS	recurring	appointment	N
27-Feb-2017	Amanda Da Costa	NH	one time	drop in	Y
27-Feb-2017	Clarissa James	NH	recurring	drop in	unsure
27-Feb-2017	Janel Silva	HS	recurring	appointment	N
28-Feb-2017	Samantha Afonso	NH	one time	drop in	N

Total:	25
HS	17
NH	8
Extra	0
One Time	6
Recurring	19
Drop-in	7
Appointment	18

March 2017

Date:	Volunteer:	Office:	One Time or Recurring?:	Drop in or Appointment ?	Seeing a counsellor (Y/N/unsure/non UW)
1-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
2-Mar-2017	Christin Tabije	HS	recurring	appointment	Y

3-Mar-2017	Nicole Pux	HS	recurring	appointment	N
3-Mar-2017	Ruofan Ma	HS	recurring	appointment	unsure
6-Mar-2017	Annabel Wiersma	HS	recurring	appointment	Y
6-Mar-2017	Annabel Wiersma	HS	recurring	appointment	N
8-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
8-Mar-2017	Lauren Manley	HS	one time	drop in	Y
8-Mar-2017	Tyler Hartwig	NH	one time	drop in	unsure
9-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
10-Mar-2017	Amira Nazarali	HS	recurring	appointment	N
10-Mar-2017	Ruofan Ma	HS	recurring	appointment	Y
10-Mar-2017	Erij Elkamel	HS	recurring	appointment	Y
13-Mar-2017	Annabel Wiersma	HS	recurring	appointment	Y
13-Mar-2017	Janel Silva	HS	recurring	appointment	N
15-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
16-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
16-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
16-Mar-2017	Hannah Gautreau	HS	recurring	appointment	unsure
17-Mar-2017	Amira Nazarali	HS	recurring	appointment	N
17-Mar-2017	Ruofan Ma	HS	recurring	appointment	unsure
17-Mar-2017	Ruofan Ma	HS	recurring	appointment	unsure
21-Mar-2017	Tyler Hartwig	NH	one time	drop in	Y
21-Mar-2017	Samantha Afonso	NH	one time	drop in	Y
22-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
22-Mar-2017	Nithusa Nithiyantham	HS	recurring	appointment	unsure
22-Mar-2017	Insun Park	NH	one time	drop in	unsure
23-Mar-2017	Jessica Buck	HS	recurring	appointment	unsure
23-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
23-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
23-Mar-2017	Ellyn Petrushko	NH	one time	drop in	unsure
23-Mar-2017	Clarissa James	NH	one time	drop in	Y

24-Mar-2017	Ellyn Petrushko	HS	one time	drop in	unsure
24-Mar-2017	Ellyn Petrushko	HS	recurring	appointment	unsure
24-Mar-2017	Ruofan Ma	HS	recurring	appointment	unsure
24-Mar-2017	Amira Nazarali	NH	recurring	appointment	N
27-Mar-2017	Janel Silva	HS	recurring	appointment	N
27-Mar-2017	Ramya Saseenthiran	NH	one time	drop in	N
29-Mar-2017	Lauren Manley	HS	recurring	appointment	unsure
29-Mar-2017	Heather Bunnett-Jones	HS	one time	drop in	N
29-Mar-2017	Nithusa Nithiyanantham	NH	one time	drop in	unsure
29-Mar-2017	Lina Khoja	NH	one time	drop in	unsure
30-Mar-2017	Christin Tabije	HS	recurring	appointment	Y
30-Mar-2017	Erij Elkamel	HS	recurring	appointment	N
31-Mar-2017	Ruofan Ma	HS	recurring	appointment	unsure

Total:	45
HS	35
NH	10
Extra	0
One Time	12
Recurring	33
Drop-in	12
Appointment	33

April 2017:

Date:	Volunteer:	Office:	One Time or Recurring?:	Drop in or Appointment ?	Seeing a counsellor (Y/N/unsure/non UW)
3-Apr-2017	Janel Silva	NH	one time	drop in	unsure
5-Apr-2017	Nithusa Nithiyanantham	HS	recurring	appointment	unsure

