

IN-HAS NEWSLETTER

ISSUE 27

SUMMER 2024



# IN-HAS

Housing and Ancillary Services  
Employee Newsletter

# IN-HAS

## Housing and Ancillary Services Employee Newsletter

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### Calendar

August 17	Western Summer Accommodations Close
August 27–September 2	Move-ins
August 31–September 7	Orientation Week

### IN-HAS Newsletter Committee

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Greetings everyone,

We were not able to catch our breath as we rolled right into the busiest summer ever! Thank you for another successful summer and ensuring that our guests received exceptional service and experiences across campus.

We kicked off the summer with a division-wide BBQ; we were instrumental in supporting the re-location of convocation activities from the UCC to the Western Student Recreation Centre; the entire division—especially Conference Services—provided exemplary service to many events on campus, in particular, International ACAC and Ontario Summer Games. The integration of Clare Hall Residence and The Mercato this May allowed us to showcase these beautiful spaces to conference guests.

One item of note is that Glenn Matthews, who retired from Off-Campus Housing last summer, was recognized by the Ontario Association of College and University Housing Officers (OACUHO) with a Lifetime Achievement Award, for his many years of service, dedication and contributions to the field of student housing.

I am excited to share that both the UDR and PLE residence projects were approved at the Board of Governors meeting in April. Construction is expected to begin in the fall. Speaking of new construction projects, Great Hall Catering is looking forward to adding a new 400-seat banquet hall located in the Schmeichel Entrepreneurship and Innovation building to the list of event spaces they will support starting in the fall of 2024.

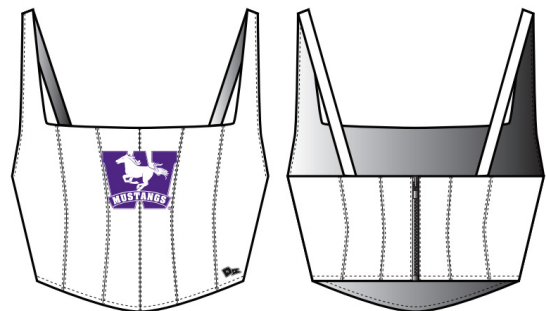
We are anticipating an active year in residence, with over 6,000 students calling our first-year residences home this September. We are also pleased to continue Clare Hall's tradition as an all-women's residence this upcoming year.

Taking time to unwind and relax amidst such a busy season is crucial for recharging, so I hope you were able to find moments to enjoy the summer with your loved ones.

I look forward to seeing everyone as we turn our minds to the kick-off of another school year.

Chris Alleyne  
Associate Vice-President





## Fresh Drop Alert: HYPE AND VICE

### Jessie Karn

Sales Floor Manager, Dellelce Family Bookstore

### Tegan Pfaff

General Merchandise Buyer, Dellelce Family Bookstore

On the way to Las Vegas in January, we had a wish list of products we wanted to bring into the Bookstore. That list consisted of denim jackets, a fashion jersey collection and other spins on trendy athletic collegiate apparel. When entering the Sports and Licensing tradeshow, we noticed a few items that almost matched our list. But when we walked by the Hype and Vice booth, like a Disney moment, all of our wishes came true.

Starting right out of their car during their college years at the University of Southern California co-founders Cecilia Gonzalez and Kimberly Robles, aim to blend on-trend fashion with collegiate. This way, all of their product taps into the collective spirit of the university and college experience. Since their

humble beginnings, Gonzalez and Robles are now in over 100 campus stores across North America and were highlighted by Forbes 30 Under 30. Hype and Vice is currently making their entrance into the Canadian collegiate apparel market. Western University will be carrying the same size collection as NCAA (National Collegiate Athletic Association) schools Ohio State and Cornell University.

We are so excited to introduce a female led company that works closely with other young entrepreneurs, embodying the pride, passion and lifestyle of our students' university years. Here are some of our newest items that are now available in store. ●



# BEYOND THE CLASSROOM



## MY TIME WITH HAS STREET TEAM

### Max Stretch

Former HAS Street Team Member (2022–24)

Recently graduated from Western, I have many fond memories of my university life. One of the highlights was the two years I spent working with the HAS Street Team. Our work is fun and rewarding, yet also requires adaptability as our tasks frequently change. Each week we might be at booths strategically promoting HAS initiatives, at career fairs advertising job opportunities, collecting survey information from students, leading residence tours for prospective students and parents, or helping to create social media content. These tasks greatly enhanced my interpersonal skills and I really enjoyed working in between my classes and assignments.



