



IN-HAS

Housing & Ancillary Services Employee Newsletter

Dear Colleague,

Hope you had a great summer and were able to enjoy some quality vacation time with your loved ones.

First of all, we'd like to extend a warm welcome to all the new and returning members of the team. You're bringing an array of experience and talent that will enrich our community and enable the Division to reach new heights.

Thanks to the strong support from each team, our IN-HAS Employee Newsletter is now entering its second year of publication. In this issue, you'll learn what it means to 'bee' local at Great Hall Catering, share our heartfelt congrats to the award winning teams, find the latest reading recommendation from our Book Store colleagues, and get the updates about many exciting new initiatives in different areas.

We're now on a very solid foundation for the future, and the success is the result of all your dedicated and hard work. For the new school year, we'll continue to find new ways to live our mission, support our students and advance our work. As always, we'd love to hear from you. Please email us at has_comm@uwo.ca with any thoughts, stories, or suggestions you may have.

Look forward to another rich and rewarding year ahead.

The IN-HAS Newsletter Committee

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Mark Your Calendar!

Move-in Days	Sept 4-5
Orientation Week	Sept 6-10
Classes Begin	Sept 8

IN-HAS Newsletter Committee

Stephen Cribar, Jim Dunkin, Cynthia Gibney, KD Grainger, Pam Kenward, Calista Powell, Sonya Rizzo, Janet Smith and Lina Wang.

Contact us at has_comm@uwo.ca

Argo Tea expands to Western! See page 7.





‘Bee’ing Local at Great Hall Catering

Emily Lomax | MES Co-Op Student, Hospitality Services

500,000 new members have recently joined the Western community. Kristian Crossen, Executive Chef at Great Hall Catering (GHC), is working with licensed apiarist (beekeeper) Rick Huismann on GHC's newest initiative: keeping honey bees. Their four new hives have just been added to the Western Apiary, located in a secluded area adjacent to the North Campus Building.

Beekeeping is by no means a new endeavor for Crossen, who has previously worked with Huismann at Windermere Manor, as well as kept his own bees at home.

Crossen's motivation to bring in the hives was mainly for culinary reasons. "Fresh honey is a regular staple ingredient. From a chef's standpoint, that was my first priority."

When it comes to using the different products of the hive, Crossen's approach is quite holistic. At GHC, the honey will be used in the kitchen, served with coffee and tea, and will also be bottled for sale. A single hive in 'full-flight' can be expected to produce 80 pounds of honey per year. The honeycomb, which can also be eaten, will be featured on GHC's local cheese plates. Even the beeswax will be used to polish wooden serving platters.

To Crossen, harvesting their own honey seemed like the natural next step for GHC, as

they already have a strong commitment to sustainability and local food procurement. "I thought it was a good fit for us here at Great Hall and at Western."

The European honey bee is an incredibly important insect, vital for the pollination of the majority of Ontario's fruit and vegetables. Honey bees pollinate not only agricultural plants, but being 'generalist' pollinators, are also important for wild species.

On campus, the bees may be seen pollinating the various flower gardens, the Indigenous Food and Medicine Garden, as well as GHC's own rooftop garden.

Rick Huismann, who has been keeping bees for over ten years, is a strong advocate of local honey. "When you buy Ontario honey, you are supporting Ontario beekeepers, you are supporting Ontario bees and you're getting honey that's right from your own backyard."

There has recently been a lot of interest in honey bees, especially with regards to Colony Collapse Disorder (CCD), a phenomenon of increased honey bee hive failure from unclear causes. However, according to Statistics Canada, honey bee colonies are actually increasing nationally and Huismann says there has been no evidence of CCD in

Canada. "There's so much information out there... you've got to sift through what seems logical." I had the opportunity to 'suit-up' with both beekeeper and chef and pay a visit to the new hives. As Huismann does his routine hive checks, he slowly removes each of the frames in the hive looking for the queen. He finds her and points her out. She is clearly larger, with a longer abdomen than her attendants. "Isn't she beautiful? Brand new queen, she's in there hustling."