5-Apr-2017	Heather Bunnett-Jones	HS	recurring	appointment	N
6-Apr-2017	Erij Elkamel	HS	recurring	appointment	N
7-Apr-2017	Amira Nazarali	HS	recurring	appointment	N
11-Apr-2017	Nithusa Nithiyanantha m	HS	recurring	appointment	unsure
11-Apr-2017	Albert Cault	NH	recurring	appointment	unsure
11-Apr-2017	Jessica Lata	NH	recurring	appointment	unsure
12-Apr-2017	Jessica Buck	HS	one time	drop in	non UW
12-Apr-2017	Erij Elkamel	HS	recurring	appointment	N
12-Apr-2017	Albert Cault	NH	recurring	appointment	unsure
13-Apr-2017	Christin Tabije	HS	one time	appointment	Y
13-Apr-2017	Amira Nazarali	HS	recurring	appointment	N

Total:	13
HS	9
NH	4
Extra	0
One Time	3
Recurring	10
Drop-in	2
Appointment	11

Appendix B: Volunteer Sign-in Statistics by Office

Total Volunteer Hours

Volunteer name	Hours in office	Hours missed
Albert Cault	44.5	0
Amanda da Costa	9	2
Amira Nazarali	25	0
Annabel Wiersma	22	1
Awn Duqoum	6	4
Brad Rietze	22	0
Chantal Pfaff	27	1
Christin Tabije	22	0
Clarissa James	33	2
Dave Siddiqi	3	0
Dennie (Insun) Park	24	2
Diane Kim	9	2
Ellyn Petrushko	30	2
Erij Elkamel	42	2
Gabrielle Klemt	8	1
Hannah Gautreau	6	3
Hank Park	18	4
Heather Bunnnett-Jones	20	1
Janel Silva	37	1
Jessica Buck	12	1.5
Jessica Edwards	16	0
Jessica Lata	11	1
Josslyn Gabriel	9	1
Kailey Dudek	13	0
Kelsey Towers-Jones	10	0
Kirsten Pendlebury	24	0
Laura Obdeyn	11	0
Lauren Manley	22	0
Lina Khoja	22	1
Madeline Keltie	11	2
Megan Town	9	0
Melanie Emmerson	22	1
Mersedeh Abedi	10	0
Nicole Pux	20	1
Nithusa Nithiyanantham	23	2
Ovina Chow	10	0
Paulo Dos Santos	9	1
Ramya Saseenthiran	20	1
Ruofan Ma	23	0
Samantha Afonso	19	2
Sarah Dolman	24	1

Sarah Martin	13	1
Thomas Mcveigh	8	4
Tyler Hartwig	6	1
Vaidehi Chavan	9	2
Vaiva Dzemionas	10	1
Varshini Skantharajah	18	1
Total	821.5	53.5

*Total attended hours are the cumulative hours of each volunteers' respective hours over the term. Total missed hours are the cumulative hours of each volunteers' respective hours not attended over the term. Total hours attended and missed are the sum of the cumulative hours the cohort of volunteers accumulated and missed.

Appendix C: Covered Office Hours Statistics

Estimated Number of Shifts and Hours Covered

Total number of Missed Shifts	Total Missed Hours	Total Shifts Covered	Total hours Covered
30	53.5	≈ 18	≈ 33
	Percentages	60%	61%

Total Shifts Covered and Total Hours Covered are estimations based on Facebook Group messages of volunteers indicating that they will cover a shift, and then, cross referenced with the Volunteer Log to ensure shift was covered.

Appendix D: Executive Positions for Winter 2017

Volunteer Director

The Volunteer Director's main responsibility is to manage the team of Peer Support Volunteers to assist in the delivery of UW MATES programs and services. This includes providing guidance, support, resources and tools to support the UW MATES volunteers. The Volunteer Director must establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization and ensuring the service is running smoothly and efficiently. This position will provide valuable experience to those interested in a career in mental health services, human resources or management.

Qualifications

- Passion for mental health awareness, reducing stigma for mental illness and a strong proponent of peer support
- Strong leadership skills; experience managing teams is an asset

- Ability to foster teamwork, work cooperatively and effectively with others
- Must be reliable and dependable
- Personable and able to develop a positive rapport with individuals and volunteers
- Previous training in Mental Health First Aid, SafeTALK, UWaterloo Student Leadership Training, Peer Mentorship Training or other similar training is an asset
- Ability to accomplish projects and daily tasks with little supervision
- Experience being a peer mentor with MATES or other similar programs is an asset

Specific Duties

- Participate in volunteer core training
- Create volunteer schedules
- Attend weekly supervision debrief meetings to support volunteers
- Answer volunteer questions and assist them to fill shifts when they need coverage
- Ensure that volunteer check-in procedures are followed and records of volunteer hours are maintained according to established procedures.
- Keep track of volunteer training certifications (maintenance and upkeep of volunteer files)
- Assist in interviewing volunteer applicants
- Work with the Volunteer Coordinators to update Volunteer Handbook and establish volunteer standards and procedures
- Provide end of term feedback

Internal Director

The Internal Director is responsible for providing administrative support to ensure that daily operations are maintained in an effective, organized and accurate manner. The Internal Director works closely with and provides administrative support to the Service Coordinators and Executive team. The Internal Director is responsible for organising and storing paperwork and computer-based information, as well as maintaining and updating the UW MATES website and internal documents.

