

IN-HAS NEWSLETTER

ISSUE 26

SPRING 2024



IN-HAS

Housing and Ancillary Services
Employee Newsletter

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Calendar

- April 8 Winter term classes end
- April 11–30 Final exam periods
- May 1 Residences close at 12 p.m.
- May 8 Western Summer Accommodations
open until August 17

IN-HAS Newsletter Committee

Jamie Bere, Stephen Cribar, Brittany Salter,
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Lina Wang and Joan Williams

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Greetings everyone,

Welcome to the spring 2024 edition of the HAS newsletter. Reflecting on the past few months, the team has embarked on many vibrant events and initiatives that continue to shape our community and our teams.

We are thrilled to announce the grand opening of Western's first 100 per cent plant-based eatery, Odd Burger. This is an exciting addition to the UCC Food Hub that promises to bring unique plant-based offerings and add to the variety of food options available on campus. We have also continued to embrace our commitment to sustainability with the full launch of our bottle-free campus campaign, a testament to our dedication to environmental stewardship.

Reflecting on our rich cultural diversity, we recently hosted a spectacular Lunar New Year Gala and Diwali celebration, uniting our community in joyous festivities and cultural exchange. As well, our residence dining themed events have captivated our students, offering outstanding culinary experiences to bring our community together.

This spirit of inclusivity extends to the upcoming integration of Brescia University College. A number of hospitality and housing staff members currently working on the Brescia campus will join our HAS team when Brescia is integrated into Western's operations on May 1. We look forward to fostering a seamless transition and working with our new colleagues from Clare Hall Residence and their dining hall, the Mercato.

Progress is happening on many construction projects – University Drive Residence (UDR), Platt's Lane, Western Commons and Schmeichel Entrepreneurship & Innovation Centre. We are approaching the anticipated approval of our new residences from the Board of Governors this spring as we move closer to physical construction.

As we approach the end of the academic year, we reflect on the successes and challenges we've encountered, knowing that each of you has contributed to our growth and the ability to provide an exceptional experience to the entire Western community. Looking ahead, extensive recruitment efforts are underway, ensuring that our hospitality and housing teams are equipped to deliver great service and support for the 2024–25 academic year.

With the summer conference season on the horizon, our campus is poised to buzz with activity, welcoming many events and guests. Two key conferences that will require everyone's support are the International Association of College Admissions Counselors (July 9–12) and Ontario Summer Games (August 1–4).

Amidst the hustle and bustle, we encourage you to pause, savour the moments and to enjoy the upcoming warmth of summer with cherished family and friends.

Warm regards,
Chris Alleyne



Graphic Services Gets a Makeover: Welcome to Print Services

Jamie Bere

HAS Marketing and Communications Coordinator

With a new year comes a new look for one of Western's Retail Services. As part of recent organizational changes, Graphic Services has been officially rebranded and recognized as Print Services—now located in Room 1R43, Arts & Humanities Building. Same great services with the same stellar team.

For those of you who may not be aware or haven't worked with Print Services in a while, they offer professional print solutions and select design services from concept to completion.

Partner with the team to fulfill your custom print/design, large format printing, stationery or other departmental needs. From posters and flyers, to business cards and brochures—they got you covered! ●