## Diverse Responsibilities and Engagements

I had the opportunity to engage in various tasks that kept the work dynamic and exciting. In my first year, I spent significant time at our campus booths. My responsibilities included promoting job opportunities within the HAS portfolio and supporting various marketing campaigns to students. This role quickly became one of my favourites because it allowed me to interact directly with students and reconnect with my peers as they passed by, especially at the University Community Centre (UCC).

We frequently partnered with off-campus housing and representatives from HAS for events like the Western Career Fair and student focus groups. Some memorable accomplishments include interviewing students to select Western's official ice cream flavour, gathering input for the design of new residence buildings and providing residence tours at open houses.

## Public Speaking and Tours

One of my role's greatest challenges was conducting residence tours for prospective students and their parents. Guiding groups of 20-30 people through Delaware Hall and answering a wide range of questions was initially intimidating. However, I became more polished, informed, and confident with each tour. It was satisfying to have parents and students approach me at the end of tours to express their appreciation for my professionalism and knowledge.

## Engaging Social Media Content

Additionally, I worked alongside the social media team to create content for HAS initiatives. For the Bookstore, we participated in a photoshoot for a new line of lululemon clothing, which technically makes me a paid model! We also produced videos showcasing Western-branded merchandise, including crewnecks, hats and water bottles. Another highlight was interviewing students about their favourite food items and their most listened-to songs on Apple Music and Spotify.

## Team Growth and Operational Upgrades

Over the past two years, our team has grown considerably, bringing fresh perspectives and new energy to our initiatives. We introduced new marketing materials, such as branded tablecloths and rolling bins, which made our setup more efficient and professional. The prize-spinning wheel increased student engagement at our booths, and our distinctive attire, including bucket hats, made us more recognizable on campus. Additionally, we implemented an updated inventory tracking system and adopted SubtUp for scheduling and shift changes. These improvements streamlined our operations and enhanced our ability to reach the campus community.

## Personal Takeaways

As I conclude my time with Street Team, I am grateful for the invaluable experiences and skills I have gained. My most memorable takeaways include the opportunities to develop my public speaking skills, build confidence and expand my professional and personal network. The diverse tasks and responsibilities have prepared me well for life beyond university, and I have thoroughly enjoyed the sense of community and collaboration within the HAS division.

My incredible two years with the HAS Street Team will always be an asset that I cherish in my heart. ●



# Revamping Residence Curriculum for Student Success

**Hareem Syed**

Residence Life Coordinator, Housing

**Alisha Moosajee**

Former Residence Training Coordinator, Housing



The Residence Life Management Team utilizes our Residence Curriculum to foster holistic learning throughout the year and to equip students for success beyond residence. Our curriculum is dedicated to enhancing students' learning within the three learning goals of Intellectual Engagement, Self-Awareness and Citizenship. Throughout the past academic year, our curriculum committee has diligently worked on revamping the Community Development Model (CDM) which serves as the foundation for our curriculum.

Residence Life Staff use this model to facilitate learning to students through a variety of strategies including floor meetings, learning experience programs and one-on-one conversations with their students. To support our revamp of the curriculum, we have focused on assessing the adoption and impact of our learning strategies using a range of data collection tools.

This has been a multi-levelled approach. We have evaluated on-the-ground learning from first-year students through floor meeting assessments, the experience of Dons through bi-weekly log sheet records and a macro-overview through phase reports and awareness surveys conducted by professional staff. The committee is electrified by the potential of this data to better serve our students and meet their growth and developmental needs.

One notable update to the 2024–25 CDM that the committee has been working on is Tailored Talks, a new initiative that creates space for intentional one-on-one conversations between Dons and first-year students. The CDM will also feature new and improved floor meetings that focus on Clifton Strengths, academic preparedness and mental health, based on insights from literature regarding the student cycle. Additionally, floor meetings will include engaging activities that we hope will spark students' interest in their learning journey.

Moving forward, residence chats will also be tailored to the student cycle, as well as scaffolded to the floor meetings occurring at that time to strengthen learning. Providing structure to these conversations will allow more consistency amongst the first-year experience and better assessment of the collected data which supports the committees understanding of curriculum uptake.

