



# IN-HAS

## Housing & Ancillary Services Employee Newsletter

### Dear Colleague,

As we approach the end of the 2015-2016 academic year, we are thrilled to highlight some events and achievements happening across the division in the third issue of our IN-HAS Employee Newsletter.

Our staff never cease to amaze me by setting the bar for outstanding commitment and leadership. Last fall we introduced the Tim Horton Express as a new food service concept in UCC. In addition to resolving the long line of the original Tim Horton at Centre Spot, the two operations together served an additional 20,000 customers per month. This is just one example of the many transformations and innovations that we're continuously working on.

In this issue, you'll read some inspiring 'Takeaways' from Alternative Spring Break (ASB), 'Staff Picks' from our Bookstore colleagues, and even get up to speed on some important milestones of our colleagues. As always, we encourage you to send in your stories and updates to [has\\_comm@uwo.ca](mailto:has_comm@uwo.ca).

As you may have heard, I will be retiring at the end of July after 34 years of service at Western. I would like to express my sincere gratitude to everyone for their commitment to our students. It has been a privilege to work with all of you. I am leaving a strong division and I know that you will continue to play an integral role in supporting Western.

Yours sincerely,

**Susan Grindrod**

Associate Vice-President

Division of Housing and Ancillary Services

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### Mark your Calendar!

- Residence Closed .....May 1
- B&B Operation Begins..... May 7
- Convocation ..... June 14–17, 20–22

### IN-HAS Newsletter Committee

Stephen Cribar, Jim Dunkin, Cynthia Gibney, KD Grainger, Pam Kenward, Gwen Lowrie-Dennis, Sonya Rizzo, Janet Smith and Lina Wang

Contact us at [has\\_comm@uwo.ca](mailto:has_comm@uwo.ca)

Graphic Design by Kelly Hunt



## Alternative Spring Break: A 'Rewarding, Fulfilling and Life-Changing' Experience

Shearon Kowlessar | Residence Manager

Melissa Steadman, Ariba Shah and I each participated in **Western's Alternative Spring Break (ASB)** program this year as staff team leaders, travelling to Nicaragua, Jamaica and Peru respectively where we each worked on different types of programs in each of those locations.



In partnership with Outreach 360, the Nicaragua trip was focused on education and the development of disadvantaged children. Working in a small squatter community in the heart of Jinotega, ASB participants were in a local learning centre, teaching English to 44 students ages 8-12. The Jamaica trip involved setting up a mobile medical clinic in an underserved community. In Peru, we worked with two schools in very impoverished communities

of Lima where we facilitated educational photography programs for the students while on their summer break. I've been asked many times to describe my trip and I often find myself struggling to explain what I've experienced and how much of an impact it has had on me. "Rewarding, fulfilling and life-changing" would be my choice of words to describe how I felt.

ASB offers a unique opportunity for us as staff members of the University to connect with students from different backgrounds, lead a team, and work with staff from other departments within the University as well. It tests your leadership skills and challenges you to manage and adapt to a different dynamic from your daily work routine.

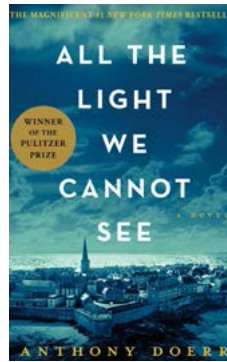
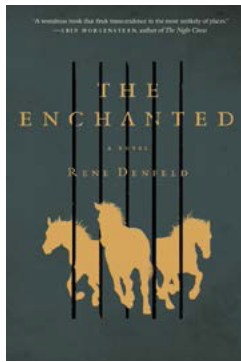
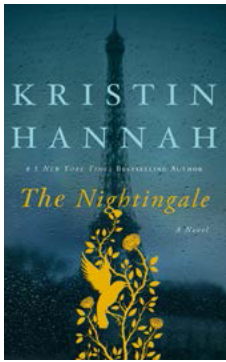
I guarantee there would be no other time in your life where you get to know fifteen students in a bus, at an airport, on a plane ride and the next day you're serving a community together and implementing ideas and solutions to make your experience an unforgettable one together as a team. Being immersed in a culture that's very different to ours in Canada and having to adjust to a new life style for seven

days were very eye-opening. Over the week, we each met so many kids and families who live in poverty daily, but are drastically happier and more content with life than we will ever be. Our experiences allowed us to touch the lives of so many little individuals and grow connections with them that we will never forget.