Honey bees are domesticated animals and have been bred to be docile and gentle, in contrast to the yellow jackets that were in such high numbers on Western's campus last fall. Honey bees avoid human activity and do not sting unless their hive is threatened. Huismann says there is also a common misconception about swarms, which is actually when the bees are most tame. "Bees, when they're in swarm mode, they have nothing to protect."

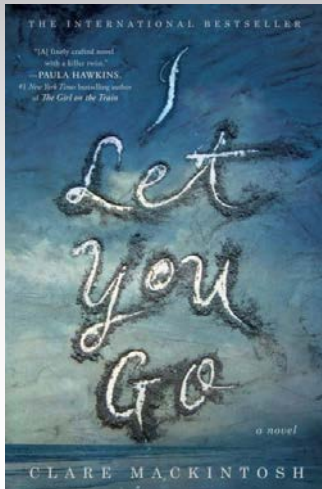
Back at Great Hall Catering, Crossen hopes that the hives will initiate conversation and spark some interest and awareness of food systems and our relationship to them. Though the hives have only been here a couple weeks, Crossen is already envisioning an expansion. "[This] is the beginning of our hives."



Honey Bee Facts

- Honey bees communicate with each other through pheromones and intricate dance steps.
- Honey bees eat honey during the winter months.
- Honey bees do not migrate, but create an insulating cluster around the queen while maintaining regular hive functions, such as eating and cleaning.
- Honey bees fly up to 5 km from the hive to forage.
- A queen bee lives 1-5 years.
- The hive is primarily female, except for the drones whose sole responsibility is fertilization.
- Honey bees only sting when their hive is threatened (they die if they sting).
- Honey has natural preservative and antimicrobial properties that bacteria can't grow in.

IN-HAS Book Shelf: Book Suggestions

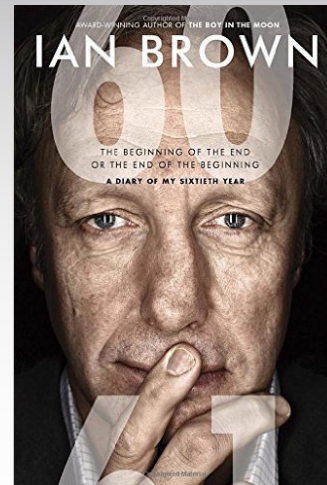


I Let You Go

By Clare MacKintosh

If you enjoy Ian Brown's engaging, topical feature articles in The Globe & Mail, or read his award-winning "The Boy in the Moon" (about his disabled son), you will get your money's worth and more from his latest best seller. On the surface, *Sixty* is a diary of Brown's sixty-first year. But his own grappling with aging, his honest, frank discussion of issues we often don't talk about, allows the general reader an opportunity to get honest with him or herself about getting older too. He sprinkles useful statistics throughout this funny and poignant look at life, while growing increasingly resolved not to fade away. Especially recommended for men, age 55 and older.

Recommended by Julie Forsythe from the Book Store.



Sixty: The Beginning of the End, Or the End of the Beginning

By Ian Brown

"I Let you Go" is a riveting novel which takes its reader on shocking ride. For readers who enjoy mysteries and thrillers, this book is for you. Author of "Girl on the Train", Paula Hawkins describes this book as "A finely crafted novel with a killer twist." After reading Hawkins review, I read this book anticipating I would figure out the killer twist before it happened. I didn't see it at all... the twist got me and it will get you too! I highly recommend "I Let You Go".

Recommended by Don Rhynas from the Book Store.

Your First Taste of the NEW Dining Hall



The Dish on Saugeen's New Dining Hall

Calista Powell | Marketing & Communications Coordinator, Housing and Ancillary Services

Innovation, creativity, and student feedback have been at the heart of every construction project here at Western—and the new Saugeen-Maitland Residence Dining Hall is no exception. Last updated in the early 2000s, this year's incoming residents will be the first to enjoy a completely new experience that caters to their cravings.

