

IN-HAS NEWSLETTER

ISSUE 28

WINTER 2024



# IN-HAS

Housing and Ancillary Services  
Employee Newsletter

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## Calendar

December 7	Great Hall-iday Party
December 23	Residences Close at 12:00 p.m.
January 5	Residences Re-open at 12:00 p.m.
January 6	Winter Term Begins
February 15–23	Spring Reading Week

## IN-HAS Newsletter Committee

Jamie Bere, Stephen Cribar, Anne-Marie MacNeill,  
Brittany Salter, Devansh Singh, Meaghan Tellier,  
Tegan Pfaff, Lina Wang and Joan Williams

Graphic Design by Esther Li and Ryan McLarty

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

Greetings everyone,

As we've embarked on a new academic year, it was with great excitement that we welcomed our first-year students into residence. This is a significant transition for our students and their families. Our divisional employees were there to provide the meals, support and course materials needed to make this journey a successful one.

A warm welcome also goes out to our new staff members across all departments, while we take a moment to recognize those who have dedicated years of service to our campus community. Your hard work does not go unnoticed and we deeply appreciate all that you do.

This fall, our team successfully supported a myriad of events, including Orientation Week, Homecoming, Fall Convocation, Diwali and Fall Preview Day. We look forward to participating in many festive celebrations throughout December, bringing our community together in joy and camaraderie.

Exciting developments are underway, with capital projects progressing with a new first-year residence along University Drive and an upper-year apartment at Platt's Lane Estates. The event space within the Schmeichel Entrepreneurship & Innovation Centre and recent renovation at the UCC Starbucks have been completed and we are delighted to see them open to the community.

Additionally, we were proud to roll out initiatives like the Mustang Meal Plan and WesternEats Mobile Pick-Up kiosk at Subway, along with two others that support our efforts to address food insecurity—our Value Picks menu and our partnership with Second Harvest. We were thrilled to see the student response to our new clothing collaborations with October's Very Own (OVO) and Hype & Vice, within our newly renamed retail outlet—Dellelce Family Bookstore.

As we approach the holiday season, we wish you and your loved ones a relaxing and joyful time. May the upcoming year, 2025, be filled with health, happiness and fulfillment.

Warmest regards,

Chris Alleyne  
Associate Vice-President



# What's New from Hospitality Services

## Jacqueline Hassall

Associate Director, Strategic Projects, Hospitality Services

Hospitality Services launched three new projects this fall: Mustang Meal Plan, WesternEats Mobile Pick-Up and the new Atrium Starbucks.

The Mustang Meal Plan is now available to all students for \$525, the plan offers tax savings on every purchase made on campus. As part of a special promotion from October 21 to November 1, students who enrolled during that period received a \$20 bonus credit. Our goal with this plan is to help students save money on food while enhancing their dining experience on campus.

We also launched the WesternEats mobile order and pick-up location at Subway in the UCC. This dedicated space for processing, preparing and serving mobile orders has enhanced the customer experience for both in-person and

mobile orders. This pick-up location is open for mobile orders from 11:00 a.m. to 3:00 p.m., Monday to Friday.

Over the fall Reading Week we opened the new Atrium Starbucks in the UCC and we couldn't be more pleased with the renovation. With a larger, brighter space, it offers faster throughput and enhanced service options, thanks to having two full Starbucks locations in the building. This venue features the complete Starbucks menu, mobile ordering and payment options. It will also introduce the Stars loyalty program in the new year.

The Atrium Starbucks operates Monday to Friday, 8:00 a.m.–7:00 p.m., while the Lower Starbucks is open Monday to Thursday, 9:00 a.m.–5:00 p.m. and Friday, 8:00 a.m.–3:00 p.m. ●