The Internal Director is responsible for organizing volunteer meetings and activities, which will enable team-building and encourage volunteer relationships. Additionally, the Internal Director coordinates recognition efforts and events to thank and recognize volunteer commitment. This position will provide valuable experience to those interested in a career in administration, human resources or event management.

Qualifications

- Passion for mental health awareness, reducing stigma for mental illness and a strong proponent of peer support
- Proficient knowledge of MS Office (Microsoft Word and Excel)
- Attention to detail and organizational skills are imperative
- Must be reliable and dependable
- Personable and able to develop a positive rapport with individuals and volunteers
- Strong interest in event planning

- Ability to accomplish projects and daily tasks with little supervision

Specific Duties

- Weekly office checks to ensure office is supplied as needed - printing brochures, appointment cards, ordering supplies
- Check offices regularly for cleanliness
- Update website as needed (i.e. hours)
- Keep track of number of students accessing MATES services (through inputting monthly "Contact Summary Sheets" into excel file)
- Assist in managing and maintaining budgets
- Create, prepare, and distribute meeting minutes and supporting documents
- Plan volunteer appreciation at the end of the term
- Plan executive appreciation at the end of term
- Plan a volunteer social beginning-middle of term
- Help Volunteer Director with end of term feedback

Communications Director

The Communications Director is responsible for developing and implementing communications and social media strategies that successfully deliver information and key messages to the University of Waterloo student community on behalf of the MATES Program. The Communications Director is required to maintain the social media presence of MATES, as well as engage in dissemination activities in a variety of on-campus events.

The Communications Director enhances the service's visibility and raises public awareness of MATES and mental health in general. This position will provide valuable experience to those interested in a career in public relations, or communications.

Qualifications

- Passion for mental health awareness, reducing stigma for mental illness and a strong proponent of peer support
- Strong knowledge of diverse social media channels such as Facebook and Twitter
- The ability to take knowledge and transform it into exciting and useful messages, and disseminate it to the university student community
- Must demonstrate initiative and self-motivation
- Must be reliable, dependable and organized
- Interest in public relations and communications

Specific Duties

- Manage and expand MATES social media
- Post daily on Facebook or Twitter
- Promote UW MATES special events through social media outlets
- Reply to Facebook comments/messages when necessary
- Check social media multiple times a day for spam or attacks

- Report directly to the Volunteer Coordinators (i.e. attend meetings, maintain e-mail contact etc.)

Events Director

The Events Director enhances the service's visibility and raises public awareness of MATES and mental health in general. The Events Director plays a strong role in developing, implementing and managing special events which are engaging, creative and cost-effective. The Events Director will gain experience in event planning and community organizing. Serving as the face of the UW MATES services to the campus community will enable the Events and Communications Director to network and meet student leaders on campus. This position will provide valuable experience to those interested in a career in public relations, communications or event management.

Qualifications

- Passion for mental health awareness, reducing stigma for mental illness and a strong proponent of peer support
- Strong interest in event planning
- Must demonstrate initiative and self-motivation
- Displays a creative and innovative approach when designing special events hosted by UW MATES
- Strong interpersonal skills required when interacting with the student community and general public at special events
- Must be reliable, dependable and organized
- Ability to manage and collaborate with a team of volunteers for special events
- Interest in public relations and communications

Specific Duties

- Promote the services provided by UW MATES through lead participation in regularly-occurring campus events (e.g. Campus Life Fair, Orientation Weeks, Feds Open House. Feds Wrap Up Week etc.)
- Research and attend additional events which allow for the promotion and awareness of UW MATES (e.g. Mental Health Awareness Week)
- Develop, plan and implement new and engaging promotional campaigns and events to be hosted by MATES; propose new ideas to improve the event planning and implementation process
- Report directly to the Volunteer Coordinators (i.e. attend meetings, maintain e-mail contact etc.)

Training and Educations Director

The Training and Educations Director is responsible for organizing and researching training opportunities for UW MATES volunteers. MATES volunteers are accountable to the students of the University to provide the best service possible, which can be attained through different

mental health and peer leadership training. The Training and Educations Director is required to be part of the MATES core training to ensure volunteers are educated on the UW MATES' and Feds' policies.