While the development and implementation of a curriculum are ongoing endeavors, given the ever-evolving needs of students, the committee is excited about the evidence-based adjustments being made to the curriculum. We hope to create a more fruitful learning environment for first-year students. ●



# A Hive of Tradition and Transformation: Clare Hall at Residence

**Jordan Dobben**

Residence Life Coordinator, Housing



As the summer term gains momentum, our facilities management, conference services, operations and residence life teams are working hard to integrate Clare Hall into Western's residence life experience. The 300-bed residence, established in 2013 to replace Brescia's previous dorms in Ursuline Hall, will continue to be all-women this year, including the merger of previous all-women's floors into Clare Hall.

Keeping with our commitment to honouring Brescia's legacy while embracing its new path forward, we are excited to introduce Clare Hall's inaugural mascot and uphold its traditional blue and yellow colours, synonymous with Brescia's former branding. The bee mascot and these colours will provide a sense of continuity while establishing a fresh identity for both new and returning students.

This year, Clare Hall will be supported by a team of 27 sophs—all former Brescia students—who are dedicated to welcoming 200 incoming first years into the Western community. They will collaborate with eight residence Dons and nearly 100 upper-year and returning residents, fostering Clare Hall's quintessential close-knit residence community.

While embracing continuity, Clare Hall is also evolving with the integration of Western's Residence Council system and the introduction of even more student staff, our Residence Education Advisors (REAs). The Office of Residence Education and Programs (OREP) is hard at work deciphering how to best serve our new community and finding that sweet spot between introducing Western's outstanding housing structure and preserving a community that feels like home. ●







# SURPLUS TO SMILES:

## Redirecting Food Waste With MealCare and Second Harvest

**Jess Bechard**

Project Manager, Hospitality Services

**Tina Smith**

Operations Manager, Residence Dining

When Hospitality Services initially thought about how much food waste was generated through our operations, the prevailing thought was that it was a negligible amount. It took an ambitious student advocate to challenge us with that perception and help us see that even small amounts of leftover food can make a big difference in the community.

William McCullagh, co-founder of the Western Chapter of MealCare, came to Colin Porter, Director of Hospitality Services with an idea. He wanted to work with our team to take all usable excess food and divert it to one of our local missions to feed those in need.

MealCare is a national network of student-led campus organizations operating at 12 universities across Canada with the

goal of diverting food waste and feeding people in need. MealCare and Hospitality Services partnered in early 2023 with Ontario Hall being the pilot residence dining location for the program. The MealCare team worked with our residence dining team to package leftover food and prepare it for donation. From March to April 2023, MealCare and Hospitality Services diverted more than 1,200 pounds of excess food to support ArkAid Mission.

The pilot program's success led to its expansion into other residence dining locations, and by November 2023, all seven dining halls were participating in the program. By the end of the 2023–24 academic year, the Hospitality Services and MealCare partnership turned more than 8,000 pounds of excess food into meals for the community.





Realizing food insecurity is also an issue impacting the campus community, Colin championed the idea of donating 100 holiday meals to the campus food bank. The staff at Saugeen-Maitland Hall prepared 100 fresh-to-frozen turkey and plant-based holiday meals which the MealCare team delivered to the on-campus food bank at a time when students traditionally start to experience food insecurity on campus.

The successful collaboration with MealCare started conversations within Hospitality Services about how to further address food insecurity on campus and in our local community. Colin had worked with a company during his time with the University of Toronto, leading to the development of a second partnership between Hospitality Services and Second Harvest, Canada's largest food rescue organization.

Founded as a non-profit and supported through charitable and

in-kind contributions, Second Harvest works with thousands of businesses across Canada to reduce the amount of edible food going to waste.

Second Harvest's food rescue platform connects food businesses across the supply chain with charities and non-profit organizations who then use the surplus food to feed their local community. It also allows for tracking of the number of meals provided, the approximate value of the food donated and an estimate of averted greenhouse gas emissions.

Beginning in early May this year, we started a pilot project in a select number of campus eatery locations and in one month, sent the equivalent of nearly 500 meals to 11 organizations in the community. In the fall, we expect to launch Second Harvest across all campus eateries and in all residence dining locations, in partnership with MealCare. ●



# Champion Among Us: Celebrating Our Special Olympian

**Jessie Karn**

Sales Floor Manager, Dellelce Family Bookstore



It is not every day that you get to work with an Olympian. Here at the Dellelce Family Bookstore (previously named Western Bookstore), we have our own Special Olympic athlete, James 'Dozer' Walker. James has been a crucial part of our logistics team for the past 15 years, ensuring items are counted, invoiced and received. His journey started at Western when he was eight years old. James and his father Rick came to a mens Western Mustangs hockey game where he would meet Mark Guy, captain of the Western Mustangs and past member of the London Knights. It was this pivotal game that would start James' love for sports and Western. James has been a part of the Special Olympics since he was 16. He has played many sports such as softball, soccer and basketball. His three main sports now are floor hockey, softball and powerlifting.