**MUSTANG MEAL PLAN**

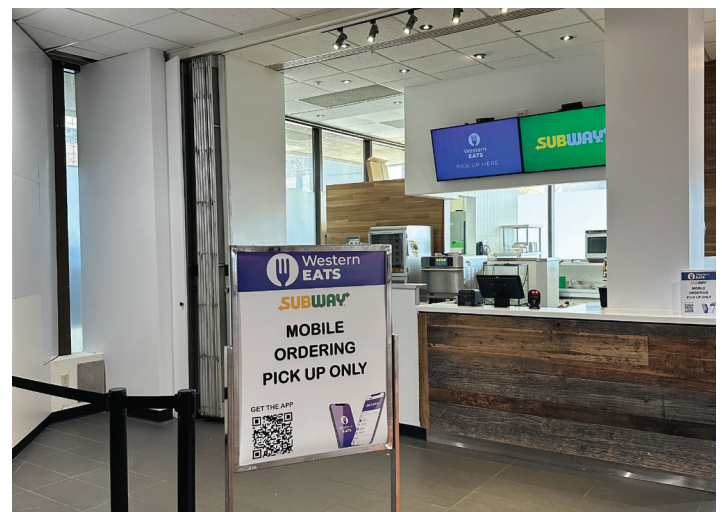
## EAT ON CAMPUS SAVE ON TAX

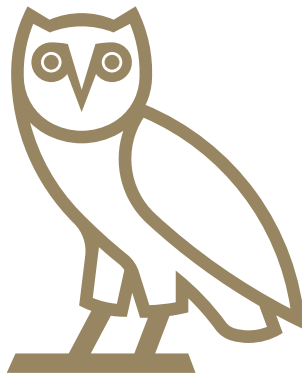
Are you a Western student\*? Get the Mustang Meal Plan and **SAVE 13% TAX** every time you eat on campus.

\*Excluding students on residence meal plan



**LIMITED TIME OFFER | \$20 BONUS CREDIT**  
Get the plan before November 1, 2024 and receive your bonus credit!  
[food.uwo.ca/mustang-meal-plan](http://food.uwo.ca/mustang-meal-plan)





# October's Very Own Takes Over Dellelce Family Bookstore

**Jessie Karn**

Sales Manager, Western Retail Services

If you think you can, you can. If you think you won't, you won't. This is a quote that you can apply to any part of your life. This mindset is how we were able to land one of the largest collaborations that Western University has seen. Back in January 2022, when I first came on with Western Retail Services, I noticed a clothing brand that was very apparent on campus. Students were wearing garments that featured an owl, with its eyes and nose forming the letters "OVO."

After doing some research, this brand would be none other than Drake's \$50 million dollar clothing brand, October's Very Own (OVO). OVO had already done some work with the NHL,

NBA, Disney and a few collegiate lines. After countless student surveys, walking on campus and seeing it visible on social media, I knew this was the missing piece that Dellelce Family Bookstore needed.

We reached out to some colleagues to see if we could get a contact, had no luck. We began searching on LinkedIn to find anyone that could get us in front of OVO to pitch Western University as the perfect collaboration. I even went as far as messaging Drake on Instagram.







After over 25 emails and numerous calls, we thought it was a dead-end, so we continued to focus on other partnerships such as lululemon, Roots and YETI.

On October 13, 2023, it all changed. Bettina Cho, Senior Director of Special Projects & Legal Affairs for OVO reached out to see if Western would want to be part of a campus collegiate collection for September 2024. When Bettina revealed that Yale, Stanford, Cambridge, U of T and Western would be part of the capsule, our dreams came true. Everything we have been working towards, elevating

the Western brand and bringing in products our students want, it all came together. We launched OVO on September 20, 2024 and it couldn't have gone better. The clothing line consisted of a hoodie, t-shirt, hat and varsity jacket. It all sold out within hours! Our students loved this collaboration and the lineup to get into the store proved it.

And this isn't the end. We plan on doing another drop with OVO in the near future. It shows that with determination, anything is possible and the sky's the limit. ●



# Streamlining Student Check Outs

## The Success of End-of-Year Room Inventory Condition Checklist

### Will Uhl

Associate Director, Client Services & Recruitment

### Jennifer Slade

Operations Coordinator, Housing

### Kylie Michele Wood

Business Intelligence Coordinator, Housing



As the school year ends, managing student check outs can be a big task for multiple teams. In previous years it was a challenge to find resources and provide training—Dons were busy with exams, part-time staff were starting summer roles and professional staff had other demands. This past spring a cross-functional team from Operations, Admissions, RLMT and HASIT, reformed the process with StarRez and gave students ownership and autonomy in the process. Welcome to our new check-out process, fondly dubbed the 'ERICC' (End-of-Year Room Inventory Condition Checklist). Let's explore the innovative strategies used to not only lighten the load on our facilities team but encourage students to take responsibility, leading to cleaner spaces and fewer damages.

