



**Office of the Vice-President (Student Life)**

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## REPORT: SERVICE REVIEW COMMITTEE:

### Winter 2020

The Service Review Committee is under the portfolio of the Vice-President (Student Life) and is chaired by the Service Administrative Assistant. During the 2019-2020 academic school year, the Service Review Committee met bi-weekly to review Services, Service constitutions and new Service applications.

The Service Review Committee is moving the following recommendations.

**WHEREAS**, the Service Review Committee held these meetings; and

**WHEREAS**, the decision of the Service Review Committee must be ratified by the Legislative Council in accordance with 2.1.a.iii of the Internal Regulations of Student Groups;

**RESOLVED**, THAT the Legislative Council approve the recommendations of the Service Review Committee outlined by the methodology in Appendix A with the results in Appendix B; be it further

**RESOLVED**, THAT the Legislative Council approve the constitution approved by the Services Review Committee in Appendix C .



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### Appendix A - Service Review Methodology

*Self-Reports:* Recognizing that the Committee can never know each Service as well as the individual Service coordinators do, the Services Review Committee designed a self-report form whereby each Service had an opportunity to explain their structure and goals and to elaborate on their understanding of how they met at least two of the five criteria for the maintenance of Service status.

*Direct Service Audits:* The Services Review Committee made an effort to directly use each Service in order to gain an understanding of the user perspective for each Service. This included direct use of Services and soliciting information from members of Services directly through reviews of their web and social media presence, attendance at office hours, and other methods.

*External Survey Results:* The Services Review Committee designed a survey to be distributed to all students in order to provide the venue for anonymous feedback about an individual's experience with a particular service.

#### Review Criteria

1. Usage
2. Efficiency/Accessibility
3. Mandate Fulfillment
  - a. Resources and/or Support
  - b. Additionally: Referral, Awareness, Education, and/or Advocacy

#### Grading:

**PASS:** The Service fulfills the criteria of Service status as outlined in the Internal Regulations of the Clubs and Services Portfolio and is successful in fulfilling its mandate.

**PASS, WITH RESERVATIONS:** The Service fulfills the criteria of Service status as outlined in the Internal Regulations of the Clubs and Services Portfolio but is not meeting its mandate to the fullest capacity or has significant areas for improvement.

**FAIL:** The Service fails to fulfill the criteria of Service status as outlined in the Internal Regulations of Student Groups, Portfolio and/or is not meeting its mandate. The Service will be granted one (1) Academic Month, as of the date they are notified of failing the review, to rectify the concerns of the Services Review Committee.



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### Appendix B - Service Reviews:

#### The Arab Students' Network

The ASN has hosted a networking event in the Fall semester connecting students with Arab professionals working in diverse fields (ASNetworking). The domains included Business Management, Engineering and Applied Sciences, Healthcare, Politics and Public Sector, and Media. In the winter semester, they hosted their annual ArabFest event in the New Residence Ballrooms. The service also procures discounts with businesses to offer students tickets and products at a reduced rate.

#### Usage:

- ArabFest had an attendance of 350 people. The networking event was also well-attended
- On-going activities seem to be lacking and usage is difficult to track due to the sparse offering of services.

#### Efficiency/Accessibility:

- Aside from the two events, they do not host any workshops, programming or on-going services. Their focus is on procuring discounts and connecting Arab businesses with students.
- ArabFest also has a \$5 fee for entry, although services must be free to all SSMU members.

#### Resources and/or Support:

- They offer resources in the form of discounts to students from Arab businesses.
- There does not seem to be any kind of support or to bring together Arab students together in a concrete way outside of one-time events.
- The service shares internships and other opportunities through their social media. ASN acts as a conduit to connect International Student Services with Arab-seaking mentors for the "Buddy Program". They also facilitate the recruitment of 2 tutors to the McGill Arabic Department to assist students enrolled in beginner Arabic courses. Furthermore, they recruit 2-4 students as on-campus tour guides. The service also collaborates with Opporutoring and AIESEC to connect the organizations with Arab-speaking mentors and promote internship opportunities.

#### Awareness/ Advocacy/ Education:

- The ASN is a non political and secular service, they focus their efforts on raising awareness and educating folks on the Arab Culture and addressing the misconceptions the public may have of the Arab Culture. However, there seems to be no concrete advocacy work, nor educational programming.
- The ASN participated in the creation of the SSMU mini-courses for Levantine Colloquial and Egyptian Colloquial mini-courses.