Qualifications

- Passion for mental health awareness, reducing stigma for mental illness and a strong proponent of peer support
- Previous training in Mental Health First Aid, SafeTALK, UWaterloo Student Leadership Training, Peer Mentorship Training or other similar training is an asset
- Experience being a mentor with MATES or other similar programs is an asset
- Ability to foster teamwork, work cooperatively and effectively with others
- Must be reliable and dependable
- Strong organizational and research skills required

Specific Duties

- Organize MATES core training for the beginning of the term with coordinators and UW counselling services
- Attend core training to help with group discussion, take attendance, and maintain core training administration
- Research community and campus training opportunities
- Communicate with community and campus training services, such as Mental Health First Aid, SafeTALK, UWaterloo Student Leadership Training, Peer Mentorship Training
- Keep track of MATES volunteers' training hours

Appendix E: Peer Supporter Volunteer Application

Application

Are you a returning volunteer? If yes, please put N/A for questions 1 - 4. Fill out the rest of the application.*

☐ Yes - returning Spring 2017 - skip to question 5
☐ Yes - returning Fall 2017- skip to question 5
☐ No

(1) Why would you like to a part of the MATES program? How does being a Peer Support Volunteer fit with your personal goals? (Characters Left: 2500):*

(2) List and briefly describe two experiences (work, volunteer, life) you have had that would help you as a Peer Support Volunteer. (Characters Left: 2500):*

(3) What is the greatest strength that you feel you could bring to the MATES program? What do you feel is your weakness that could be strengthened through being a Peer Support Volunteer? (Characters Left: 2500):*

(4) Describe any personal background, education, or training that you have that represents or adds to our diverse campus/community. (Characters Left: 2500):*

(5) Please list all languages in which you are proficient. (Characters Left: 2500):

(6) Have you taken any of the training listed below? (Select all that apply)

☐ Mental Health First Aid (MHFA)
☐ SafeTALK
☐ Peer Mentorship Training
☐ Student Leadership Program

(7) There is an additional mandatory weekly meeting (time to be announced). By checking this box, I understand that if I cannot attend the weekly meeting, I will be unable to volunteer for MATES for the term.* ☐

(8) I am able to attend MATES core training on April 29th & 30th:*

☐ Yes
☐ No
☐ Unsure
☐ N/A - for current volunteers

Please upload your resume*

Appendix F: MATES Fall 2016 Training Agenda



UNIVERSITY OF WATERLOO
MENTOR ASSISTANCE THROUGH EDUCATION AND
SUPPORT (MATES)

Volunteer Training Agenda

- **Date:** Saturday April 29, 2017
- **Time:** 9:00 am - 5:00 pm
- **Location:** Health Services Building, Conference Room 2302

Day One **Saturday April 29, 2017**

Time	Agenda Item	
9:00-9:30	<ul style="list-style-type: none"> • Welcome and Logistics • What the Day Will Look Like • Introduction of Facilitators 	
9:30-10:00	<ul style="list-style-type: none"> • Get to Know Each Other • What you would like out of this weekend • Training Goals and Intro to Peer Support 	
10:00-10:30	<ul style="list-style-type: none"> • What Would It Take? 	
10:30-10:40	<ul style="list-style-type: none"> • BREAK 	
10:40-12:00	<ul style="list-style-type: none"> • Communication, Attending and F.E.L.O.R. Attitudes 	
12:00-1:00	<ul style="list-style-type: none"> • LUNCH 	
1:00-2:30	<ul style="list-style-type: none"> • Roadblocks to Communication 	
2:30-2:45	<ul style="list-style-type: none"> • BREAK 	
2:45-4:40	<ul style="list-style-type: none"> • Listening and Empathic Listening 	
4:45-5:00	<ul style="list-style-type: none"> • First Day Wrap-Up 	



UNIVERSITY OF WATERLOO
MENTOR ASSISTANCE THROUGH EDUCATION AND SUPPORT (MATES)