### The myHousing Portal

The myHousing Portal—an online portal where student applications and housing processes are hosted—was key to the success of our move-out process. The portal guided them to review a checklist of room items, report any damaged or missing items, remove garbage and follow provided floor plans to ensure furniture was returned to its original position. Additionally, they were required to submit photos of their room and/or suite spaces which forced students to take accountability to leave their room in move-in condition. Using the data received through the portal, we created detailed reports and dashboards that provided real-time updates on each student's status.

### Email Magic

The team used StarRez to automatically email students at key times in the move-out process. Students were emailed the day before checkout, with what to expect and what to do, reducing confusion and last-minute questions. We simplified follow-up as StarRez automatically sent emails to students who stayed past their checkout date. This innovation cut down on the volume of manual follow-ups at the end of the month, freeing our Admissions team to focus on other important tasks.

### Awesome Outcomes

Our new checkout process delivered numerous benefits to Housing and our students. We noticed that by having students check out at the front desk as their final step, we had a common connection point to collect community damages. This spring, we were able to recover over 99% of community damages. The biggest benefit was felt by our Facilities team; students had taken out so much of their own garbage and recycling that extra staff allocated to help with the clean-up were sent home early.

We hope to make procedural improvements each year to become even more efficient as we did this year with the ERICC. ●



# 2024 Long-Service Awards Honour Roll

Last spring, we took a moment to honour and recognize those that reached milestone years of service; including a few staff with an impressive 40+ years with Western. Your loyalty and hard work have helped shape the culture of our Division. Congratulations on reaching these remarkable milestones and thank you for your unwavering dedication! ●

## 45 Years of Service:

John Kuzma

## 40 Years of Service:

Patty Scheerer

Geoff Houlton

## 35 Years of Service:

Robert Edwardson

## 30 Years of Service:

Michelle Keeri-Szanto

Shelagh Grant

Redwan Soliman

Debbie Bol

## 25 Years of Service:

Ed Castillo

Cliff Fielder

Mike Palmer

Joan Williams

Toula Alexiou

Yan Chu

Sanita Dautovic

Chutima Priyadamkol

Darren Pyne

Fatima Smajic

Amy Lai Hi Yuen

Cheryl Senay

Indira Zeljkovic

Chris Cox

## 20 Years of Service:

Katherine Russell

Carrie Schnurr

Derek Beal

Monir Boubo

Dongyan Bryan

Kendel Davies

Paula Hill

Angela Leon De Castro

Laura McNeil

Nancy Novo

Kevin Rodden

Mike Youkhana

Christopher Briglia

Ruzica Iacic

Jennifer Pontes

Janet Wood

## 15 Years of Service:

Jing Dan

James Harding

Jamile Hassan

Robert Kinchlea

Jody Procter

Aida Reiz

Jason Roes

Sara Stachowich

Anita Wong

Jessica Kitching

Ben Husband

Matthew Yeo

## 10 Years of Service:

Julie Forsythe

Angela Harford

Jenny Cheng

Kim Lac

Toula Turquassio

Luke Wayner

Rich Caccamo

Shawn Finkbeiner

Lina Wang

Michael Longhurst

Breanna McGregor

Melissa Steadman

Kylie Wood

Young Hyun Kim

## 5 Years of Service:

Karen Abel

Tegan Pfaff

Jim Ross

Lidita Arifova

Agnieszka Bak

Maria Carducci

Christina Heath

Johna Hermez

Maya Isaac

Natalie Jefferson

Paraskevi Kontos

Thabo Mahono-Semwenga

Mevlude Murtezai

Haerim Park

Mai Sheissa

Cheryl Speers

Eang Ngim Tang

Gerson Torres do Nascimento

Peter Verveniots

Kresty Warda

Danielle Watson

Joseph Winstone

Bing Yu

Mikayla MacDonald

John Mayen

Beth Lang

Delia Basa

James Kenneth

Jennifer Slade

Jack Kostecki

Abdullah Al-Sammarraie



# OWN YOUR BOUNDARIES

It's totally okay to say NO



**You deserve to feel safe and comfortable in your body, in your relationships and on campus.**

If someone is making you feel unsafe or uncomfortable, you have the right to assert your boundaries in verbal or non-verbal ways.



**SCAN  
HERE**

Revisit the Mustangs for Consent online training and find examples on how to assert your boundaries



**Western**  
StudentExperience



# Updates on Mustangs for Consent: Western's Mandatory GBSV Training for Students

## Dr. Annalise Trudell

Manager of Wellness & Equity Education, Student Experience

Residence isn't just a place to live—it's the largest classroom on campus for our students. Beyond providing a space to eat and sleep, our residence communities are vibrant learning environments where students have the opportunities to grow and develop in ways that can have a lasting impact. With the prevalence of gender-based and sexual violence (GBSV) across Canada and within postsecondary institutions, we play an important role in addressing GBSV on campus and establishing values and standards that students will carry into the world upon graduation.