We have learnt a lot from our experiences and I'm sure we've each changed some small parts of our daily routines after being exposed to what we've seen and how much we sometimes take what we have for granted. ASB has been a very enriching experience for the three of us. Not only have we gained fifteen new friends, but we formed teams, served communities with those teams and made a difference in many lives over seven days. If community service is something that interests you, we definitely recommend that you consider participating in ASB.



# The Western Retail Services Book Shelf: Hot Reads



Kelly Hunt | Graphics  
RECOMMENDS:

## The Nightingale

by Kristin Hannah

This historical work of fiction takes place during WW2 in the small village of Carriveau as well as Paris, France. It is a powerful tale of two very different sisters and the way they each secretly join the resistance against the Germans. I will remember this one for a very long time. It is a very personal look inside what it may have been like to live through such unrest and terror. The strength and resilience of these two woman is remarkable and shows what can be accomplished by one person, under even the worst of conditions. It will break your heart.

Don Rhynas | The Book Store  
RECOMMENDS:

## The Martian

by Andy Weir

I liked this book a lot. Maybe it was Chris Hadfield's positive blurb, but I overcame my reluctance to read a sci-fi, adventure novel and discovered a story that was easy to follow, profoundly human, and hard to forget. The near future premise is plausible (as Hadfield says) and the writing puts the reader "up there" in the midst of a desolate predicament. The Matt Damon movie had me on the edge of my seat, hands sweating near the end, but I was glad I had read the book first.

Stephen Cribar | The Book Store  
RECOMMENDS:

## The Enchanted

by Rene Denfeld

There are not enough superlatives to describe this original and haunting novel. Set on death row in a dark and decaying prison, Rene Denfeld's writing brings light, life and wonder to a place each has no place being. It is not an easy read. There are moments when you may decide to put it down and breathe, but like any great novel once you reach the end, the reward is in the journey. One of the best books I have read in memory.

Julie Forsythe | The Book Store  
RECOMMENDS:

## All the Light We Cannot See

by Anthony Doerr

Doerr takes the reader on an incredible journey through history. While the novel was heartbreaking in spots, it could also be very uplifting. I love this novel because it demonstrates how that even in the worst of circumstances, how kind we can be to each other. Doerr provides the reader with a fictional glimpse into what Nazi occupied Paris looked like and how difficult life was during the occupation.

> If you have a book recommendation, we would love to share it in the next issue! Please email [scribar@uwo.ca](mailto:scribar@uwo.ca)

# BABIES, BABIES, BABIES!

We are so happy to hear of the safe and happy arrival of the following babies to our Housing & Ancillary Services Family!



Josh (from Housing) & Ramona McLinton welcomed baby boy, **Victor**. November 2, 2015.



Rebecca Mudge (from Housing) welcomed baby girl, **Clara**. February 6, 2016.



Gord (from The Book Store) & Jenn Rogerson welcomed baby girl **Tamlyn Violet**. February 18, 2016.



Pictured above left to right: Niki Vermeulen's baby **Harlow**, Anh Brown's baby **Florence**, Sonia Mardinly's baby **Mateo**, Will Uhl's baby **Ellie**, and Linda Carmichaels baby **Elaina**.