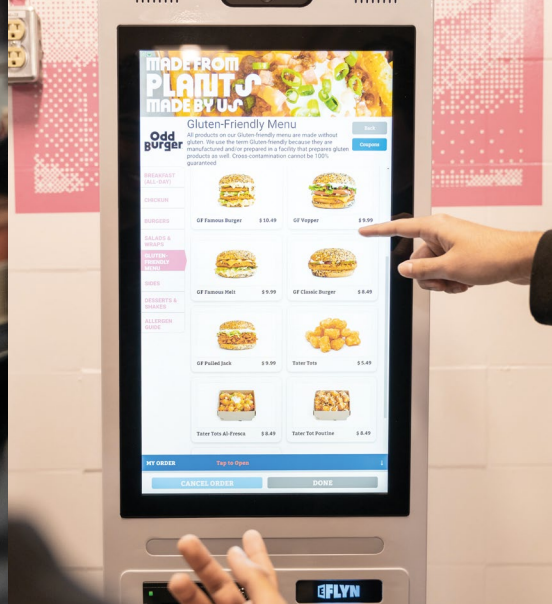


WESTERN'S FIRST ALL PLANT-BASED EATERY

Odd Burger™

Brady Parr
Operations Manager, Hospitality Services





Western University opened its doors to its first 100% plant-based eatery, Odd Burger, in the Food Hub at UCC on January 22, 2024, to an overwhelming amount of excitement and interest from our community. This one-of-a-kind concept boasts an all-vegan menu including plant-based hamburgers, chicken, pulled pork, tacos, breakfast sandwiches, poutine, dairy-free ice cream, milkshakes and much more at prices comparable to other fast-food chains.

Preparing for an eatery such as this was something our Campus Eateries team had yet to encounter including targeted employee brand training, specific kitchen

equipment required and new technology our campus had not yet seen until now. Two self-ordering kiosks let our Odd Burger customers customize their orders, which are then sent to the kitchen for preparation.

The demand for an eatery such as this is quite evident as we have received both positive feedback and support from all over campus. This not only includes our students but also our staff and faculty while attracting brand new customers to the Food Hub that may not have ventured over to the UCC due to the sheer success of this brand new and exciting eatery! ●





Celebrating the Year of the Dragon

Madeleine Spezowka

HAS Marketing and Communications Coordinator

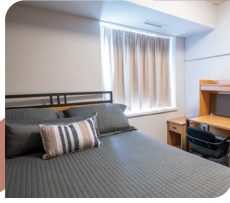
Our third Lunar New Year Gala, marking our second post-pandemic, went off without a hitch! On February 13, over 700 students from across the campus attended, with both lunch and dinner seatings held to welcome the Year of the Dragon.

One of the highlights of the Gala was the spectacular lion dance, performed by two talented students from the Western Wushu Club on campus. Equally captivating was the Zodiac folk story presentation, enacted by members of the Taiwanese Association at Western (TAW), immersing the

audience in the rich traditions of the Lunar New Year.

The event featured a traditional and delightful menu prepared by the Great Hall Catering team. Guests enjoyed favourites like steamed buns, braised pork belly, lobster with ginger, Mapo tofu, mango jelly and more.

Thanks to the members from OREP, Catering and Conferences and HAS Marketing team who worked closely together to bring this event to life. ●



May 8 to August 17, 2024

Western Summer Accommodations

Open to Western community only



Make your reservation today!

stayatwestern.uwo.ca | 519-661-2088

Annual Safety Fair

Valentina Trglavcnik

Coordinator, Western Apartments

Did you know that in London, hundreds of thousands of dollars are spent every year to treat fatbergs? Would you feel prepared if a cooking fire started in your kitchen? Do you have an emergency evacuation plan for your family? How about winterizing your home for the cold season?

A fatberg is a large mass formed when non-biodegradable materials are flushed down the toilets.

In November, the Western Apartments Team hosted their second annual Safety Fair, bringing these questions and more to life for their tenants. The event welcomed all tenants and their families to learn about safety in their units by watching live demonstrations and learning from interactive displays.

Community partners were involved in providing content and learning, including the London Fire Department and the City's Sewer and Wastewater Rep, loaning to us the city's very own fatberg. Tenants learned how to prevent fatbergs, what to do in the event of a fire, fire prevention, how to properly clean the stove top and more. They even picked up freebies such as oven cleaners, hot plates, water bottles and grease cups.

Staff encouraged tenants to prepare for winter, read about fire safety, cooking practices and emergency preparedness with an informative and interactive guide booklet. Excitement for safety related information, prizes and giveaways drew the crowds to the event and even some of our residents' dogs showed up to see the action. Attendees had the opportunity to learn and participate, while also mingling with their neighbours and engaging with rental staff and community partners.