James has competed and travelled all over the world with Special Olympics. Earlier this year in February, he traveled to Calgary with Team Ontario floor hockey for the Special Olympic Canada Winter Games. The odds were not in the favour of Team Ontario after illness and injury struck the team, but that did not stop them. Team Ontario brought home a gold medal with a 4-1 victory over team Alberta. We are so proud of James and all of his accomplishments. Just to name a few more, he has a personal best of dead lifting 501 lbs and has won countless medals in his powerlifting career. As well, word on campus is that James is very close friends of the Western Spiritman who is often seen at most football and hockey games. ●







# Growing Through the Lens: My Journey With HAS Marketing

**Stefan Markarov**

Former Marketing Assistant, HAS Marketing (2021–2024)



Picture this: the week before you start university, you start a job. Today, you just wrote your last exam, and you're about to hang up the camera strap and ride into the sunset.

This is the reality which I have just lived out, working as a marketing & media assistant with HAS Marketing for three years. I belong to the cohort I playfully call COVID College (the crop of students that missed their first year at Western due to the pandemic) so I have worked with HAS Marketing as long as I have been in London. It has been a constant underscore that has run parallel to my education, allowing for amazing growth, learning and experiences. Admittedly, I started off terrified by the responsibility and set out to leave it all on the floor.

A camera has a funny way of boosting your confidence sometimes. It's unique access to the university and relationships with a wide array of people and the places they work in. I am incredibly grateful for all of the lessons and experiences that I have gained from working around them. If you're reading this as one of those people—please know that I appreciate our brief time spent together. I'm grateful to have seen a part of the university that most students never will.

I would be remiss, of course, without mentioning my wonderful team. HAS Marketing took a chance on a cheery, bright-eyed kid who is very proud of who he has become at the tail end of his degree. I have been offered the perfect blend of freedom and guidance, with learning opportunities to build my skills and invest in myself. Not to mention, I've learned to take some decent photographs. This is all thanks to the wonderful people of HAS Marketing, without whom I would not be in this position today.

What comes beyond, I haven't quite figured out yet. As you're reading this, odds are I'm somewhere in the world with a little point-and-shoot camera grabbing some flicks.

Thank you HAS. Thank you Marketing. Thank you, photography. ●





# Off-Campus Housing

## Celebrating a Year of Success and Community Impact

### Melissa Steadman

Associate Director, Off-Campus Housing & Apartments

As the academic year ends, we're excited to share the successes of the Off-Campus Housing (OCH) team.

#### **Building Stronger Neighborhood Relationships**

One of our primary goals this year was to strengthen and re-connect town and gown relations. We did this through a number of initiatives including regular meetings, inviting neighbours to share feedback with the Housing team on the UDR development, gathering feedback after the unsanctioned street party on Broughdale and supporting the association advocacy to the City of London for more pedestrian safety near campus. These efforts have resulted in a more cohesive and supportive neighborhood, where everyone feels valued and heard. Our neighbourhood association presidents appreciate the work that Housing and Ancillary Services does to support the community and town and gown relationships.

#### **Spring Clean-Up Success**

In April, we organized a highly successful Spring Clean-Up. This year, the OCH team worked alongside Western Sustainability and the City of London to clean up over 60,000 pounds of waste and divert furniture and household items from landfills through our furniture depot project.

#### **Record Number of Off-Campus Advisor Applicants**

This year, we were thrilled to receive the highest number of Off-Campus Advisor (OCA) applications in OCH history. The surge in interest reflects the growing recognition of the vital role these advisors play in supporting students and enhancing their off-campus living experience. We also welcomed our new Off-Campus Housing Coordinator, Breanna McGregor to join Tara Berry in the supervision of our OCAs. This will let us provide more direct support to OCAs and students.





### **Boost in Listings and Revenue**

Our retail listing platform also saw a significant increase in the number of off-campus housing listings, which in turn, significantly boosted our revenue. This influx of listings not only provided more options for students seeking housing but also underscored the trust and value that landlords and property managers place in our services. The increased revenue will allow us to reinvest in our programs and continue improving the off-campus housing experience.