Consent education has always been a priority at Western. Following reports of multiple sexual violence incidents during Orientation Week in 2021, Western invested heavily in preventing sexual violence on campus. Working from a foundation of relationships between Western's Centre for Research and Education on Violence Against Women and Children (CREVAWC), Anova (London's sexual assault centre and local gender-based violence expert), Western Housing and Western Student Experience, we responded immediately. New public education posters were created; e-learning content in residences was updated and we introduced and piloted a live-facilitated program called Undressing Consent. A GBSV Action Committee was also formed to develop recommendations focused on creating a safer campus community.

To strengthen our commitment, all incoming first-year students are now required to complete Mustangs for Consent. The two-and-a-half hour training consists of an online module, Consent 101, which students can complete on their own and a live-facilitated module Undressing Consent. Students living off campus must complete Consent 101 and are strongly encouraged to attend Undressing Consent. Both sessions

## Chris Lengyell

Director of Housing

equip students with practical tools to navigate consent, pleasure and rejection. Instead of relying on lectures, facilitators use open discussions and relatable language to actively engage students with the content.

Feedback is key and students described the training as "perfect," "great" or "good," with no suggestions to cut anything. Though some areas for improvement have been identified, students are asking for more, not less. They want more videos, scenarios and content that feels relatable, relevant and representative. For the Undressing Consent module, students frequently mentioned the interactivity, "openness" and "comfortable" discussions as highlights.

We are incredibly proud to be a part of this important work and are inspired by our students' ongoing engagement and commitment to fostering a safe campus community. ●

Since 2022, over 21,000 students have completed *Consent 101* and over 20,000 have completed *Undressing Consent*.



# Honouring Legacy

## Our Bookstore's New Identity

HAS Marketing and Communications

Western features a robust alumni community that is still very involved with the University. One of those alumni is Perry Dellelce, BA '85, who is one of Western's strongest advocates and hardest working fundraising volunteers. Through his fundraising efforts and personal contributions, Perry is responsible for bringing in tens of millions of dollars in philanthropic support. Those funds have had a hand in helping numerous students, faculty and researchers.

To properly honour one of Western's biggest supporters and recognize Perry's years of volunteerism, the decision was made to rename Western Bookstore to Dellelce Family Bookstore. Western has always prided itself on its strong sense of community, so being able to show its appreciation to one of its most dedicated members only emphasizes that. ●



## Hospitality Services Honours National Day for Truth and Reconciliation

Jacqueline Hassall

Associate Director, Campus Eateries, Hospitality Services



In recognition of National Day for Truth and Reconciliation (NDTR), Hospitality staff across campus wore orange shirts from Dellelce Family Bookstore. Tim Hortons at UCC also donated 100% of proceeds from their orange sprinkle donuts to Indigenous charities, with 119 donuts sold in support of these causes. ●



# How Residence Life Supports Students and Their Families as a Whole

**Melissa Chaffe**

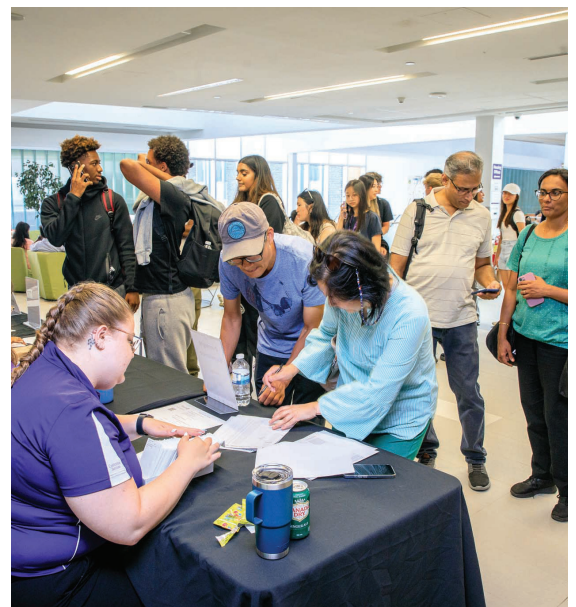
Residence Area Manager, Housing

Over the last few years, we noticed an increase in parent and family involvement as it relates to the support that their student is seeking. Based on the experience of many in Housing and in chatting with our colleagues in Student Experience, we reached out to the parents and families of our 2023–24 residence students and asked what information they wished they had to support their students. We received an overwhelming response and were able to gather valuable information to build more robust parent and family support through the Western Launch program.