Over the span of two summers, consultants, contractors, Hospitality staff and the steering committee have been involved in the design process. From decor to cooking equipment, everything was stored away; a significant feat considering the Dining Hall remained operational during the exam period.

Originally slated for a \$1.5 million refresh, the Saugeen Dining Hall project has significantly changed since the renovation was first proposed as part of the 2012-15 annual plan. Facilities Director Chris Bumbacco indicated that the scope of the project changed based on feedback received on the 2013 construction of Ontario

Hall. With a new budget of \$3.4 million, this project is sure to have an impact on Saugeen.

But what's the secret sauce to improving a dining experience? According to Bumbacco, it's the interactive serving stations that account for high satisfaction ratings. "When we received eight months of positive student feedback after the Ontario Hall Dining Hall was opened, we knew that moving forward in the reno, Saugeen had to follow suit," says Bumbacco.

Surveying a cross-section of Saugeen-Maitland residents further confirmed the benefits of interactive dining. "We found that students like seeing their food being prepared before their eyes, and they seek that individualized experience," says Bumbacco. Additionally, interactive dining is a proven revenue generator, and Ontario Hall, having included this feature, has the highest retail cost per transaction. Students have the freedom to buy more ingredients they like, and since price is calculated by weight, this model is a win-win for

both students and the University.

As a previous Saugeen Residence Manager, Bumbacco undoubtedly has a soft spot for this residence, and also believes the renovation will improve the student's quality of life. Not only will this Dining Hall boast fresh and diverse meals, it will provide quality study space and a great place to meet with friends. As he puts it, "Saugeen is the largest building; it is the mothership. We are confident that this renovation will bring a more competitive edge to our residences."

Typically, Saugeen-Maitland Hall is the last choice among building selections for incoming first-year students. To reach capacity in Western's largest residence, it is anticipated that introducing a Dining Hall built on proven success and student feedback will help tackle recruitment challenges. Only time will tell if the proof really is in the pudding.



Not only will this dining hall boast fresh and diverse meals, it will provide quality study space and a great place to meet with friends.

Sustaining a Greener Future in Residence

Gwendolyn Lowrie-Dennis | Administrative Coordinator, Housing and Ancillary Services

Perth and Saugeen-Maitland Hall residences received a face-lift this summer with some brand new lounge furniture. Residences at Western are always updating facilities, but where do the old products end up? This time, over 17,436 lbs of lounge furniture was diverted from life in a landfill to find a home with various charity organizations, including Habitat for Humanity, Participation House, Community Living London, and the YMCA. Thanks to the work of our Director of Facilities, Chris Bumbacco, almost 80% of waste was diverted, which is an important step towards Western's sustainability goals.

Western's campus sustainability plan aims to make Western a zero-waste campus by 2022. With this ambitious goal, it is important that Western keep the spirit of sustainability alive throughout the campus. Arrangements with local charities are a

key part of giving back to the community, as well as forming a mutually beneficial relationship when it comes to reusing important materials.

Sharon Brennan, the Marketing and Communications Manager for Habitat for Humanity, had this to say about the initiative: "Recently, Western University donated lounge furniture from two of the residence buildings to the Habitat for Humanity Heartland Ontario ReStore. This product was sold throughout five ReStores in the area, which accept quality furniture and building materials. Funds generated are used to fund 100% of the operations of Habitat Heartland. This means that every cash donation received can go directly to building homes for low income families, helping to break the cycle of poverty in the area."

Sustainability is important, and there are always ways to take action to change the culture of consumption. If you have any ideas that may help Western on its journey to becoming a zero-waste campus by 2022, please contact our Sustainability Project Assistant, Sahana Mazumder, at: smazumde@housing.uwo.ca



Kudos!

Heartfelt congratulations goes out to Lambton Hall for becoming officially certified "Silver" in Western's Green Office Program!



Housing is going green!

We've started the process to become certified for Western's Green Office Program.

Let's work together towards improving our environmental consciousness and practices. Watch your email for a sustainability questionnaire coming soon!