## What does it take to Staff Residences at Western?

**Gwen Lowrie-Dennis** | Residence Administrative Coordinator

Every year, the **Western Residence Life Management Team (RLMT)** in the department of Housing and Ancillary Services plans, facilitates and executes the hiring of over 130 student staff members. They are the key force to run various social and academic support programs, and drive the enforcement of the rules and regulations in the residence community. This year, similarly to previous years, Residence Life at Western received over 300 applicants. In recent years, the hiring team has taken steps to intensify the hiring process, as there are many more qualified candidates than positions.

There are different screening processes for new, returning and 'returning-returner' residence staff members. New and returning staff members go through an interview carousel process which includes several group interview stations designed to test the applicants' competencies such as leadership, crisis management and creativity. Melissa Steadman, Residence Academic and International Experiences Coordinator, explained that this year an informal element was added to the interview carousels, in an attempt to calm applicants' nerves. The more seasoned staff, also known as 'returning-returner' staff members, are required to send in a

video interview using an online platform called SparkHire.

Working and living in residence provides an array of experiential learning opportunities to student staff members, and there are a number of different positions available. Each floor community includes a live-in Residence Advisor or Don. Residence Advisors, or RAs, are there to build the floor

Every year, **RLMT** at Housing plans, facilitates and executes the hiring of more than 130 student staff members.

community and create positive initiatives that uphold Residence Life policy, where Dons are their senior counterparts who have been selected to take on a leadership role. Some of these staff members may even be selected for a "Living-Learning Community" floor position; these spaces allow students to live amongst peers with similar academic or lifestyle preferences.

The balance of residence teams is important, and the assets and challenges that each building presents must be considered when choosing residence staff building teams. Andrew Quenneville, one

of the Saugeen-Maitland Hall managers, noted that "with the largest building Residence Staff Team on campus, Saugeen's diverse team is a collection of many individual strengths. This is a reminder that regardless of the situation, there is a team of 40 dedicated individuals at-the-ready to lend their support."

This supportive atmosphere continues in other residences, regardless of their size. Rachel Cabunoc, Residence Manager at Perth Hall, notes that "the Perth team is much like a close family, and on any given night you will often find members spending time in the staff room and having impromptu jam sessions". Josh McLinton, Manager at Medway-Sydenham Hall, expressed the Residence's unique dynamic, explaining that "as the oldest residence on campus, MedSyd also holds sacred and timeless traditions. The building's distinct layout and historically-named floors can be daunting to many new-comers and our staff must possess a keen sense of direction and memory to navigate the halls with ease."

While all buildings are different, it is the unique balance of staff that brings a consistently top-rated residence experience at Western.



## Alternative Spring Break, Trinidad–Matelot: Community Development & Sustainability

**Frank Miller** | Director, Hospitality Services

My first **Alternative Spring Break (ASB)** this past February was to a remote village of 200 people in Matelot, Trinidad, on the northern tip of the island.

Our team of 15 consisted of 12 students as well as a student leader, my co-leader and myself. To arrive at our destination from the Port of Spain, our bus rumbled along winding and narrow roads, overlooking part of the Atlantic Ocean.

Our initial purpose was to engage with the Dorcas Women's Group from the village. Together, we shared values, culture and began the process of developing a tutoring center.

The prime focus of our visit was to strategize on ways to keep the local youth group invested in the community through various activities, such as sports, which would ultimately keep them on a path to a bright future. Throughout our five short



days, we met with the fishermen and the local committee, painted a classroom, and started digging a foundation. In the evenings, we swam in the river next to the ocean where we reflected on the impact of that day's activities.

We endured the hot weather, buzzing mosquitoes and power outages. Yet we will always remember walking through the village and interacting with the locals, visiting a plantation/estate which grows coffee beans and spices, and our visit to the eco-tourism bird sanctuary on our last day. These encounters all blended into a wonderful experiential learning adventure which I will always remember and would highly recommend!