Volunteer Training Agenda		
<ul style="list-style-type: none"> • Date: Sunday April 30, 2017 • Time: 9:00 am - 5:00 pm • Location: Health Services Building, Conference Room 2302 		
Day Two Sunday April 30, 2017		
Time	Agenda Item	
9:00-10:00	<ul style="list-style-type: none"> • Questions, Comments, Concerns from last week? • Finish Empathic Listening 	
10:00-11:00	<ul style="list-style-type: none"> • Self-Disclosure, Questioning, Referral • Stages of Change and Problem Solving • Confidentiality: Remaining Questions? 	
11:00-11:15	<ul style="list-style-type: none"> • BREAK 	
11:15-12:15	<ul style="list-style-type: none"> • Role-Plays 	
12:15-1:00	<ul style="list-style-type: none"> • LUNCH 	
1:00-2:30	<ul style="list-style-type: none"> • Debrief Role Plays 	
2:30-2:45	<ul style="list-style-type: none"> • BREAK 	
2:45-4:30	<ul style="list-style-type: none"> • Self-Care, Feedback Form • Remaining Questions 	
4:30-5:00	<ul style="list-style-type: none"> • Questions, Comments?; Second Day Wrap-Up 	

Appendix G: MATES in Engineering Proposed Logos

#1



#2



#3



#4



#5



Appendix H: Academic Advisors Email Draft

Hi,

My name is Brad Rietze; I am a UW student coordinating a FEDS & Counselling Services program called MATES (Mentor Assistance Through Education and Support).

The purpose of this letter is to ask for your permission to circulate information about this service to the students of your department/program. MATES is a counselling-based, one-to-one peer support program offered by UW Counselling Services and FEDS. MATES provides services to students who are experiencing social difficulties, mental health challenges, and transitional problems into university/Canadian life.

MATES volunteers go through an intensive selection process and receive extensive training in mentorship with a heavy emphasis on mental health and social issues. The MATES program is under professional supervision by Clinical Psychologists and management staff from Counselling Services, assuring our clients and volunteers of their safety and confidentiality. Our services are available to students from all faculties. Students can access our services by referral from Health Services, Counselling Services, Academic Advisors, Student Success Office, etc.; by personally setting up an appointment by contacting MATES via email or by our website (<http://www.feds.ca/uw-mates/>); or by walking into Counselling Services and asking for MATES drop-in appointments for immediate access during our hours of operation, which are identical to the hours of operation for Counselling Services.

We believe that our service is underused because we are a relatively new development with FEDS and Counselling Services. We are therefore asking if you, as an Academic Advisor, would like to help us promote our service? If so, we are hoping to have you (1) send out a brief mass email to students with details of our services and (2) post a notification on LEARN to make students aware of our services, so that if a student is struggling, they can contact us for support.

Please let us know if you are interested. We have added the text to below this email with the details we would like sent out to students. Of course, do not hesitate to contact us if you have any questions.

Thank you very much for your time. We look forward to hearing back from you.

Sincerely,

Brad Rietze & Ovina Chow
MATES Coordinators

Email to be sent to students (please copy and paste).

Dear Students,

The purpose of this letter is to inform you of a **free** Campus Wellness and FEDS service available to all UW students.

MATES (<http://www.feds.ca/uw-mates/>) is a counselling-based, one-to-one peer support program that provides services to students who are experiencing challenges in the following areas:

- stress and anxiety

- social and relationship difficulties
- mental health difficulties
- transitional challenges to university life
- challenges in adapting to Canadian culture

MATES volunteers go through an intensive selection process and receive extensive training in mentorship by Clinical Psychologists from UW Counselling Services. Additionally, the MATES program is under professional supervision by Clinical Psychologists and management staff from Counselling Services, assuring our clients and volunteers of their safety and confidentiality.

We offer both **appointment** and **drop-in** sessions. Students can set up an appointment with a peer by contacting us at our [email address](mailto:mates@uwaterloo.ca) (mates@uwaterloo.ca) or stop by our office during drop-in hours to receive immediate support.

Hours of operation and locations follow:

- **Drop-in Hours:** Monday – Friday: 8:30 am – 4:30pm
Located in Counselling Services at Needles Hall (New Expansion – 2nd Floor).
- **Appointments:** Monday, Tuesday, Friday: 8:30 am – 4:30 pm; Wednesday, Thursday: 8:30 am – 7:00 pm
Located in Mental Health at Health Services (2nd Floor).

If you are struggling or experiencing challenges that relate to your personal well-being, please contact us via email (mates@uwaterloo.ca) or drop-in to our MATES office in Counseling Services. No problem is too small – our service is free and here for you.