Grade: Fail



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- The Committee found that they failed to address last year's recommendation, for which they received a Pass with Reservations, to focus more on advocacy.
- The Services Review Committee found that the service had failed their second mandate: "adequate resources, support and awareness derived from the heritage of the Arab world, for the demand of the student body" Furthermore, they violate the Internal Regulations of Student Groups (7.1 c) "the provision of resources and/or support must be available free of charge to Members" by charging \$5 for entry to ArabFest.
- ASN must create a concrete plan of their services to the SSMU membership, notably working on advocacy, services that are beyond events, and offering further resources and support that is accessible throughout the semester. A good example for ASN to follow would be the BSN. ASN should work on creating space for Arab students to talk and educate the community through panels, workshops and creating in-house support programs. There is too much reliance on outside organizations, as the ASN only funnels candidates to these organizations and does not offer programs themselves.
- If these concerns are not addressed to the satisfaction of the Services Review Committee within one academic month (end of September), we recommend for the service to be reverted to a full status club.

### **The Black Students' Network**

The BSN has continued to be an advocate for Black Students and the BIPOC community. BSN strives towards making the McGill campus safe and accessible for Black students in order to support their academic success as well as mental and physical well-being. They are official co-hosts of Black History Month which has become institutionalized at McGill and provides a well-needed resource for racialized students on campus.

#### Usage:

- Users are defined as someone who uses BSN's services or contacts them for help and support in person, via website, listserv or social media. Usage is estimated between 500 - 1000 in-person users per month. There are over 2700 followers on the Facebook page who actively share and like posts.

#### Efficiency/Accessibility:

- BSN's services are well-organized and easy to access. They are accessible through multiple channels, including office hours, website and a well-managed Facebook page. They are fast to respond to user inquiries.

#### Resources and/or Support:

- Services provided by BSN include support programs, for example, the Mentorship program.
- The BSN hosts many events over the course of the academic year relating to advocacy, awareness, education and community building.



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- They provide students with a free meal and strong sense of community at Soul Food Fridays.

### Awareness/ Advocacy/ Education:

- A large part of their mandate focuses on educating McGill students regarding issues pertaining to Black peoples.
- BSN hosts events, workshops, panels and provides a space for Black students to talk and educate listeners on important topics within the Black community.
- Regarding advocacy, BSN hosts events to improve students' access to academic opportunities, executive members sit on SSMU committees (eg. SSMU Equity Committee) and REP committee.
- They also advocate at the administrative level for the safety and inclusion of marginalized students on campus. The current VP advocacy is working to get a Black Bill of Rights passed in the Senate.

Grade: PASS

Recommendation:

### DriveSafe

DriveSafe provides free rides home for students on Thursday, Friday and Saturday nights from 23h to 3h. Volunteers receive training for special situationals, driving in Montreal, active bystander training, taking care of drunk individuals, and on internal procedures. DriveSafe is a very popular service and is always in high demand. From the survey results, students seemed extremely satisfied with this service, with the only request that they expand their service hours.

### Usage:

- DriveSafe keeps a detailed record of their usage by month. Their usage is larger on Friday and Saturday nights compared to Thursday nights. Nonetheless, the Service is well used.
- Service can be hired by events to provide a way home for students at the event. DriveSafe has a partnership with MealCare and they help deliver food to soup kitchens every Friday.

### Efficiency/Accessibility:

- DriveSafe does an excellent job of promoting their Service on campus. Students and users are encouraged to use DriveSafe's services.
- DriveSafe's caller line is efficient and straightforward, however, the Service is often backlogged. Users report consistently having to wait anywhere from 30 minutes to 2 hours. On busy nights, DriveSafe's vans cannot support the number of users.
- Drivesafe's Service has recently been expanded to Kahnawake, making the Service far more accessible and valuable to members of McGill's Indigenous Community.

### Resources and/or Support:



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- DriveSafe provides free, safe rides to its users.

### Awareness/ Advocacy/ Education:

- DriveSafe is involved in drunk driving awareness. They are currently in discussion with MADD (Mothers Against Drunk Driving) for an awareness initiative.
- DriveSafe is currently in discussion with CAA (Canadian Automobile Association) for an educational initiative relating to safe driving in the winter.
- Drivesafe purchases annual carbon offsets

Grade: PASS

### Recommendation:

- SRC looks forward to seeing DriveSafe's new awareness and education initiatives.
- DriveSafe could expand their hours of operation to special weekdays, for example, during exam season when people are staying on campus later.
- DriveSafe would better provide its Services if it could increase the number drivers working on busy nights, resource permitting.
- DriveSafe could look into implementing a way to contact the service via text message. This could help with communication between the driver and user, especially if the user is auditorily or verbally impaired.