Melanie-Anne Atkins, Wellness Coordinator

## Western Wellness Education Centre

Malaz Abdelrahim | Wellness Peer Educator

Western's new **Wellness Education Centre (WEC)** is a central hub that aims to provide undergraduate and graduate students with information about the health and wellness resources available on and off campus. Run by a team consisting of the Wellness Coordinator and Wellness Peer Educators, the WEC is located in UCC 76 (across from The Book Store) and will be open Monday to Friday from 10 a.m. to 6 p.m. The WEC also contains a multi-purpose space that can be booked through the Wellness Coordinator for wellness-related activities.

Wellness Peer Educators are student staff members trained to educate their peers on the wellness resources they can use to support their wellbeing. They are supervised by Melanie-Anne Atkins, the Wellness Coordinator. With a background in curriculum development, teaching assistant training, mental health literacy, and anti-stigma education, Melanie is also available to present mental health and wellness lectures and workshops for specific departments and programs at Western. The WEC also houses Angela Treglia, the Sexual Violence Prevention Education Coordinator, and Samantha Gianotti, a Registered Dietitian.

The WEC team is dedicated to helping students be proactive about all dimensions of their wellbeing by providing a positive and fulfilling experience through activities taking place weekly at the Centre. The WEC will offer a safe and welcoming environment for all Western students to find the support and resources necessary for them to be successful. With the motto of "No Wrong Door," the centre aims to empower Western students to increase their mental health and wellness knowledge and capacity.



### Glenn Matthews from Off-Campus Housing was among the recipients of 2016 Western Green Awards

"Glenn has fostered environmental awareness and a true sustainable commitment through his leadership of numerous recycling and clean-up projects for neighbouring off-campus student residence areas.

**Take it or Leave it**, a program offered during spring move-out for off-campus students, provides an opportunity for departing students to store their furniture for use by incoming students. Interested students can select any item from the bin for use in their residence or apartment. As a result of Matthews' initiatives, the *Take it or Leave it* program has been responsible for the reuse of more than 4,000 pieces of furniture."

—Jason Winders, Western News

#### About Western Green Award

It was initiated to raise awareness of sustainability at Western University through the acknowledgement of community members (student, faculty, and staff) who have made positive contributions.



## Employee Purchase Plan

The **Employee Purchase Plan (EPP)** assists University employees in acquiring personal computers from the Campus Computer Store.

The Plan includes preferential pricing for the initial computer purchase and the availability of loan arrangements (if requested by regular full-time employees).

**Purchase a new computer for as little as \$40/month.**

Find out more at [www.computerstore.uwo.ca](http://www.computerstore.uwo.ca)

# University of Otago

## Western Staff International Exchange Experience

**Ingrid Johnston** | Associate Director, Western Retail Services

In February, 2016, I was in beautiful **Dunedin, New Zealand**, visiting the University of Otago, as a recipient of **Western Staff International Exchange Program (WSIEP)** offered through Western International. The University of Otago, built in 1869, is the oldest university in New Zealand. The architecture of the University is quite spectacular with the history of the old buildings blended with new architecture from different decades. Otago is often recognized by its clock tower, which stands next to the banks of the Water of Leith. The building is the administrative center of the University and is at the heart of the campus.

With a population of 130,000, Dunedin is built in the mountains, and surrounded by the ocean. An awesome view wherever you look! Like London, Dunedin is a university town with lots of student housing around campus. There is also a tradition to name the houses, like Fridge and Shrieking Shack. Dunedin is also a tourist town with many interesting sites and natural attractions, and I took advantage of as many as I could!

February is summer in New Zealand, so the academic year had not yet started. Move-in to colleges (what we call residences) started just as I was leaving, followed by Orientation Week. At Otago, 80% of the students come from outside Dunedin. The colleges welcome students and parents to come early and invite them to stay in residence in advance of move-in day. This is an opportunity for parents to help the students get settled and to become acquainted with the campus. The student housing around campus was busy too, with students starting to move in!