This event was inspired following a series of fires and safety-related occurrences in the community, with the goal of educating tenants to stay safe in their home and learning about tenant responsibilities. Most importantly, attendees had the chance to learn some important safety and life skills that they can use in their current apartments and of course, take with them when they leave and transition to off-campus.

Next year, and for years to come, the Apartments' team has their sights to make the event bigger and better, already planning for more ideas to make safety easy, educational and fun. ●



New faces from familiar places

Western-Brescia Integration

Rich Caccamo

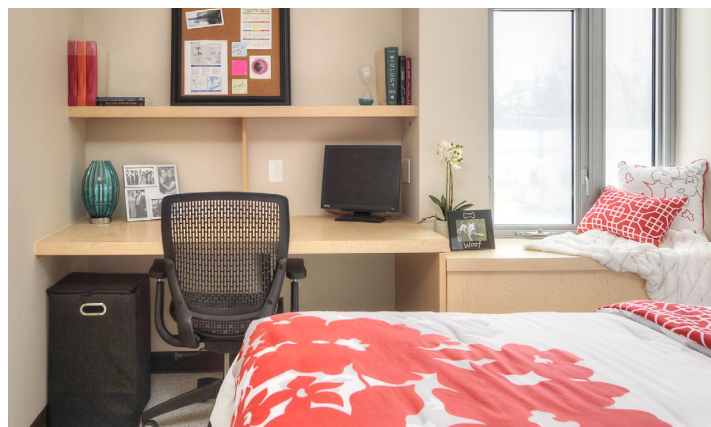
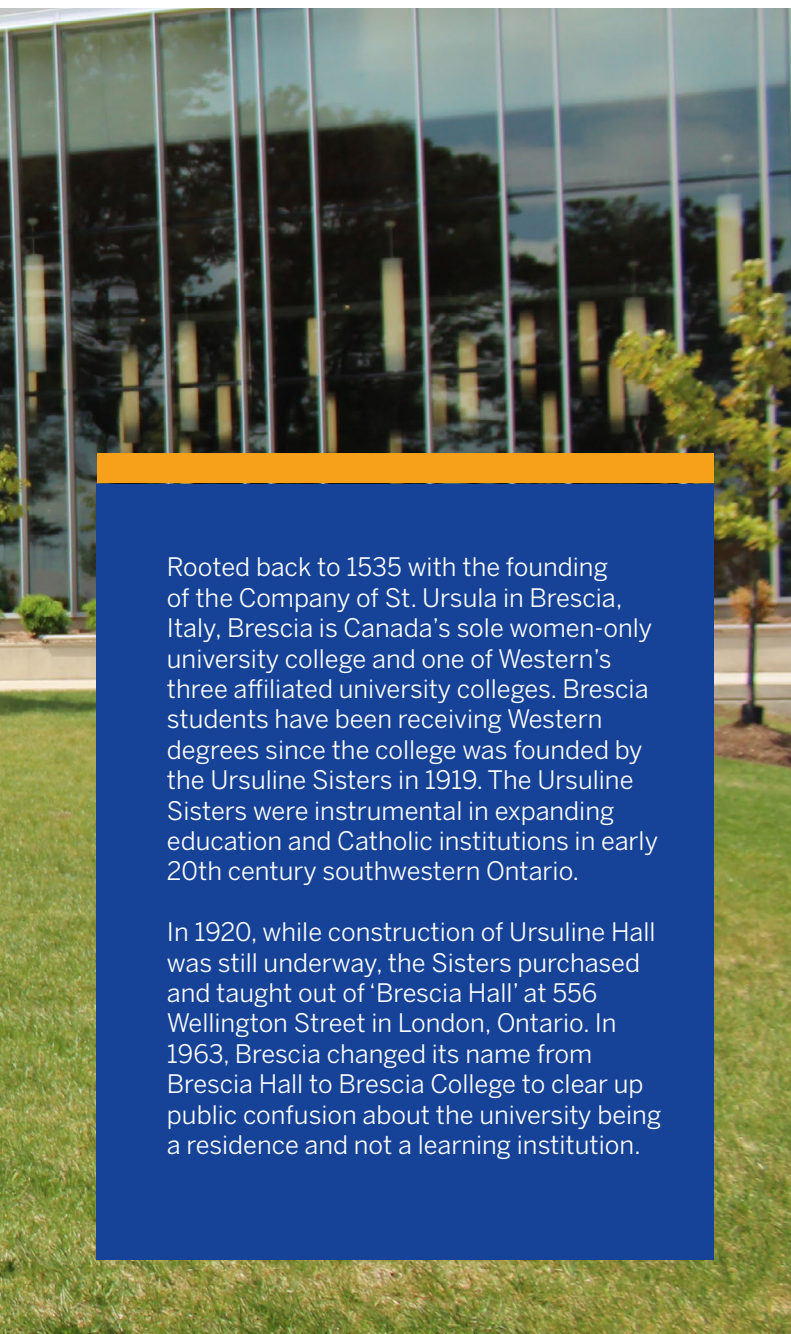
Senior Strategic Advisor, AVP Office