## Flat Bike Collective

The Flat Bike Collective is an efficient service that welcomes everyone in the biking community regardless of background. The Collective aims to promote cycling through the sharing of facilities and expertise, providing access to tools, space, and parts. They work to make cycling very accessible by providing such resources, and advocate for sustainability not only through their own efforts within the service, but by partnering with the McGill Office of Sustainability to host events. Throughout the year, they held workshops for those looking to learn about bike maintenance and repair.

### Usage:

- They provide equipment, space, and expertise on bike repair to McGill students, giving the biking community free access to extensive tools, as well as bike parts for replacements at a reduced-cost or at MSRP.

### Efficiency/Accessibility:

- Currently, the Flatbike Collective is located at 2075 Robert-Bourassa although they would usually be located in the SSMU building. This location is a bit difficult to access, however they have uploaded a helpful video to guide people on their Facebook page.
- The service is open three times every week and is staffed by experienced volunteers.



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### Resources and/or Support:

- The Flat Bike Collective's main resources lie in their bike repair workshops and dedicated volunteers. They offer support regularly and enable newcomers to learn about bike repair from the fantastic volunteers.
- Additionally, the Service offers students the ability to purchase recycled or new parts for their repairs, which can be more affordable to students.
- They maintain a very active Facebook page where they do a great job of updating their weekly open hours or events, efficiently keeping everyone informed.

### Awareness/ Advocacy/ Education:

- The Flat Bike Collective actively promotes cycling and sustainability at McGill through events such as McGill Bike Week, where the community can come together and learn. They also work with the McGill Office of Sustainability to raise awareness and advocate for sustainable measures. They provide workshops that aim to educate McGill students on bike repair, and provide a community for students who support biking.

Grade: PASS

### Recommendation:

- Users would like for longer office hours to accommodate for the variation in user schedules.

## Midnight Kitchen

Despite the continued closure of the University Centre, Midnight Kitchen has done a great job of continuing their services as best as they can. They offer solidarity servings, as well as food bank services to the McGill community and wider Montreal community as well. They have an anti-oppression mandate and advocates for social justice through events that aim to raise awareness of oppression. They provide a working alternative to capitalist, profit-driven systems of food production and distribution.

### Usage:

- They provide the by-donation lunch and breakfast servings Monday through Thursday when the SSMU Building is open. During the closure, they have provided weekly meal pick-up, solidarity servings, discretionary funding, accessibility funding, weekly Food banks, on-campus gardens, burrito giveaway and Popular Education through workshops and panels.
- User feedback from the external survey was particularly high with consistent comments of the value they deliver through better food security and their social justice promotion.

### Efficiency/Accessibility:



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- Without their usual space in the University Centre, the service has done remarkably well in remaining accessible.
- They have 320 people registered for weekly meal pick up and 80 individuals who pick up food from the food bank.
- The service also offers solidarity servings on a case by case basis accounting for about 95 meals per week on a regular basis.

### Resources and/or Support:

- Midnight Kitchen is an indispensable service that offers access to healthy food free of charge, discretionary funding for 2 to 3 community projects, the food bank, and a myriad of other ways to educate and support the public on food insecurity through an anti-oppression lense.

### Awareness/ Advocacy/ Education:

- The service provides popular education on issues of social, environmental, and food (in)justice, both inside and outside the collective, and provides space for the exchange of ideas within the community.

Grade: PASS

Recommendation:

## MSERT

The McGill Student Emergency Response Team (MSERT) is a volunteer service whose members provide emergency first aid services to McGill University and the Montreal community. The members primarily respond to situations of physical health, and are trained at the First Responder level to treat a broad range of emergency and non-emergency situations. They are efficient, frequently used and the McGill community is grateful for them according to the surveys that were sent out.

### Usage:

- MSERT receives on average 100 calls per month and provides their Services to around 90 external events per academic year.
- They are particularly visible at external events that involve physical activity (varsity/intramural games) and large events that often involve alcohol consumption (Frosh, Science Games, e-Week, Carnival etc.).

### Efficiency/Accessibility:

- MSERT responders perform rounds of the McGill residences. They are typically fast and efficient to respond to emergencies.