### **Next Steps**

Recognizing that there is so much more we can do, we have worked alongside Fanshawe College to develop their own Off-Campus Housing service, recruiting a full-time Manager, Off-Campus Housing. This will allow both campuses to focus on the increased challenges within the off-campus housing market for students.

Moving forward, we are excited to build on successes with new programs, such as landlord education, increased information sessions and booths and supporting our international and marginalized students in finding housing. These priorities will assist in further strengthening our neighbourhood bonds and promoting a positive off-campus experience for our students. ●

# Honouring a Legacy of Excellence

Glenn Matthews, a retired member of the Housing team and former Housing Mediation Officer has been honored with the prestigious Lifetime Achievement Award by the Ontario Association of College and University Housing Officers (OACUHO). This award recognizes his extraordinary contributions to the association, student support and his unwavering dedication to improving the off-campus living experience at Western.

With a career spanning decades, Glenn has been instrumental in creating innovative initiatives including the Off-Campus Advisor role, relationship with neighbourhood associations, community clean-up and supporting international students in securing accommodations while in their home country. Many institutions now replicate the support model that Glenn created with the Off-Campus Housing team. His visionary leadership and commitment to excellence have left a lasting impact on countless students and colleagues. Congratulations, Glenn, on an incredible career and legacy!





# Culinary Insights:

## Reflecting on the 30th Chef Culinary Conference

**Gerson Torres do Nascimento**

Assistant Chef, Residence Dining



I am thrilled to share some insight I've gained from the 30th edition of the Chef Culinary Conference, held at the University of Massachusetts Amherst from June 2 to 7, 2024. I am incredibly grateful to the Canadian College and University Food Service Association (CCUFSA) for this amazing opportunity to further my culinary education and pursue my passion for cooking.

I received the CCUFSA Culinary Scholarship 2024 thanks, in part, to my dedication to the culinary field and efforts in my current position as Assistant Chef in Hospitality Services. I would like to extend my heartfelt appreciation to those who recognized my hard work and commitment in this field. I'd also encourage other aspiring chefs and culinary students to put themselves forward for this, as it has truly been a life-changing experience for me.

This year's theme, *Power of Food*, brought together a diverse group of culinary enthusiasts, experts and visionaries to explore the evolving landscape of gastronomy and its profound impact on our lives.

One of the standout features of this year's conference was the presence of several North American speakers and food experts who delved into key topics such as emerging trends, effective leadership strategies and the implications of artificial intelligence on the culinary world. Their thought-provoking presentations provided valuable insights into the food industry's current state and future trajectory.

As a scholarship recipient, I also had the opportunity to participate in workshops that showcased a variety of cuisines

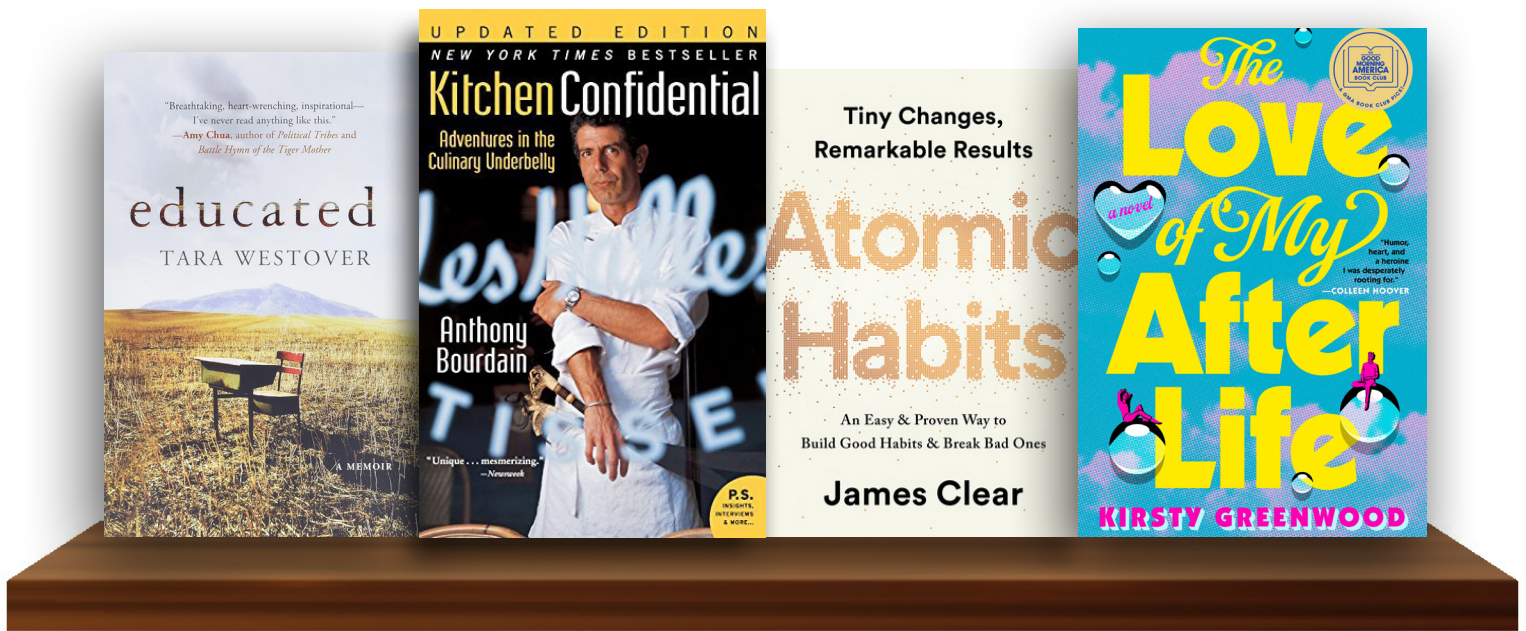
from around the world, including Mediterranean, Chinese, Mexican, Indian, Thai and innovative fusion creations. A particularly engaging session focused on different ways that Gen Z could cultivate a healthy relationship with food. This discussion highlighted the importance of promoting balanced and sustainable eating habits to ensure the well-being of future generations.