For more info, contact [Calista Powell](#)—your Green Office Rep



An Extraordinary Review: OACUHO Conference

Avery Nicholson | Social Media Coordinator Student, Housing and Ancillary Services

In four days, 220 delegates from 44 institutions from all across the country experienced two exceptional keynote speakers, expert speakers, concurrent sessions, nutrition and wellness activities, and even Ceeps Sledgehammer Bingo. All of this was coordinated to provide professional and social development for college and university Housing professionals.

From May 30 to June 2, Western University had the honour of hosting the Ontario Association of College & University Housing Officers' (OACUHO) 2016 Spring Conference, where delegates traveled to Western to collaborate and learn from one other about best housing practices.

The theme for this year's conference at Western was "Be Extraordinary" which exemplifies the commitment housing professionals make to enhance student experience, and the extraordinary impact this can have on student development. We chose this theme to inspire our colleagues to strive for more, as we strongly believe residential experience in higher education is fundamental to enhancing student engagement and success.

The first night of the Conference featured the New Delegate Meet and Greet, and was kicked off by the Opening Keynote Speaker, Ivan Coyote. Ivan is the author of eleven books, four albums, and four short films, and is even a past Writer-in-Residence for Western. During the

conference, Ivan gave a humorous, yet very impactful speech about the experience of transgender individuals, and what we can do to make university a safe and welcoming place for everyone.



While Ivan's keynote was filled with urgency and passion, the closing keynote delivered by Dr. David Helfand delivered a similar message of change. Dr. David Helfand has been a faculty member at Columbia University for 38 years and co-founded Canada's first non-profit secular post-secondary institution, Quest University. Dr. Helfand's compelling presentation challenged ideas at the core of Canada's education practices, and focused on how universities can educate individuals outside the classroom to develop genuine learning outcomes, especially in residence. We also had the opportunity to hear from various expert speakers who discussed a

range of topics including "Preventing Sexual Assaults on Campus"; "Crisis Communication Skills for Residence Leaders"; and "Understanding Diverse Student Populations". Throughout the conference, we had a total of 48 different concurrent sessions for delegates to attend, in order to learn more about their communities of practice within their institution. The best program of the conference, calculated through program evaluations, was also selected to present at our pan-association's international conference, the Association of College and University Housing Officers – International (ACUHO-I), in Seattle this July.

While we strived to ensure the visiting delegates received an educational conference, we also wanted the delegates to have a little bit of fun while they were working! Attendees looked fabulous as they walked our red carpet on the way to the banquet dinner; enjoyed a delicious meal at our Long Table Dinner (photographed above); and even indulged in some friendly competition at Trivia Night and Ceeps Sledgehammer Bingo, which featured the classic Western sounds of Rick McGhie.

It was truly an extraordinary week made possible by Western's Housing Staff, Residence Dining, Great Hall Catering, Conference Services team, 30 extraordinary student volunteers, as well as our nation-wide conference attendees. Particular kudos to Jenn McLean and Chris Alleyne, the Co-Chairs, and other fantastic members of the Steering Committee.

Argo Tea @ D.B. Weldon!

Lesley Cook | Operations Manger, Campus Eateries, Hospitality Services

We're excited to announce that the first ARGO Tea in Canada will be located in Weldon Library, at Western University! Argo Tea is a Chicago based company that is extremely passionate about their tea. They pride themselves on creating an All NATURAL product, and have a series of signature drinks inspired and created by tea mixologists and nutritionists. These signature drinks are not only creative, but delicious, healthy and 100% natural. They have created unique infusions of freshly brewed loose leaf teas with fruits, flowers, spices and herbs. These all natural beverages are always made from real ingredients that are free of any artificial flavourings, colours and additives. Argo Tea has a couple of award winning blends: Green Tea Ginger Twist and the Mojitea. They also offer many great mixes: Carolina Honey, Iced Maté Laté, Hibiscus Cider, and Iced Chai.

Our location, which will be rebranded as the Argo Tea Café, will serve fresh pastries and wholesome savory items daily. Of course, there will also be coffee available.