Sincerely,

UW MATES
Counselling Services & FEDS

Appendix I: Fall 2016 Contact Summary Sheets



UNIVERSITY OF WATERLOO
MENTOR ASSISTANCE THROUGH EDUCATION & SUPPORT
(MATES)

MATES CONTACT SUMMARY SHEET

Date: Student's name: Student Contact Information: Location (circle one): <ul style="list-style-type: none"> • Health Services (HS) • Needles Hall (NH) • Residence • Other: Type of meeting (circle one): <ul style="list-style-type: none"> • Drop-in • Recurring appointment 	Reason for Today's Meeting? (Circle number(s)) <ol style="list-style-type: none"> 1. Supportive assistance and communication to help problem solve an issue(s). 2. Support listening – to be able to talk to someone and feel heard. 3. To role play with someone to help develop and practice skills, i.e. assertiveness. 4. To have someone demonstrate appropriate social skills and help me develop my own. 5. To talk to someone who has had a similar/shared experience, i.e. breakup of a relationship. 6. To help me with the transition to a university environment. 7. To help me participate in a real life situation to reduce stress, help overcome fears or phobias. 8. Other: _____
Specific topics discussed at today's session:	
Goal of today's session:	
Specific skills/behavior practiced:	
Specific peer helping skills employed:	
Referrals made (if applicable):	
• Is the student currently seeing a UW Counsellor? (circle one) Yes No Unsure Non-UW counsellor	
Literature provided, if applicable, i.e. brochure, pamphlet, self-help, etc.:	

MATES Peer Helper Signature: _____ Print Name: _____

Supervisor's Signature: _____ Cheri Bilitz/Kelly Rueffer, Associate
Director, Counselling Services

Appendix J: Completed Event Summary Forms

Winter Core Training/MATES			
Winter 2017 Core training for new volunteers.			
Category <i>Educational, Social, Promotional, or Other</i>	Educational	Service Name	UW MATES
Total Direct Event Costs	\$204.30 (only cost associated was lunch)	Date	Saturday August 20 th and Sunday August 21 st
		Times & Timing	9:00am-5:00pm
		Location	Health Services
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Service Volunteer Name/Position</i>	Facilitated by Dr. Aziz Nashef.	Total Participants	18 new volunteers, 3 executive members
		New Participants	
Partners in organizing		Declined Participants	
Number of students involved in planning and execution	Three – Brad Rietze and Ovina Chow (MATES coordinators) and Sarah Dolman (MATES Training & Education Director)	Demographics: UW MATES new volunteers (2 nd year or up)	
Summary of Promotions <i>Including Facebook, EventBrite, and website statistics where appropriate.</i>			
No promotions for this event – private training course for MATES volunteers.			
Goals and Learning Outcomes of the Event			
a) Describe what peer support service is and is not and also state possible benefits of having a peer support service on campus. b) Have a beginning understanding of how questioning and roadblocks to communication can help			

or hinder the helping process

- c) Learn and practice empathic listening, and understand when it may be best to use self-disclosure.
- d) Understand and be able to state the limits to confidentiality
- e) Be aware of on-campus resources in order to facilitate the most appropriate referral.
- f) Know when it is appropriate to refer to a mental health clinician on campus.

MATES who participate in the Core training event will have the skills needed to begin an interview with a student they are helping by introducing themselves, their role as a MATE and by discussing privacy, confidentiality, and boundaries. The MATE will learn how to listen empathetically, so the student leaves a session feeling heard, and supported with perhaps a plan of action that they have developed with the support of the MATE.

Success of the Event

Based on the above goals and learning outcomes.

From a facilitator standpoint the event was a success. MATES developed and role played how to start and end a session. They also practiced a number of possible scenarios so that they could learn to listen and work towards a plan without giving advice. MATES learned communication obstacles and by the end of the training felt prepared to meet their first student.

Mid-term Valentines Day Social/MATES

A mid-term event for MATES team bonding.

Category <i>Educational, Social, Promotional, or Other</i>	Social	Service Name	UW MATES
Total Direct Event Costs	\$0	Date	February 16th 2017
		Times & Timing	7:00-9:00pm
		Location	Student Life Centre

Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Janel Silva (Internal Director)	Total Participants	13
Partners in organizing	None.	Comments:	Not great turnout
Number of students involved in planning and execution	One- Janel (internal director)	Demographics: MATES volunteers only.	

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

Private event. Advertised on the private UW MATES Winter 2017 volunteers' page.

Goals and Learning Outcomes of the Event

- Offer an opportunity for MATES volunteers to meet one another and develop student relationships
- Ensure volunteers and coordinators feel appreciated for their dedicated and hard work to the program
- Plan an event which is low-cost
- Plan an activity that is fun for everyone

Learning Outcomes:

- The Fall 2016 MATES volunteers who attended the mid-term valentines day social event will now know their fellow volunteers more personally, as demonstrated by their strengthened relationships and willingness to cover one another's` shifts when needed, which leads to overall group cohesion and sense of identity and commitment to the program
- The volunteers were able to feel appreciated and honoured for their contributions to the MATES program, as demonstrated in their thankfulness and humbled demeanor, which assists with volunteer retention.
- The volunteers enjoyed the potluck style and painting cookie decorating activity, as demonstrated by their contributions to the potluck and engagement in the activity, which assists in volunteers feeling that they can communicate with the coordinators, executives, and other volunteers on a more personal level.