It's no secret that starting May 1, Brescia University College will fully integrate with Western University. Perhaps what is less known are the impacts this historic agreement will have on Housing and Ancillary Services. This is a significant milestone for our Division, as it will not only expand our operational footprint, but also enrich our capacity to provide unparalleled living-learning experiences to our diverse student body. I am thrilled to share the details with you.

The planned integration will involve several commitments, including ensuring current Brescia students can complete their program of study and remain in their current program for the duration of their degree. Western has also provided Brescia's full-time/contract faculty and permanent part-time/full-time staff with employment offers.

What does this mean for our Division?

Like many other units on campus, HAS will be welcoming a cohort of Brescia employees who have accepted job offers at Western. In fact, 34 Brescia employees will be joining our portfolio — working in either Hospitality Services or Housing. Although this is an exciting new chapter for HAS, we mustn't overlook the wide range of emotions our Brescia colleagues may be feeling right now. It will be incumbent on all of us to help enculturate these staff to the Western community, but equally important, we too must recognize the rich experiences and profound knowledge Brescia staff bring with them. Their expertise and dedication will undoubtedly enhance our ability to deliver top-tier services and support to our students.



In addition to the new faces joining HAS, our portfolio will be absorbing both Clare Hall (Brescia's 300-bed student residence) and the Mercato (Brescia's dining hall and catering hub).

The Mercato is a modern, state-of-the-art dining hall which has beautiful floor-to-ceiling windows, an expansive dining pavilion and several interactive food stations. Residents of Clare Hall will now be able to use their meal plan beyond the Mercato at all seven residence dining halls and over 20 campus eateries, offering a broader variety of dining options. Having this facility in our portfolio will enhance our ability to provide memorable dining experiences for students, staff and conference guests.

With the acquisition of Clare Hall, Western has committed to keeping it an all-women student residence (subject to demand). Current Brescia students who live in Clare Hall

will be able to remain in residence for the duration of their enrolment at Western, up to a maximum of four years (inclusive of time already spent in residence). Brescia students will also have the option to live in a main campus residence this fall.

As we stand on the cusp of this exciting new chapter, let us embrace the opportunities it presents with open arms. I invite each of you to join me in celebrating this momentous occasion and embracing the boundless potential it holds. I wish to once again extend a warm welcome to the staff members who have accepted roles as frontline staff and administrators in both Housing and Hospitality Services. We look forward to your first days in purple and white. Together, we have the opportunity to create a truly special campus environment that preserves the Brescia legacy while embracing a new path forward. ●

What's Happening at Home

Conduct and Mental Health Trends in Residence

Jennifer Meister

Acting Associate Director, Conduct and Conflict Resolution

Eight months a year, Western's 11 residences are home to 5,800 students. Like any home, those living in residence experience conflict, illness and make good and bad decisions. Following is a snapshot of this year's trends as identified by the Residence Conduct, Residence Safety and Residence Counselling and Student Support (RCSS) teams.