We look forward to hearing what you think of this exciting new addition to the Hospitality Services line-up. Enjoy!



Western Retail Services (WRS) and Propel (Western's Entrepreneurship Centre) are proud to announce that their *Supporting Student Businesses: Building trust and relationships with student entrepreneurs* project has won Second Prize in the 'Open Category' of the 2016 Canadian Association of University Business Officers (CAUBO) Quality and Productivity (Q&P) Awards Program.

The award was presented at the 2016 CAUBO Annual Conference on Monday, June 13, 2016 at the Quebec City Convention Centre, and comes with a \$1,500 cash prize and commemorative plaque. The CAUBO Q&P Award recognizes and rewards administrators who introduce new services and/or improve the quality of services in Canadian higher education institutions.

In March 2015, WRS partnered with Propel to provide dedicated retail space in three campus locations, allowing start-ups to introduce their products to new customers from the Western community. Each retail client is initially screened by Propel for market readiness, stability and quality of products. "The partnership between WRS and Propel allows our student and alumni entrepreneurs to gain valuable retail experience

Western Retail Services Wins Second Prize at CAUBO

Stephen Cribar | Associate Director, Sales & Communications, Western Retail Services

that would otherwise be an enormous barrier to their growth," says Ian Haase, Propel's Director. "The startups are able to tap into the wealth of expertise on-hand at WRS, and learn valuable skills with respect to managing inventory, merchandising, sales and marketing. This partnership has been critical to the survival and growth of many retail startups at Propel!"

This strategic partnership in-turn provides the Book Store access to trendy, student-centric products and helps bring awareness and communicate that the core values of WRS are aligned with those of the students. "We're proud to work with Propel on this important partnership," says Steve Alb, Director of Western Retail Services. "We hope to continue the program and contribute to the success of Western's young entrepreneurs."

The Supporting Student Businesses project works in harmony with the CAUBO 2016 theme of enhancing collaboration to help universities constantly adapt to an ever more competitive backdrop amid the globalization of knowledge and increasing pressure on operating budgets. Collaboration allows universities to better operate and deliver Canadians quality higher education and high-end research results that contribute to global prosperity.

The Student Emergency Response Team

Laura Schmitt | Summer SERT Manager, Health Services

The Student Emergency Response Team (SERT) is a student run volunteer group established in 1989 that responds to all 911 medical emergencies on Western's campus. Our response zone encompasses all of main campus, Huron and Brescia. All SERT members are trained as Red Cross Emergency Medical Responders, completing over 100 hours of training and maintaining this skill level throughout the year.

SERT responds to 911 calls in co-ed teams of three, with an average response time of 4 minutes. SERT carries an AED, oxygen, trauma supplies, and a wide range of symptom relief medications including epinephrine, Ventolin, glucose, Benadryl, and Aspirin. Almost all responders are certified in Mental Health First Aid Training in addition to their EMR training.

During the school year, SERT is on call 24/7 and in the summer from May to August, SERT is on call Monday-Friday, 8:30am-4:30pm. The calls will go to Campus Police and SERT will be dispatched over the radios they carry. Last year, SERT responded to 940 calls from May 2015 to April 2016!

What can you expect from SERT?

If SERT is called to someone in a medical emergency, the on-call team of three will respond and help to treat the person. They will assess the person's vital signs, obtain a history of the person, perform any treatment that is necessary and discuss further medical care with the person.

What can you do to help SERT?

SERT can get called to anywhere on campus, and sometimes it is difficult to find the room. If you need to call SERT for someone having a medical emergency, please give very detailed information to Campus Police on the phone. If there are multiple people at the scene, it would be best to send one person outside to meet SERT and guide them into the building, or to meet EMS if they are on the way.

Want to get First Aid training?

SERT offers Red Cross Standard First Aid with CPR/AED Level C or HCP courses to the public. These courses are taught on weekends in the UCC by SERT instructors. These instructors are members of the team who have been certified as Red Cross First Aid Instructors and they bring a wealth of knowledge and experience to their courses. To sign up for a course, please visit www.sert.uwo.ca. Courses are \$95 per person and they run for two days.