### Resources and/or Support:





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- MSERT currently provides first aid coverage to McGill University Residences (with the exception of Solin Hall) every evening from 6:00 pm to 6:00am. MSERT extends its services by request to McGill groups and external parties which includes, but is not limited to, Frosh, Science Games, Faculty Olympics, the Montreal Terry Fox Run, McGill Varsity sports games, and McGill Athletics Intramurals.
  - MSERT responders are available to Student Groups across campus at no cost. The only payment requested is transportation to and from events.

### Awareness/ Advocacy/ Education:

- MSERT promotes awareness of their service by doing rounds while on shift so that students can see the members and so they appear more familiar on calls.
- As an official training partner of the Canadian Red Cross, MSERT aims to disseminate first aid and physical health knowledge and skills to the public, by offering first aid courses and certifications throughout the year. McGill students receive discounted rates to attend the first aid courses.

Grade: PASS

Recommendation:

### **Musician's Collective**

The MC's mandate is to create a network of musicians to facilitate music making and learning at all Levels. They promote music education, performance opportunities and connect musicians in the community. In terms of events, they host Open Mic events, Jam Sessions, Concerts, Music Workshops, etc. Committee recognizes that the Musician's Collective was unable to provide its primary services due to building closures. We hope that next year the usage of the service will increase.

### Usage:

- MC hosts around 10 events per semester, as well as their other services. They report a consistently good turnout at each of the events.
- For Open Mics, there are usually around 80 - 100 attendees. The Facebook jamming group that has 253 members, and 937 likes on Facebook, where their events are shared.

### Efficiency/Accessibility:

- Bookings for the Jam Room and instrument loans are done through their website. Events and resources are well promoted.

### Resources and/or Support:

- MC promotes music education by connecting users to music teachers, an instrument loan service and space to play (Jam Room).



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- Due to the closure of the university centre, the latter two services could not be offered this past year.

### Awareness/ Advocacy/ Education:

- MC advocacy efforts ensure that the musical community at McGill has sufficient facilities, resources and the opportunities to practice, learn, and play music.
- They create a positive environment for students to appreciate and learn music. MC hosts workshops that teach musical instruments to the McGill community.

Grade: PASS

Recommendation:

## McGill Students' Nightline

McGill Students' Nightline is a confidential, anonymous and non-judgmental listening service, run by McGill students, providing the community with a variety of support. This includes anything from information to crisis management and referrals or just an outlet to talk confidentially. Members receive 40-hours of training in empathetic, nonjudgmental, and active listening before they can join the Service.

### Usage:

- This is confidential and the Service does not keep statistics on service users either.

### Efficiency/Accessibility:

- Nightline is easily accessible on their phone line, however sometimes the phone lines have wait times. They have a well established presence in the McGill Community.

### Resources and/or Support:

- Nightline offers anonymous and confidential listening services.

### Awareness/ Advocacy/ Education:

- Nightline is not involved in awareness, advocacy or education initiatives.

Grade: PASS

Recommendation:

- The SRC suggests that Nightline implement a phone queuing system. If there is a large influx of callers and a queue forms, users should be informed of their place on line and the approximate wait time to be connected to an operator.



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### Peer Support Centre

The Peer Support Centre offers one-on-one, confidential and non-judgemental peer support on a drop-in or appointment basis. The Centre has done a great job providing a safe space for students. PSC volunteers undergo 35-40 hours of training before they are allowed to facilitate support sessions.

#### Usage:

- The Centre offers active listening as the foundation of their service, and offers a safe, empathetic and empowering space for students. There are around 140 users per semester, and usage increases during midterm and exam periods.

#### Efficiency/Accessibility:

- The PSC offers 45 minute sessions on a drop-in or appointment basis. The staff are kind and hold a professional, yet friendly demeanor. Their website and social media sites are well maintained and easy to navigate.

#### Resources and/or Support:

- The PSC provides confidential, judgment-free peer support to its users. They also offer active listening services at events and other functions upon request.

#### Awareness/ Advocacy/ Education:

- The PSC is involved in advocating for mental health awareness. The Services aims to encourage active listening among peers and encourage students to open up and seek help when needed. They collaborate with other campus services on events that facilitate conversations around mental health and wellness.
- PSC provides tailored workshops on topics like active listening to various clubs, services, and student societies on campus upon special request.

Grade: PASS

Recommendation:

### Queer McGill

Queer McGill provides support to queer students through working groups, a library, and a visible presence on campus. They serve as a resource for information pertaining to queer people and queer issues with the goal to increase student awareness, actively promote queer issues, and prevent prejudicial action. QM's resources and services are well utilized and appreciated by its users.

