

AMS Services Updates – November 25th, 2020

SSM + ASSM Updates:

- Putting a slight hold on continuing to film for Services videos, due to tightened COVID-19 restrictions. Will keep Council updated on this project.
- In the meantime, Emily and Lamisa have started to lay out the foundation for a social media framework. By the spring, we hope to have a clear structure of how to submit posts, who to submit to, what they should include, training on how to make a good post, and so on.
- Emily is also working with Lilly (the Equity & Inclusion Associate) on a standardized training "program" for AMS student staff (and eventually, all UBC students). This is a super exciting project with really lofty goals – feel free to reach out to either of them directly for more info.

Safewalk:

- With the dispatch software implementation basically complete, Riley, Emily and I have recently been thinking about tweaking operations to ensure that we're best serving clients. One thing that was brought up was putting in more effort to get feedback from clients (one idea: an Uber-like feedback system); if anyone has thoughts on what this could look like, let Riley know.
- Related to (but not exclusively for) Safewalk: Campus Security is going through an external review (<https://broadcastemail.ubc.ca/2020/11/12/external-review-of-campus-security/>). We'll be giving feedback on behalf of Safewalk's experiences, but if have anything you personally want to add, they're taking feedback from individuals as well (see the page for a link to the Qualtrics).
- I also had a chat with Jackson from the GSS last week to promo more of our Services to grad students, and we'll be starting with Safewalk first.

eHub:

- RBC Get Seeded is coming up on November 26th: <https://www.facebook.com/events/879258022613030>! We had a total of 44 individuals/teams apply to pitch, so should be a well-attended event!

Tutoring:

- New Tutors hired, more shadowing happening, increased programming, and overall continuing to expand our reach across campus and make sure we have quality programming.
- Negotiations for our Nimbus private tutoring app have mostly wrapped up – Sheldon is working with us to clarify a few privacy-related things, then we'll be signing for another 2 years.

Peer Support:

- The Peer Support team continues to work on serving student and promoting the service through ads, events, partnership, etc.
- Internally, the team continues to get feedback on how things are going, Professional Development opportunities to offer, etc.

- A few of us had a conversation with some Peer Support volunteers who also work with Kids Help Phone, who run an online + text chat line. This was a great meeting that allowed us to better understand the resources we would need to run services like this.

Food Bank:

- Cali and the Food Bank team continue to run/prepare for various campaigns to raise food/money; keep an eye on the Services Facebook page for events, info, and more (one success story: we raised \$3060 this year during our Food for Fines campaign, which UBC Security runs for us).
- As we're seeing more people use the Food Bank because of COVID (as expected), we've raised our limit of Food Bank usage to 16 times per term.
- Our 3rd "assistant" will hopefully be hired in the next few weeks to manage a new Hubs program for the Food Bank - this will be a very exciting expansion of our Services.
- Cali and I spent Thursday afternoon helping out with a "community food hub" over in the Acadia Park Residence area; as we'll be taking over this initiative in January, it was great to see how it was run. Related to this, the Finance team have been great in helping us access funds to help provide child care supplies to families in need.

Housing:

- Mitchel has finalized draft of an operations manual for the Housing Service - at this point, we're just working on funding sources to have 2 staff work on developing a database, as well as develop a "manual" for helping students looking for housing help.
(<https://docs.google.com/document/d/1bAdm9SZwxK9xkJ5stot7SV-pm7C7go8ZHQP04w6ENWc/edit?usp=sharing>)

SASC – Outreach & Education Team:

- They are hosting a public workshop next Wednesday for community members to join to get an idea of what SASC workshops are about. The public workshop will be an overview of the Responding to Disclosures workshop, and two SASC volunteers will be presenting at 6pm.
- The UBC Women Empowerment Club has invited them to speak at their seminar happening on the 25th as well, and Marie-Reine, an outreach worker has decided to represent the SASC. More details here: <https://ubcwomenempowerment.wixsite.com/ubcwec/our-campaigns>
- The SASC along with the International Centre for Criminal Law Reform (ICCLR) will be hosting a panel event on the 27th with guests from academic institutions across the lower mainland. The first Panel will be Marie-Reine interviewing grassroots organizers from Youthco, and from the SASC, speaking to the needs queer and trans student populations face when accessing care from nonprofits and from medical, academic, and police institutions. The second panel includes people who work in these institutions to share their experiences, and speak to some of the barriers they face when doing student advocacy. More details here: <https://www.eventbrite.com/e/campus-sexual-assault-and-the-2slgbtqia-tickets-128182289679>