Summary of Event
<ul style="list-style-type: none"> For the Winter 2017 Valentine's day Halloween social, we booked a room in the SLC, and had a potluck style gathering where each volunteer was asked to bring some kind of treat. A cookie decorating activity was planned, where volunteers were able to decorate sugar cookies (provided by internal director) at a large table together. Compared to spring 2016 social, the number of volunteers that came was substantially larger, which made for a great social gathering!
Recommendations for Future Events
<ul style="list-style-type: none"> People really seemed to like the idea of the potluck (people were able to bring unique things that they liked), may be a great idea for the future to save budget costs For every social, I find that volunteers have a low show up rate, it would be ideal to get a vote of what the volunteers would like to do since it is an appreciation event for them (possibility of an interactive game) and hopefully that would increase the amount of volunteers that show up

Chilly Dog Run/MATES			
The Chilly Dog Run is an event dedicated to raising mental health awareness through physical activity. Participants have the option to walk or run a 2.5 or 5 KM route around the University of Waterloo campus. Afterwards, a chilly dog lunch is served, containing both meat and vegetarian options. During lunch, guest speakers present either research related to mental health, or personal experiences. The event wraps up with the door prize raffle, and the option to pet therapy dogs!			
Category <i>Educational, Social, Promotional, or Other</i>	Educational/Promotional	Service Name	UW MATES
Total Direct Event Costs	T-shirts: \$666.70 Food: \$782.66 Decorations: \$20.62 Gifts: \$120.00 Total: 1589.98	Date	Saturday March 11 th , 2017
		Times & Timing	Registration began at 9:30AM, Run began at 10:00AM, Lunch served at 11:00AM, Event finished at 1:00PM
		Location	SLC Great Hall and MPR
Participation (Organizers)		Participation (Attendance)	
Primary Organizer <i>Name/Position</i>	Cody Hutt – Communications Director Ovina Chow - Coordinator	Total Participants	54 participants
Partners in organizing	Student groups, campus partners, etc.	Comments:	There were 115 participants who signed up to attend, only 54 participants showed up, not

		including 8 volunteers.
Number of students involved in planning and execution	8	Demographics: Mostly university students, some MATES volunteers

Summary of Promotions

Including Facebook, EventBrite, and website statistics where appropriate.

We promoted the event using social media, the marketing poster run, as well as flyers and posters at the Feds marketing promo team booths. Posts were made from both the MATES and Feds main account to promote the event. This included posts about the date of the event and a description of the activities. We tried to leverage the fact that the event was free this year to increase turnout. The event was hosted on Facebook from the main Feds page for two reasons: to increase the number of students seeing it (nearly 10,000 Facebook followers for Feds compared to roughly 300 for MATES) and drive students to the MATES page and website. This proved effective as the event was viewed by 9200 people on Facebook, with 200+ interested in the event.

The Feds marketing team also included the event in their monthly event calendar, on their poster board at their promotions booth, and the weekly poster run. This led to instances of students asking about the event and the service in general. As Cody was also a member of the promo team, he was able to answer these questions and ensure the rest of the promo team had a strong understanding of the event, its goals, and MATES as a service.

Goals and Learning Outcomes of the Event

- Encouraging physical activity during winter months and general mental health awareness
- Increase the visibility of the service

Summary of Event

- 5k run/walk
- The route for the run started at the SLC Courtyard and consisted of a 2 lap loop to hit the 5k distance. Students ran up alumni lane, to the right of BMH crossing in front of the building towards Columbia, turned right and proceeded down Columbia until Philip. At Philip, runners turned right and headed towards University. Running down University, runners returned to campus at Seagram and the route proceeded through the middle of campus between TC and SCH, eventually ending back at the SLC Courtyard. This route worked well as it allowed runners to complete 2 laps for the full distance, while those who wanted to walk could do so leisurely.
- 2 guest speakers discussing mental health issues - hsiao.daily@uwaterloo.ca, luc.cousineau@uwaterloo.ca. These talks focused on mental health stats at the University of Waterloo, as well as a more personal journey from Luc. These complemented each other nicely as they provided two different focuses. Students seemed engaged during both talks and feedback was positive.
- We offered 5 raffle prizes donated to us from sponsors. This included a gift basket from UW Food Services, a package from Good Life Fitness, a Warriors prize pack from Athletics, gift card to Marble Slab, and a gift card to White Rabbit.
- Catering Services on campus catered the chili dog lunch for us. They took care of everything from setup, to serving the food, to cleaning up afterwards. This was a great experience and I would

recommend having them cater the event again in the future, as their cost was lower than the community kitchen and they handled everything for us.