This year's student cohort demonstrates greater respect and better conflict resolution skills compared to last year's group. The Residence Safety Coordinators, who work Tuesday to Saturday 9 p.m. to 5 a.m. the next day, say students this year are demonstrating greater cooperation and understanding, contributing to smoother overnight operations. Campus-wide most incidents relate to damage, alcohol over-intoxication and community issues. You can see a breakdown of trends by neighbourhood below.

In the South Neighbourhood (Ontario, Perth, London and Essex Halls) incidents of staff disrespect emerge when students do not appreciate guest policies; however, incidents of disrespect have decreased over the year—a positive trend.

In Elgin Hall and the South residences, there is a trend of students leaving their doors unlocked, leading to individuals entering suites other than their own when no one is present. This shows the dual effect of security cameras: initially there is increased comfort and safety but there is a significant impact on the community when trust is violated through pranks or theft.

In East Neighbourhood (Elgin, MedSyd and Alumni House), there is a rise in smoking and cannabis consumption. Students are more at ease smoking both indoors and outdoors, as witnessed during afterhours rounds. This is creating an opportunity to enhance education regarding fire safety and personal well-being.

Safety staff in the North Neighbourhood (Saugeen-Maitland, Lambton and Bayfield Halls) have seen less property damage than in past years, potentially indicating improved responsibility and care among students. Also in the North, false fire alarms and fire incidents are lower than past years.

So far this year, the RCSS team has supported over 100 students living in residence, addressing issues such as low mood, excessive worry, academic stress, racing thoughts and fatigue. In addition, through a strategic partnership with the Canadian Mental Health Association, the Crisis Response Team (CRT) stands ready 24/7 to assist students in moments of acute distress. This year, CRT has been called 20 times.

If a student feels unsafe, afraid or worried, it's hard for that student's nervous system to adapt to the challenges and stressors of first year, such as making new friends, a difficult course, or being away from family. The RCSS team plays a pivotal role in nurturing the "home away from home" theme that Western is known for and that is critical to student wellbeing. RCSS offers free, low-barrier counselling services and elevated case management support.

This information will be reviewed in more detail at the Housing Town Hall scheduled for April 18 and in the Residence Life Annual Report to be published in early summer. ●



Our Residence Counselling offices provide confidential spaces that were thoughtfully designed with the goal of providing a warm and inviting environment.

Western Bookstore Author Events

HAS Marketing and Communications



In the last few months, our Western Bookstore has been lucky enough to host a few events highlighting some local authors and their new book releases. The most recent being Matthew Dawkins and Jenny Holiday.

Matthew Dawkins is a past student writer-in-residence here at Western and was in the bookstore to talk about his debut novel *Until We Break* on February 27. *Until We Break* follows Naomi Morgan, the only Black student at her ballet academy, as she navigates through the grief of her best friend's death, a possible life without dance and the introduction of a man who's about to turn her world upside down.

Jenny Holiday is a London resident and international bestselling author who shared a few of her writing tricks and tips to those in attendance on February 15. While at Western Bookstore Jenny signed copies and chatted about her new book, *Canadian Boyfriend*.

Follow us on [Instagram](#) (@booksatwesternu) and stay tuned for upcoming events where you can meet more inspiring authors, discover new books and celebrate the joy of reading with us. ●





CAMPUS GOES **Bottle Free**

Jamie Bere
HAS Marketing and Communications Coordinator

On the World Water Day this year (March 23), among a number of other initiatives to [protect the Earth's precious resources](#), Western proudly announced that the sale of plastic-bottled still water has been discontinued in all campus eateries operated by Hospitality Services, at The Spoke and The Wave, operated by the USC, as well as the Grad Club, operated by SOGS.

In a joint effort from Western Sustainability, Housing, Hospitality, Marketing and Facilities Management, the 'Refill. Rehydrate. Repeat.' campaign was initially launched in all residences back in September, encouraging students to bring reusable water bottles to reduce the impact of plastic waste on the environment.