While at Otago, I met with individuals from various departments including the Book Shop, UniPrint, Otago International, Student Union and Human Resources as a learning and sharing opportunity. While there were many similarities, there were significant differences to make my meetings very engaging and informative. The University Book Shop has two locations, one in the heart of campus, and the other just on the outskirts of campus, easily accessible to the community. The store on campus focuses on textbooks,

with a few supplies. The main book store is a quaint store and is known as Dunedin's Finest Book Shop!

Otago crested merchandise and memorabilia is not sold at the Book Shop, but at Otago's Visitor Centre and Gift Shop located at the entrance of campus, and is operated by Otago's Union. Otago's Union is also responsible for all retail shops and food services, including catering, cafes and food outlets.

UniPrint is a busy operation, responsible for all university printing needs. While the main printing is located on campus, they have a centralized location within the main library to meet the needs of the students and staff centrally, and offer a variety of services.

My international exchange was a rewarding, interesting and engaging experience. I think the learning was mutual, as we shared experiences, best practices and we never seemed to run out of things to talk about and share. I also enjoyed my free time to see the many sights, enjoy the views, take some tours and just experience New Zealand. Definitely a trip of a lifetime.

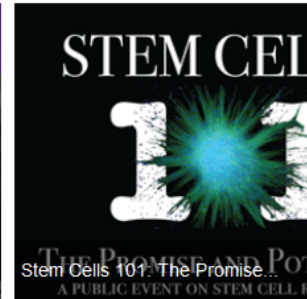


# Western Events Calendar


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[Research](#)
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APRIL 2016						
SU	M	TU	W	TH	F	SA
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

## Events Calendar



### FILTER BY:

#### Type

- Academic Dates
- Athletics / Recreation
- Conference
- Exhibition
- International
- Lecture / Seminar
- Performance
- Tours
- Training / Workshop
- Institutional
- Wellness

#### Audience

- Alumni
- Faculty
- Future Students
- Graduate Students

## Upcoming Events

Today 11:00 am

### Wednesday, April 13, 2016

- 10:00 am [Public Lecture - Michael Mindzak](#)  
Location: John George Althouse Faculty of Education
- 12:00 pm [Toastmaster's Campus Communications](#)  
Location: University Community Centre (UCC)
- 12:10 pm [Lunch Hour Yoga - sorry, cancelled!](#)  
Location: Support Services Building (SSB)
- 1:00 pm [Public Lecture - Stephen Pearce](#)  
Location: Stevenson Hall (STVH)
- 7:00 pm [The Revenant](#)  
Location: University Community Centre (UCC)

# 81%

of all Western Faculty & Staff indicated that they are looking for more physical activities to be well, and

# 59%

said they are looking for new approaches to stress management.

## Living Well at Western

**Cynthia Gibney** | Director, Health Services

**Living Well @ Western** is a cross-campus initiative designed to encourage and promote a wide variety of physical, cultural, and intellectual activities to improve health and wellness at Western.

Based on a survey of all faculty and staff at Western conducted in January 2015, 81% of respondents indicated that they are looking for more physical activities to be well, and 59% said they are looking for new approaches to stress management.

Living Well @ Western has responded by developing a series of activities (many are free), open to faculty, staff and students who are looking to be more active and reduce stress levels. More events will be added in the coming months.

Living Well @ Western weekly events include activities such as meditation, Tai Chi, yoga and Zumba classes. Plus, the Western Wellness Calendar lists other activities such as music performances, therapy dog visits and a variety of discussions open to everyone.

In conjunction with Western Sports and Recreation Services, a special invite to all faculty and staff members to try out the Western Student Recreation Centre during Reading Week was posted on the Living Well @ Western website. Free access was available from Monday to Friday, 8 a.m. to 5 p.m. daily, and you can join any fitness class offered during the day. Group fitness schedules are available on the Mustangs website.

All staff are encouraged to take part in wellness-related activities.

[www.uwo.ca/health/living\\_well/index.html](http://www.uwo.ca/health/living_well/index.html)