



# IN-HAS

## Housing & Ancillary Services Employee Newsletter

### Dear Colleague,

Winter greetings to all. With 2016 coming to an end, we're proud to present you with the fifth issue of our IN-HAS Newsletter. Hope you enjoy reading about the many exciting updates.

In January 2017, Western's staff engagement survey *WE SPEAK* will take place again. All staff members are invited to share their views about their work experience. The results from the last survey in 2012 were responsible for a number of initiatives that have taken place on campus. To name a few, the campus-wide Global Corporate Challenge was launched; the Awards of Excellence was implemented; and within Housing we began the semi-annual Town Hall Meetings. To continue making Western a great place to work, we strongly encourage you participate in this survey. It takes about 20 minutes to complete and the aggregated results will encourage further dialogue and guide planning. Your voice matters!

Within Housing, our residence portfolio has gone through tremendous growth and development over the past decade. In response to contemporary learning and the needs of students, Housing is engaging an external consulting firm to assist us in the development of a Housing Master Plan. A comprehensive consultation will take place over the next 12-18 months. Staff members will be involved in the process through interviews, focus groups, online survey, etc. We will also involve faculty, students, community and alumni. The new Housing Master Plan, in alignment with Western's campus master plan, will set a vision and framework for the Housing Department to evolve over the next 10-15 years.

We wish you a wonderful holiday season. Hope to see you at the Festive Celebration banquet on Saturday, December 17.

Yours sincerely,

**Shawn Finkbeiner, Acting Executive Director, Ancillary Services**  
**Chris Alleyne, Acting Executive Director, Residences**

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### Mark Your Calendar!

Annual Holiday Sale (Book Store) ...	Dec 6-8
Holiday Blade Capades .....	Dec 11
Festive Celebration .....	Dec 17
Classes Resume .....	Jan 5
Staff & Leaders' Conference .....	Feb 20-24
March Open House .....	Mar 11

### 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](mailto:has_comm@uwo.ca)

FESTIVE BUFFET

## ROAST TURKEY with all the Fixings!

December 5<sup>th</sup> - 21<sup>st</sup>

MONDAY - Friday: 11:30 am - 2 pm

Reservations Recommended: 519.661.4080

\$24.95

includes Coffee & Dessert Buffet

**GREAT HALL CATERING**  
AT WESTERN



## "This is a big deal" - Rich Caccamo Receives Award of Excellence

**Avery Nicholson** | Social Media Coordinator, Housing

During Orientation Week, one might see this individual driving around campus in the golf cart, conversing via walkie-talkies, seeming as if he has a pretty low-key job based on his 'cool as a cucumber' attitude.

Unbeknownst to those who just see him during O-Week, Rich Caccamo is an integral part of the Housing team and Western University as a whole—or to put it simply, a pretty important guy. After only two years of being in this Division as orientation coordinator, he caught the attention of his colleagues at Housing.

As a result of his hard work and dedication to the University, Caccamo is one of the seven recipients of the 2016 Western Award of Excellence. This award is the highest level of recognition to staff members of the University.

Caccamo came into our interview fresh from a meeting in Delaware Hall, further exemplifying the diversity of his role.

He had no idea he was even nominated for this award until Chris Alleyne, Acting

Executive Director of Residences, made an announcement during leadership training. "I was completely caught off-guard and somewhat emotional," Caccamo said.

He noted how being recognized by his peers means a lot to him. "I'm very blessed that my colleagues thought of me this way."

Caccamo said he didn't realize how big of a deal this is until he was speaking with Peggy Wakabayashi who asked him if his family was coming to the awards ceremony.

"I said no, I told them not to come, and she looked at me and gave me this stern look, like, 'that's ridiculous, this is a big deal!'"

He reflected that the student-facing part of his role is one of the best things about it. "I'm really grateful for the relationships I've built and I get to have with students. It's really cool to see their transition as leaders."

However, every year there is a turnover of the student leaders that Caccamo

mentors. "It's so hard for me because I really get close to these leaders. They're my team."

Caccamo is what we might call a 'Western Lifer'—having completed his undergraduate degree here, he was a Residence Soph, a Head Soph, then worked for the USC as a student and a staff member. Now, he's finally working for Housing and enjoying the challenges and triumphs that come with it.

As his colleague, and one of his nominators, Melissa Steadman puts it,

"Ruggedly authentic, Rich embodies the values of our Western community; demonstrating a strong commitment to diversity, respect, integrity, and service. Rich has a natural ability of engaging students, volunteers and administrators. If you are ever able to witness his interactions with student leaders you will quickly see why he has been affectionately nicknamed, 'Uncle Rich'. He is a vital part of the positive and collegial vibe throughout our team and on campus."