After gauging the response from the residence community, the second phase of the campaign was put into motion which involved phasing out bottled water across campus starting in January. To assist in the transition for staff and students, Western Facilities Management modified many of the current water fountains and installed more than 200 water stations

across campus. Many of the stations are equipped with displays to inform users of the number of bottles being saved from waste.

To ensure people had access to all necessary information, pull-up banners and posters were created with unique QR codes to drive people to the campaign landing page and building floorplans highlighting the nearest water refill stations. Additionally, members from the HAS Street Team were out around campus during January and February promoting the transition, answering questions and taking feedback.

Hospitality Services team is continuing discussions with franchise eateries (i.e. Tim Hortons, Starbucks and Subway), with a goal of making the entire campus completely bottle-free by this fall.

The overall response to a bottle-free campus was positive, with many expressing appreciation and support for the initiative. ●



Fresh Finds Across the Shelves

Alex Corbitt and Tegan Pfaff

Merchandise Buyers, Western Bookstore

Jessie Karn

Sales Floor Manager, Western Bookstore

It may be quieter in HAS retail during the months of February and March, but behind the scenes here the wheels are turning fast and we're planning our course to Fall 2024 and beyond.

One of the most exciting parts of planning our product assortment is "Westernizing" current fashion and graphic trends. Current trends include vintage or "throwback" designs, larger than life graphics (think retro NASCAR t-shirts) and mixed media applications. I'm sorry for bringing up Taylor Swift and Travis Kelce, but the Swift effect is real and the increasing commercial and cultural importance of sports means fashion brands are taking note and creating their own stylish spin on sports related apparel.

While there is still a need for our core designs and more subtle nostalgia (dust off your UGGs everybody!), young consumers are also looking for items that feel both vintage and unique. Does it have rhinestones? Is the screen print running across the whole shirt from left sleeve to right sleeve? Does it have a screen print AND embroidery? As the cost of living continues to impact all of us, we want to know that our dollars are going to items that feel special and current.

Tune in to the next issue of IN-HAS to hear more about new brands and designs that won't be released until late Summer and early Fall. ●

What's New In-Store





Books to Look for

Earls Trip

By Jenny Holiday

Lucy visits P.E.I. every summer to reset, relax and (inevitably) hook up with Felix—no strings attached. There's only one catch: He's her best friend's little brother and Lucy can't bring herself to tell Bridget what's going on. A beachy, sexy romance-slash-friendship novel with personality—and a happy ending.

Recommended by Stephen Cribar, Western Bookstore

The Myth of Normal: Trauma, Illness, and Healing in a Toxic Culture

By Gabor Maté with Daniel Maté

Gabor Maté is a Hungarian-born Canadian who has a background in family medicine and psychology. He focuses on substance abuse, ADHD, child development and trauma. I found it to be a very beneficial read, as it highlights ways to consider what our students, staff, colleagues and campus partners are carrying with them, bringing to their work and how they are showing up. My hope is that if you dive into this book there are some takeaways you will find helpful for your wellness and life.

Recommended by Melissa Ostrowski, Residence Area Manager

The Killing Floor

By Lee Child

Follow the ex-military policeman now drifter as he finds himself in deep trouble while passing through Margrave, Georgia. In less than an hour of arriving, Reacher is arrested for murder. All Reacher knows is that he didn't kill anybody. At least not here. But he doesn't stand a chance of convincing anyone. Not in the small town of Margrave, Georgia. Not a chance in hell.

Recommended by Jamie Bere, HAS Marketing

Shogun

By James Clavell

After Englishman John Blackthorne is lost at sea, he awakens in a place few Europeans know of and even fewer have seen—Nippon. Thrust into the closed society that is seventeenth-century Japan, a land where the line between life and death is razor-thin, Blackthorne must negotiate not only a foreign people, with unknown customs and language, but also his own definitions of morality, truth and freedom.

Recommended by Ryan McLarty, HAS Marketing

April 2024

Published by

Marketing and Communications

Housing and Ancillary Services

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