#### Usage:

- Queer McGill has hosted weekly gaymes night and other events (dance parties, drag and burlesque show, Halloween and valentine's day event, welcome back picnic). There has been



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positive feedback from students surveyed that found their services added value and provided a safe space for users.

#### Efficiency/Accessibility:

- Queer McGill is accessible both through email and through regular office hours. They effectively connect queer students on campus with each other and with helpful resources. Students have responded that they feel welcome and safe at Queer McGill.

#### Resources and/or Support:

- Queer McGill provides an open safe space for students through office hours and events. They also provide safer sex supplies and gender affirming products to students.
- They also operate a very large queer-focused library.

#### Awareness/ Advocacy/ Education:

- Queer McGill operates and facilitates workshops, orientations and series dedicated, but not limited to queer- and trans-positivity.
- The Queer 101, Trans 101 workshops, in collaboration with UGE, looks to educate and provide vocabulary and experiences that may benefit folks to navigates spaces on campus and otherwise.

Grade: PASS

#### Recommendation:

- One suggestion would be to advertise in more BIPOC spaces.

### **Sexual Assault Centre of the McGill Students' Society (SACOMSS)**

SACOMSS operates support groups, drop-in centre and phone line for survivors of sexual assault and their allies. They are open daily throughout the week. The Centre advocates for survivor rights in a McGill and general Montreal context and they facilitate educational opportunities to create awareness about sexual violence and consent. Volunteers receive 40 hours of training before integrating into the Drop-in Support, Advocacy, Support Group or Outreach Branches.

#### Usage:

- Usage of the Service varies weekly and is dependent on the services and workshops that are running.

#### Efficiency/Accessibility:

- SACOMSS' support services are accessible by a hotline and drop-in sessions. They are quick to respond on all channels and provide appropriate support and referrals when necessary.



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### Resources and/or Support:

- SACOMSS facilitates support groups for survivors of sexual assault and their allies for healing and empowerment. These support groups are available to the McGill and greater Montreal community and are offered in both English and French.
- They also provide accompaniment services through McGill's harassment policy as well as external medical and legal services in Montreal.

### Awareness/ Advocacy/ Education:

- The outreach branch facilitates workshops on consent, sexual violence, gender and sexuality. They provide anti-oppression training to local groups, upon request.
- SACOMSS advocates for survivors who need information and support regarding how to file a report with McGill, the police and/or need support and information about going to the hospital after experiencing sexual violence.
- Every year, they organize a memorial for the 14 women killed in the Ecole Polytechnique Massacre.

Grade: PASS

Recommendation:

## The Plate Club

The Plate Club is a reusable dishware service that provides free rental of, sustainable and reusable dishware, as an alternative to disposable serving products. They offer a large selection of dishware. The Plate Club's services are well known and largely used by the McGill community.

### Usage:

- The service supports the functioning of many other clubs and services on campus, greatly aiding their event planning by providing a low-cost and sustainable alternative to disposable dishware.
- There are on average 15 users a week. The Plate Club's user population is primarily composed of clubs on campus, but also includes individuals, residences, and community groups.

### Efficiency/Accessibility:

- Dishware is booked using an online request form. Given the closure of the University center, The Plate Club's current office is not universally accessible.
- Users have expressed difficulty accessing the office and transporting the dishware.
- In addition, users are responsible for cleaning the dishes before returning them. Students would like to have more office hours for pickup/dropoff of the dishware.

### Resources and/or Support:



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- The Plate Club provides the free rental of reusable dishware.

### Awareness/ Advocacy/ Education:

- Through the internal survey, The Plate Club has indicated that it is not directly involved with advocacy or education. The Plate Club encourages sustainable practices by providing accessible alternatives to disposable dishware.

Grade: PASS with Reservations

### Recommendation:

- The Plate Club should look into ways to ensure the dishware that is returned is thoroughly cleaned and meets sanitary requirements.
- The Plate Club should focus on promoting sustainability on campus through waste diversion and education, as stated in their constitution. The Plate Club could pair up with other student groups that promote sustainability to host workshops on food related waste and even sustainable ways to wash dishes.
- Increase the number of fixed office hours to accommodate the variability in users' schedules.

## TVM

TVM is a student run television station and production outlet. TVM received positive feedback from the user survey, including praise for their accessibility and production value. As McGill lacks a fine arts or film program, TVM seeks to be the hub for students with an interest in filmmaking. Users can attend workshops, work on production, or take on leadership roles within the service.