- Therapy dogs - emmalou13@rogers.com
- Goodlife Fitness ran a warm up for the runners at the start of the event as part of their sponsorship of the event. They also had two staff members present for the duration of the event in case participants had questions about joining their gym.
- Gift cards for therapy dog handlers and guest speakers
- Our volunteers had borrowed vests from the Bike Centre to identify themselves on the route. We presented this info to runners before the run started so they could identify us and make their way along the route. Volunteers were setup at different points along the route to keep runners on track.

Recommendations for Future Events

- Having 2 at registration desk - can get overwhelming when only one person is there
- Ask for internal volunteers earlier - we had 8 but could have used more
- Advertising the event earlier (internally and externally) - so volunteers are aware of the event/its purpose
- Having therapy dogs earlier - lets people see them right away, limits amount of people rushing
- Keep it free
- Have the event taking place in the afternoon instead of morning
- Possibly adjust the date? Don't want it too late to compete with midterms/final projects but might be nicer weather later in March
- Bandanna for runners so we can identify them on the route since it leaves campus
- Signage along the route - volunteers and explanation of route before hand helped
- Route went well - 2 laps was inclusive to walkers
- Communication plan with volunteers in advance
- Having outdoor coordinator for volunteers - main contact person
- Adjust t-shirt orders - needed more smalls and fewer XLs
- Communicating with those serving food on updated numbers - had one tray of leftover chili
- When inquiring about food from community kitchen, CC: Kumar and VP Ops/Finance
- CRT doesn't need to be there whole event - just during run. Run took approx. 45 mins
- Door prize - let people put ticket for which prize they want to win
- More promo with logos around the event
- MATES materials at the event so people know about the service

Appendix K - Volunteer Dismissal Letter

DATE

Dear [student name],

This letter confirms your dismissal from the UW Mentors Assistance Through Education and Support (MATES) FEDS service, effective immediately.

The UW MATES' handbook policies indicate that volunteers have three (3) excused or three (3) unexcused shifts. After two (2) missed shifts, volunteers receive a reminder email of these policies, which you received on [DATE]. If volunteers miss three (3) shifts, their position within the UW MATES program is reconsidered through an interview with the coordinators/executive team. This interview was scheduled for [DATE] at [TIME] in [Room Number], which you failed to attend.

You are being dismissed from the UW MATES program based on your inconsistency in attending office hours. You have attended your office hours for four (4) hours (3 of 6 shifts) not attending a single full shift, and have missed a total of fourteen (14) hours out of eighteen (18). The dates that you have missed were recoded as the following: [DATES]

The UW MATES program is a service accountable to students on campus and requires volunteers to be reliable, and contact the coordinators or executives when shifts cannot be attended. Unfortunately, you have not met these policies, resulting in dismissal.

You may reapply to the UW MATES program in future terms after self-assessment of reliability and communication skills. If you have any questions, please contact mates@uwaterloo.ca or the FEDS VP internal, [NAME] at vpin@feds.ca. We wish you luck in your future endeavours.

Regards,

[Coordinator Names]

[TERM] UW MATES Volunteer Coordinators

Appendix L: Exit Interview Survey Questions

Program Evaluation Questions

- 1.How did you find two-day core volunteer training? Is there anything you would change or anything you particularly liked? Did you feel like it helped you when seeing a student (if applicable)?
- 2.Did you do some of the optional training? Did you find it helpful?
- 3.What goals did you have coming into this program? Did MATES meet those goals? If not, in which way could we improve to meet those goals?
- 4.How were your office hours over the term?
- 5.In what way was this program useful to you?
- 6.Did you attend the weekly debrief meetings? Were they helpful? How would you improve them?
- 7.Was Facebook a good method of communication? Do you have any suggestions to relate information in a better way?
- 8.Did you participate in the events? Is there anything you would recommend to change/add?
- 9.Do you have any feedback in general (positive or negative)?
- 10.What are some recommendations you have to improve MATES?
- 11.What has been your favourite part of your time with MATES?