During the summer, Housing welcomed over 700 parents, guests and incoming students to the Overnight Experience. Parents and families were able to experience some residence programming with live music in the Perth Hall Fireside Lounge, have their questions answered by Residence Life and Student Experience professional staff and attend a residence information session.

In addition to the overnight experience, we offered three virtual sessions during the fall term for parents and families, with two of them being offered by Housing and Ancillary Services. The first was dedicated to the Residence Life Management Team, the services they provide and how parents and families can connect or refer their students to important resources in residence and on campus. The second session was offered by Tegwyn, Kristian and Lesley to share information about the meal plan, dining hall services and food options across campus. Student Experience offered the third and final session related to academic resources.

We are excited to continue to offer this program and resources to the parents and families of our students. In collaboration with Student Experience, the Residence Life Management Team has successfully received funding through the Parr Centre for Thriving to continue this work in the future. ●



# Second Harvest

## Western's Commitment to Tackling Food Insecurity

**Jess Bechard**

Project Manager, Hospitality Services

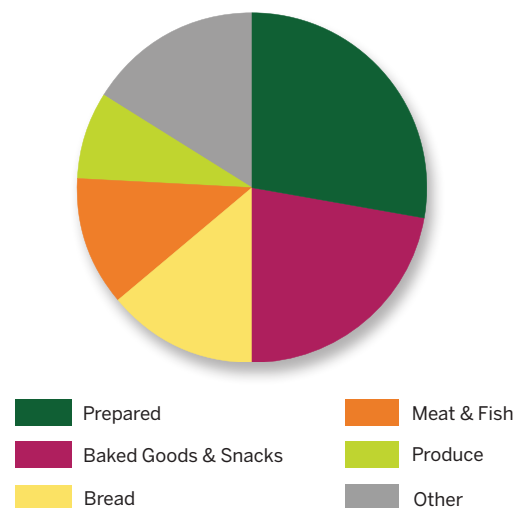


The partnership between Hospitality Services and Second Harvest began as a pilot program in May, at the UCC eateries and Great Hall Catering. It has since expanded to include all residence dining locations and campus eateries. From May 1 to October 31, Hospitality Services facilitated 276 donations, supporting 20 local non-profits by providing 8,443 meals and preventing more than 34,000 pounds of greenhouse gas emissions. This initiative exemplifies the profound impact our campus community can achieve.

Second Harvest, a “food rescue charity,” partners with restaurants, grocery stores and institutions to prevent food from ending up in landfills by redirecting it to people in need. Through its online platform, food is made available for organizations throughout the London community to claim, pick up and use in their programs. This allows for a more streamlined and accessible process.

These contributions would not be possible without the commitment of our dedicated hospitality team and our volunteers from MealCare—a student-run organization that shares our mission to address food insecurity.

**Food Donations by Category**







Together, they help ensure our involvement with Second Harvest continues to support those in need across the London community.

Several organizations that serve vulnerable Londoners regularly collect donations from Western, including Ark Aid, Bethel Church, St. John the Evangelist and St. Paul's Social Services Food Bank and Fellowship Centre. Thanks to the efforts of many, we are proud to contribute to a sustainable and compassionate community. ●

***Captured in photo from left to right:***

*From St. John the Evangelist, Jill Sparling, Volunteer and Heather McNamara, Meal Manager with Kristian Crossen, Executive Chef, Hospitality Services, Western University.*

## Second Harvest Dashboard

**8,443**

Meals  
Provided

**\$34,696**

Value  
Donated

**20**

Non-Profit  
Agencies  
Supported

**34,147**

Pounds of  
GHG's  
Averted

# DID YOU KNOW

During the 2023–24 school year our Hospitality team served:



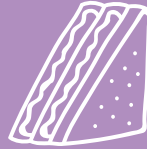
**396,000**

Fresh Eggs



**90,850**

Cups of  
Coffee



**90,650**

Build-Your-Own  
Deli Sandwiches



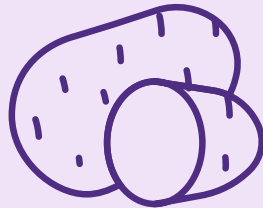
**59,000**

Fresh Baked  
Cookies



**31,700**

Sushi Packs



**200,000**

LBs Potatoes



**129,800**

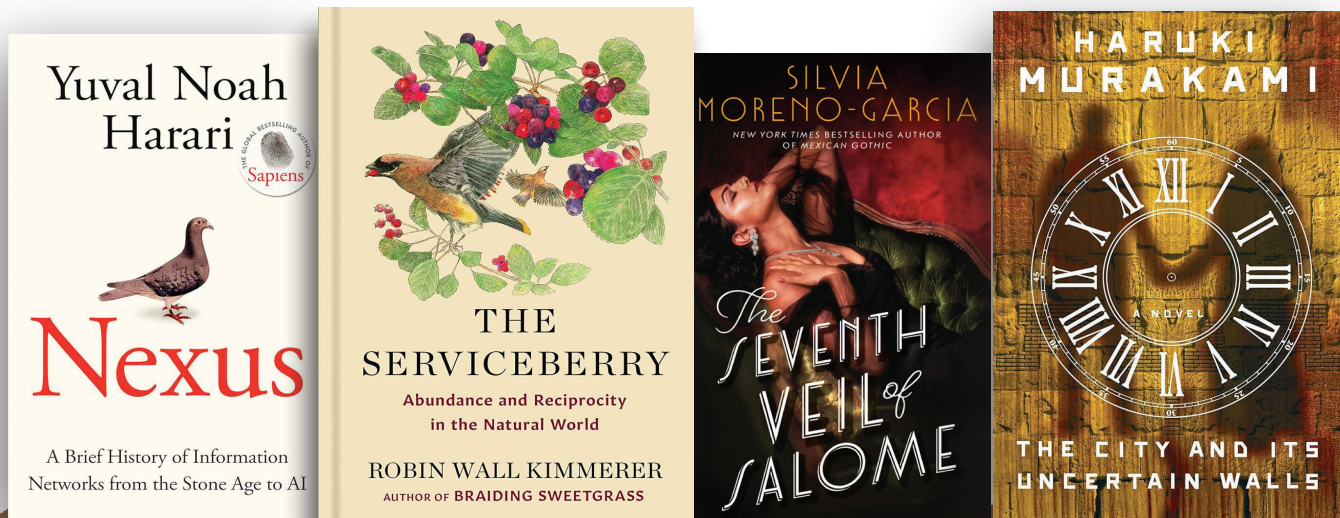
Chicken Wings



**26,500**

Apples





## Books to Look for

**Recommended by Stephen Cribar**  
Associate Director, Retail Services

### Nexus: A Brief History of Information Networks From the Stone Age to AI

By Yuval Noah Harari

The Information Age has proved to be a lot more trouble than we were expecting. Misinformation. Conspiracy theories. Deepfakes. Historian Yuval Noah Harari (*Sapiens*) takes a high-altitude perspective on our current troubles by tracing the history of information networks back through time. The good news: Harari may have found a workable way forward.

### The Serviceberry: An Economy of Gifts and Abundance

By Robin Wall Kimmerer

As Robin Wall Kimmerer, author of *Braiding Sweetgrass* harvests serviceberries alongside the birds, she considers the reciprocity ethic at the heart of the gift economy. While the free-market system we embrace touts individualism and defines value by monetary worth, a gift economy functions through an ethic of reciprocity and interconnection. How can we learn from Indigenous wisdom and ecological systems to reimagine currencies of exchange?

### The Seventh Veil of Salome

By Silvia Moreno-Garcia

A young woman wins the role of a lifetime in a film about a legendary heroine—but the real drama is behind the scenes in this sumptuous historical epic from the author of *Mexican Gothic*.

1950s Hollywood: Every actress wants to play Salome, the star-making role in a big-budget movie about the legendary woman whose story has inspired artists since ancient times.

So, when the film's mercurial director casts Vera Larios, an unknown Mexican ingenue, in the lead role, she quickly becomes the talk of the town. Vera also becomes an object of envy for Nancy Hartley, a bit player whose career has stalled and who will do anything to win the fame she believes she richly deserves.

### The City and Its Uncertain Walls

By Haruki Murakami

The long-awaited new novel from Japanese author Haruki Murakami—his first in six years—is being billed as a “love story, a quest, an ode to books and to the libraries that house them and a parable for these strange post-pandemic times.”

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