# 122 Days, the Saugeen Experience

**Cliff Fielder** | Residence Dining Unit Manager, Hospitality Services



Packing up a residence food operation the size of Saugeen was a daunting task, but unpacking 122 days later and moving into our newly renovated space was a rewarding and motivating experience. It feels like we are working on a cruise ship. The change is impressive and it is hard to believe it is the same place.

Offering a customized student experience, Saugeen now incorporates more fresh interactive cooking stations which include Ole Mexican, Al Forn Stone Hearth Pizza, Artisan Flatbreads, Deli Fresh Panini,

Umami Sushi, The Wooden Spoon, Mongolian Stirfry and daily Sizzle Interactive. With over 3,000 transactions a day, returning staff are amazed to see what can be accomplished when we all work together.

The team is settling into their new workplace and appreciates the ergonomic features that went into their work stations. Working at Saugeen is a food and beverage experience filled with energy and inspiration. It is great to be a part of a team that cares about each other, the student experience, and making good food great!

If you haven't had a chance to visit Saugeen recently, check out here to view our beautiful [dining hall](#) and [servery area](#).

# Rolling Out the New Book Store Event Trailer

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

This August, Western Retail Services unveiled their brand new retail pop-up event trailer at the first Mustangs football game.

The 18-foot trailer allows The Book Store the opportunity to expand its reach by taking the show on the road, adding a stunning mobile showroom appearance while extending the reach of the Western product line.



Fully decorated with the Western brand, outfitted with power and room for three point of sale systems, the trailer also provides the ability to bring the Western name out into the community capitalizing on unlimited possibilities from sporting events, festivals, and charity events.







## Welcome Dr. Sonya Malone, Medical Director of Health Services

**Cynthia Gibney** | Director, Health Services

Health Services has been without a full-time permanent Medical Director since 2007. Dr. Sonya Malone has been an active staff member for the last five years and has now decided to take on this role. Here is some of what she said when we talked about her new role:

### Tell me about your background as a family doctor.

I went through medical school thinking that I was going to become a pathologist. I even had laser eye surgery done in preparation for all the microscope work. I did a few rotations in the pathology department, and something just didn't feel right. I wasn't able to find a mentor who was like myself, and I really missed the (live) patient contact. Then I spent six weeks working in a community family medicine practice, and I found that I just couldn't wait to get to work in the mornings. I loved it!

After graduation, I started a family practice in Ottawa and worked with a community palliative care group doing housecalls for patients who wanted to die at home. But after a couple of years, my husband and I made the decision to move to Southern Ontario to be closer to our families. I started to work at Western Health Services until I could figure out where I 'really' wanted to work in London.

However, I quickly discovered that this workplace was a good fit for me. I see the students part-time, and I look after my 1,000-patient family practice part time. The staff is wonderfully collegial. I enjoy my chosen field of work and can honestly say that I am truly happy.

### What about the Medical Director position interested you most?

Having really connected with this place of work and harbouring the desire to make it an even better place for the students and staff alike, I was drawn to the Medical Director position. I was also interested in developing some leadership skills.

### How do you see the clinic evolving in the next 5-10 years?

In my six years at Health Services, I have seen a dramatic increase in mental health visits. Psychological wellness is an important determinant of overall health, and this is becoming well-recognized by the masses.

I think if we look ahead 5-10 years, we will see more funding and more resources put toward managing the psychological wellness of the students. There will be more consolidated points of access to prevent overlap of services and to ensure that students are aware of all the available resources.

### What is your favourite place on campus and why?

I lived in Saugeen-Maitland Hall for two years as an undergraduate student in the 90s. I have a real soft spot for that place.

### What are your top five wellness tips for Housing and Ancillary Services staff?

I know we all have vices and could improve our self-care. Nobody's perfect. Here are my top

five suggestions on how to improve your energy and well-being day to day:

**Get as much sleep as you need each night.** That may be six hours or it may be nine hours. Each person's sleep requirements are different. You should be sleeping as long as you need to feel refreshed in the morning.

**Put down the smart phone.** Seriously, put it away by 9 or 10pm so your brain can have some time to wind down before bed. This will make achieving sleep much easier.

**Cut out the sugar.** Eliminating this non-essential in your diet will reduce your chance of developing insulin resistance and increase your energy.

**Move more.** I suggest raising your heart rate so that you are working moderately hard & breaking a light sweat for 150 minutes per week. You can break this down into a few minutes each day, but these minutes add up to improved cardiovascular fitness which ultimately reduces mortality in the long run.