SERT also runs contract courses for groups of 8 or more people. These courses can take place anytime during the week and they are only \$90/person. Please email [SERT](mailto:SERT@uwo.ca) to set one up.



In the event of a medical emergency call 911 from a campus phone or 519-661-3300 from a cell phone.



What's New In The Campus Eateries?

Kevin McCabe | Associate Director, Hospitality Services

Another hectic summer was put in motion in early June with the onset of a variety of changes coming for the fall. We're quite excited about our new lineups for September and for those working in these locations, I'm guessing you will be too.

Here's a quick look at what's happening:

QUESADA Burritos and Tacos – Lucy's

We're very excited about our second Mexican food location, opening on September 6 in Lucy's, Somerville House. Quesada, an all-Canadian Mexican chain, will compete directly with our other Mexican location, Mucho Burrito, located in Nucleus in the Natural Science Building. Quesada provides freshly made burritos, tacos, quesadillas, and taco salads with a variety of sweet and savoury flavourings to match all of your culinary needs.

NOODLES & PIZZA PIZZA – Talbot College

With the huge success of our Noodles concept in Centre Spot, we've decided to expand this in-house concept to Talbot College for the beginning of the school term, in September. Noodles, featuring a wide variety of freshly made pasta dishes, will be part of a significant upgrade to Talbot's Encore Café. Along with this new concept, Pizza Pizza will have a whole new look. The server space will be upgraded and modernized, and the music students and all other visitors will have the pleasure of dining in our new "Italian" themed facility. Take the short walk down University Hill for an all-new culinary adventure in Talbot College in September.

EINSTEIN'S – Natural Science Building

Einstein's, featuring "Beyond Fair Trade" Doi Chaang Coffee, will have a significant upgrade 15 years after its original opening. With a newly featured hot sandwich program, all day breakfast and an all new upgraded baked goods selection, Einstein's will be a prime choice for breakfast, lunch and dinner.

With gourmet sandwich selections such as our signature "Turkey Avocado Grilled Cheese" on toasted sourdough bread, Einstein's will attract a wide variety of new customers to taste the newly created selections available in Taylor Library in the fall. Did I mention we're also featuring breakfast all day?

ARGO TEA – Weldon Library

After years of running a coffee shop in Weldon Library, Hospitality Services is going off the board with Canada's first Argo Tea concept. Sometimes referred to as the "Starbucks" of tea,

Argo has a wide ranging menu with 87 different varieties of tea, a full coffee menu, and delicious freshly made food menu that'll improve the selection significantly for Weldon Library patrons. Check out the article on page 7 for further details.

Other projects are also in the midst of being developed but may not be ready for the start of September. Regardless, we're all still looking forward to a few more vacation days and the rest of the summer, but can't wait for September and the results these changes are going to bring for both our staff and our customers.



The Global Corporate Challenge

Cynthia Gibney | Director, Health Services

The Global Corporate Challenge (GCC) is back at Western this year and on May 25, launched its 100 day virtual journey to encourage staff to get more active and live healthier lifestyles. When teams registered, each team member received a Pulse step counter so that the members can keep track of their daily step counts. GCC then sends fun lifestyle tips and encourages friendly competition to get people moving.

At the beginning of the challenge, the GCC report compiled from information provided by the 1,361 Western employees participating this year, found the following:



(1) Health Risk or Resource? Gradual and Independent. Association between Self-Rated Health and Mortality Persists Over 30 Years. Matthias Bopp*, Julia Braun, Felix Gutzwiller, David Faeh, for the Swiss National Cohort Study Group. Institute of Social and Preventive Medicine (ISPM), University of Zurich,

Housing and Ancillary Services have several teams in the corporate challenge this year including Health Services, Moves like Jaguar, the Cats Pajamas and the Mobile Mustangs. The teams are averaging 11,000 to 14,000 steps per day. Way to go team!!!

For more information about GCC from Western News, [click here](#).