Furthermore, the conference addressed crucial topics such as diversity, equity and inclusion in the food service industry. Through insightful conversations and workshops, delegates gained a deeper understanding of the importance of creating inclusive environments that celebrate culinary diversity and empower individuals from all backgrounds.

I was honoured to have had five esteemed directors from the College and University segment share their thoughts and visions on a wide range of topics, from best practices for sustainability, diversity, equity, and inclusion to culinary strategy and innovation. Their expertise and insights provided valuable guidance for enhancing campus life and improving the overall student experience within educational institutions.

In conclusion, the 30th Chef Culinary Conference was a transformative experience that not only celebrated the power of food but also inspired us to rethink our approach to culinary innovation, leadership and inclusivity. I look forward to applying the knowledge and insights gained from this exceptional event to further elevate the dining experience within our institutions and community. ●





## Books to Look for

### Educated

By Tara Westover

An inspiring story of overcoming extreme obstacles to pursue education and personal growth. Westover's journey from an isolated, survivalist upbringing to earning a PhD from Cambridge showcases the transformative power of education. The memoir also provides a profound reflection on family dynamics, identity, and the courage it takes to forge one's path, making it both a captivating and thought-provoking read.

**Recommended by Lina Wang, HAS Marketing**

### Kitchen Confidential: Adventures in the Culinary Underbelly

By Anthony Bourdain

Anthony Bourdain takes you behind the scenes of the restaurant world and shares the author's personal journey to becoming a renowned chef. It provides a no-holds-barred look into the culinary industry and its high-pressure environment. This edition includes a handwritten introduction, annotations by Bourdain, and previously unpublished photos, making it a must-read for fans and newcomers alike.

**Recommended by Alessandro Malnati, Hospitality Services**

### Atomic Habits: An Easy & Proven Way to Build Good Habits & Break Bad Ones

By James Clear

James Clear provides a framework called Four Laws of Behavior Change for building better habits and breaking bad ones. It focuses on making small improvements every day, and the book offers a definitive guide on how to do so. Atomic Habits will reshape the way you think about progress and success, and give you the tools and strategies you need to transform your habits.

**Recommended by Marshall Borja, Hospitality Services**

### The Love of My Afterlife

By Kirsty Greenwood

The whimsical tale of Delphie, who, after dying embarrassingly, meets her potential soulmate in the afterlife waiting room. When a mix-up sends him back to earth, Delphie is given ten days to find him in a bustling city. This delightful story blends humor, romance, and a dash of magic as Delphie navigates the challenges of her second chance. It's a heartwarming read about love, fate, and the power of believing in magic.

**Recommended by Tegan Pfaff, Dellelce Family Bookstore**



August 2024

Published by

Marketing and Communications

Housing and Ancillary Services

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[has.uwo.ca/newsletter](https://has.uwo.ca/newsletter)