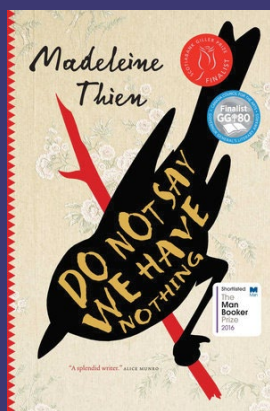
**Take Vitamin D 2000 IU/day.** Almost 80% of Canadians are deficient, so we should all be taking this daily supplement that has been shown to improve bone health, improve mood, and reduce the risk of some chronic diseases.



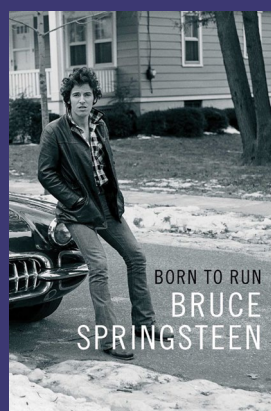


# IN-HAS Book Shelf

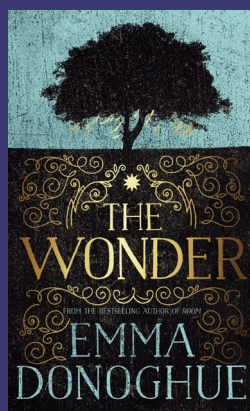
## Holiday Book Suggestions



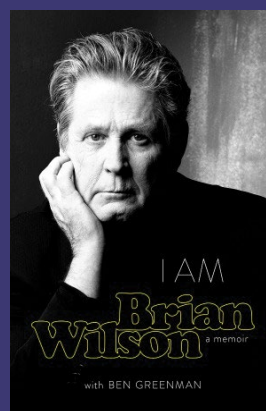
Winner of the Governor General's Award for Fiction. The novel is a sweeping story of two entwined generations in China from the 1940s through the Cultural Revolution and up to 1989's Tiananmen Square protest and massacre.



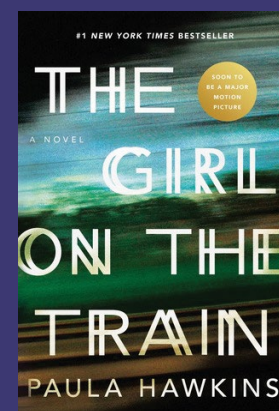
"Richly rewarding...Bruce Springsteen proves that he has taken on life fully engaged both in living and examining it, and in doing so, he's delivered a story as profoundly inspiring as his best music." *Los Angeles Times*



An Irish village is mystified by what appears to be a miracle but may actually be murder in the next masterpiece from New York Times—bestselling author Emma Donoghue.



For the first time in his own words, the legendary musical genius of The Beach Boys reflects on his tumultuous life and astonishing 21st-century comeback to live performance and renewed creativity.



Rachel takes the same commuter train every morning and night. Every day she rattles down the track, flashes past a stretch of cozy suburban homes, and stops at the signal that allows her to daily watch the same couple breakfasting on their deck. She's even started to feel like she knows them.



## Join the Holiday Blade Capades

Don't miss the fun! Come out and join us at the annual Holiday Blade Capades.

**Sunday, December 11**  
**11:30 am - 1:30 pm**  
**Western Student Recreation Centre (WSRC)**

There will be family skate (helmets recommended for the little folks), pizza lunch, crafts, make-your-own goodie bag (12 & under), face painting, and bouncy inflatables.

Don't forget to bring a non-perishable food item and be entered to win a prize!





# All's 'Fair' for Hospitality Services

**Anne Zok** | Nutrition Manager, Hospitality Services & Co-Chair, Hospitality Services Sustainability Committee



Five years ago, conversation around Fair Trade began within the Western chapter of Engineers Without Borders (EWB). In August of 2013, Hospitality Services joined forces with EWB and since then it's been full speed ahead.

Western University is currently an official Fair Trade Campus. This designation means that:

- All the coffee served at non-franchise locations on campus is Fairtrade Certified coffee.
- At least three Fair Trade Certified teas and one Fair Trade Certified chocolate are available everywhere such products are sold.

"With so many claims of fairness and sustainability in the marketplace, third-party Fair Trade verification is an invaluable tool to ensure purchases actually connect with these same sourcing values", says Kevin McCabe, Associate Director, Hospitality Services. "Fair Trade is important to Hospitality Services because it means fair pay and safe working conditions for farmers. It means no forced child labor, and supports for their communities. It means limited amounts of pesticides and fertilizers are used with proper water management, making them better for the environment. Hospitality Services intends to continue to grow Fair Trade through post Fairtrade designation engagement, setting yearly goals, planning events, introducing new products and working closely with Engineers Without Borders to further this valuable cause."