### Usage:

- Viewers of content: 1000+ / week
- Content Creators: 5-20 / week
- Projects in production: 2-5 / week
- Users: 2-3/week (Users are defined as individuals putting in service requests for event coverage/promo content/etc.)

### Efficiency/Accessibility:

- Easy to navigate their webpage, social media and service request form.
- Users report that TVM's members were easy to work with and users were satisfied with the product results.
- The timeline from an approved request to a final cut is about two or three weeks, they're very punctual

### Resources and/or Support:



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- TVM provides video production services and support in creating promotional, narrative, and other forms of video content for no cost.
- TVM also has workshops on all aspects of filmmaking, from pre to post-production

### Awareness/ Advocacy/ Education:

- TVM provides support to students interested in filmmaking or learning about video production. They educate users in all areas of the film industry, including writing, pre production, production, equipment, lighting, cameras, editing software. Etc.
- TVM produces promotional content for advocacy groups. They cover events such as protests and vigils.
- This year, they created the We Are McGill, Samosa edition video.

Grade: PASS with Reservations

### Recommendation:

- Increase advertisement of its services to other services, clubs and ISG's for collaboration.
- SRC recommends that TVM update their Constitution, as the last revision was in 2014.

## Union for Gender Empowerment

The UGE operates a space which is welcoming to trans and gender oppressed people on campus. Their resources include, but are not limited to an alternative lending library with over 1000 feminist and queer titles, access to gender affirming items, safer sex products, and alternative menstrual products; volunteer opportunities, hosting education and advocacy events. They build a sense of community for person who identifies with our anti-oppressive, feminist, and trans-positive principles, regardless of gender identity.

### Usage:

- They operate a library of books and zines which are relative to feminist, gender and social justice topics.
- A co-op of gender empowerment items, such as alternative menstrual products, items relevant to trans people and safer sex items is also offered by them.

### Efficiency/Accessibility:

- The UGE has regular office hours where students can drop-in and speak with staffers. These staffers are very knowledgeable and can help students seeking information, products or even just a safe space.

### Resources and/or Support:

- As mentioned above, the UGE operates a library of materials related to feminism, gender and social justice.



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Tel: (514) 398-6800 | Fax: (514) 398-7490 | [studentlife@ssmu.ca](mailto:studentlife@ssmu.ca)

3600 McTavish Street, Suite 1200, Montréal, Québec, H3A 0G3

*Located on unceded, Kanien'kehá:ka traditional territory*

- They stock gender empowering and/or affirming items, and are able to order products on behalf of students. They can even subsidize the purchase of these products.

Awareness/ Advocacy/ Education:

- The UGE provides a number of workshops as part of its Staffer training program, as well as tabling at other events around campus and in Montreal.

Grade: PASS

Recommendation:

- They could host more events allowing for more visibility on campus. However, they received great feedback from the student surveys.

## **WALKSAFE**

WALKSAFE is well-used by the student population. They provide free and confidential accompaniment for those who are walking at night. WALKSAFE's services are offered to special faculty and student events, as well as their regular hours every day of the week.

Usage:

- WALKSAFE provides night-time accompaniment to students who feel unsafe to walk alone at night. Usage increases during Frosh and in January.

Efficiency/Accessibility:

- WALKSAFE provides timely help to students who would like company on a walk for whatever reason. They dispatch volunteers from their office so while they operate all over the island, the further from campus a user is, the longer they will have to wait.
- Students report that WALKSAFE volunteers are friendly and helpful

Resources and/or Support:

- WALKSAFE staff are trained on all of their policies and procedures in order to be supportive and comforting to users of the service.
- WALKSAFE partners with Service d'accueil du Centre Multi-Ethnique St-Louis to provide WALKBuddies. WALKBuddies volunteers safely walk young children to their daycare from their school.

Awareness/ Advocacy/ Education:

- Walksafe promotes the awareness of safety on campus by advertising at various events on campus such as Activities Night, Open House, and the Off-Campus.

Grade: PASS

Recommendation:





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- Workshops and outreach to promote safer practices. They could also promote the different aspects of their service more (accompany users in cabs or on the metro).

### Appendix C - Service Constitutions:

Please find attached the constitutions ratified by SRC this academic year:

1. [Black Students' Network](#)
2. [DriveSafe](#)
3. [MSERT](#)
4. [Plate Club](#)
5. [Peer Support Centre](#)
6. [Queer McGill](#)
7. [UGE](#)
8. [WALKSAFE](#)

All of the Services Constitutions can be found in [this folder](#).