Becoming a Fair Trade Campus meant changing the coffee served at 14 different locations on campus, including all Residence Dining areas. Today, the coffee served in the residence operations features the artisan flavours of one of Ontario's finest specialty coffee roasters – the Fire Roasted Coffee Company. Located in Ontario, the Fire Roasted Coffee Company roasts over 50 types of coffee, 95% of which is Fair Trade certified and many of which are organic. Fire Roasted Coffee is now being served not only in the residence operations, but also in Great Hall Catering and at the Green Leaf Café. On campus, it can be found at: Law School, Nucleus - Natural Sciences, Lucy's - Somerville House, Talbot College and Western Student Recreation Centre.

Another addition to the Fair Trade coffee complement is Doi Chang Coffee being featured at Einstein's, in Taylor Library. The story of Doi Chang Coffee is as rich as the coffee itself. It is set in a small village located within the northern Thailand region, where the Akha Hill tribe boldly decided to seize a better life for their people – and switched from growing opium to coffee.

Today, the Akha earn a premium over Fair Trade prices, and collectively own 50% of the Doi Chang Coffee Co. This premium single estate coffee travels directly from the hills of Northern Thailand to the roasting facility in Vancouver.

The Doi Chang Village is home to 8,000 people within 800 families, all working together to cultivate a one-of-a-kind "Beyond Fairtrade" Doi Chang Coffee.

Fair Trade is a certification system which guarantees that the farmers and artisans creating the goods we buy are getting a better deal for their products. It's a different way of doing business which cuts out the middlemen and allows farmers to have direct access to global markets. Fair Trade certification allows consumers to choose products which have a positive impact on the world. (Source: *Fair Trade Western/Purple Paper*)

The impact of Western becoming a Fair Trade campus is in many ways immeasurable. In the words of a former EWB chapter VP, "While this [becoming a Fair Trade campus] is an important milestone, it is important to recognize that there is still a lot of work to be done. Becoming a Fair Trade campus is one part of a broader conversation around ethical consumption and we hope that this achievement will influence more students to think critically about how they consume, and encourage our community to change habits toward being more ethical and sustainable." This is indeed the first step of many that will help to influence the purchasing decisions of this generation of consumers at Western.

In an effort to condition the Western community to recognize the Fair Trade campus logo, look for it displayed prominently alongside Fair Trade options at several foodservice outlets across campus. The Fair Trade campus initiative is part of Hospitality Services overall sustainability action plan.



# WE SPEAK: Faculty and Staff Engagement Survey Coming in 2017

**Sonya Rizzo** | Human Resources Consultant, Housing and Ancillary Services

We want to hear from you! In January 2017, Western will once again undertake an engagement survey of faculty and staff members - **WE SPEAK 2017**. Engaged staff members are essential to Western's success.

The survey helps identify what is working well and where there is an opportunity for improvement within groups and across Western.

Your participation in this survey provides valuable insights to make working at Western the best it can be.

The engagement drivers cover areas such as communication, involvement in decision-making, recognition, respect, and opportunities for learning and career development.

The survey takes approximately 20 minutes to complete and the information you provide remains confidential and anonymous.

The We SPEAK [website](#) is now live. It includes a [video](#), FAQs about the survey, a handout that provides an overview, history and examples of some Western-wide initiatives to support engagement.

**The survey is open from January 24 to February 13, 2017. Stay tuned!**

## Get the Flu Shot, Not the Flu!

**Cythnia Gibney** | Director, Health Services

The flu (influenza) is a respiratory infection that is caused by a virus and cannot be treated with antibiotics. People of any age can get influenza and most are ill for 2-7 days. Don't be alarmed when coughing lasts for weeks after the flu has resolved. Influenza spreads easily from infected people to others through coughing and sneezing.

The biggest transmission is through unwashed hands of the infected person touching surfaces and objects that others then handle.

### SIGNS AND SYMPTOMS OF THE FLU:

- COUGH
- FEVER
- SORE THROAT
- HEADACHE
- MUSCLE ACHES
- FATIGUE

Living in close proximity to others such as in residences and housing units can increase the transmission of the flu from infected persons.



The best way to avoid the flu is to get immunized early as it takes two weeks to be effective, and hand wash often! Clean door handles and common surfaces routinely to avoid exposure.

Don't forget to help your immune system by eating healthy, exercising and getting enough sleep. Stay home to rest if you are ill with flu symptoms.

**Prevent yourself from getting the flu. Flu shots are available at Family Practice Clinic, Room 25, Lower Level UCC.**