

## HAS Blade Capades – December 6, 2015



Dear colleagues,

As 2015 comes to a close, we are proud to present the second issue of the Housing and Ancillary Services (HAS) Employee Newsletter. Thanks to many colleagues' contributions, this newsletter now has an official name – **'IN-HAS'**. This is a fitting name since this newsletter serves as a platform to share staff stories and special events happening *in house*. Congrats to **Don Rhynas** from the **Book Store** for his winning newsletter name submission!

The events and programs organized by HAS have consistently set high standards for others on campus to follow. The recent Fall Preview Day open house involved more than 400 staff from various HAS departments. Your combined efforts have successfully promoted our services to more than 13,000 prospective students and their families visiting our campus. We acknowledge your generous hospitality in greeting our guests and answering their questions. This truly created a great first impression towards Western's culture and environment, and supported our overall recruitment efforts.

In the following pages, you'll enjoy reading password tips from HASIT, the Hero story from SERT, a retirement story from Great Hall Catering, or watching the 'Cycling Through Consent' video from Housing. The next story could be from you – write to us about any celebration in your team, recommend a book you've read, or share the recipe for your holiday dessert. We love to hear from you!

Once again I would like to express my gratitude to you all, and wish you and your family a great holiday. I look forward to seeing you at the Divisional Festive Celebration Banquet on Saturday, December 19.

Yours sincerely,

**Susan Grindrod**  
Associate Vice-President  
Division of Housing and Ancillary Services

# IN-HAS

## Housing and Ancillary Services Newsletter



Western

# Winter 2015

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# Extraordinary Things to Come: Western Housing Hosts OACUHO 2016 Spring Conference

by Rebecca Mudge | Residence Administrative Coordinator | Housing



You might notice a few hundred extra faces on campus over the summer as we welcome Housing colleagues from across the province during the Ontario Association of College and University Housing Officers (OACUHO) Spring Conference from May 30 to June 2, 2016. In collaboration with Hospitality and Conference Services, Housing and HASIT staff are busy making plans to provide an impactful professional development experience and memorable stay at Western for our guests.

The OACUHO 2016 Spring Conference brings together Housing professionals from across Ontario post-secondary institutions and beyond. Drawing between 150-200 delegates, the Spring Conference provides unparalleled opportunities for knowledge-sharing to inspire new ideas and initiatives, along with opportunities for networking and connecting with trusted vendors. Social events are being planned to highlight some of Western's best features, including a delicious banquet in the Great Hall, a social under the stars in the Cronyn Observatory, and even a performance at the Spoke by the ever-popular Rick McGhie. David Helfand, former President of Quest University and faculty member at Columbia University, will deliver the Closing Keynote on a topic related to experiential and integrated learning.

The conference theme, **Be Extraordinary**, was chosen to reflect the intense commitment Housing professionals make to continually enhance the student experience. This commitment is rooted in the belief that a strong residential experience is foundational to enhancing student engagement, fostering success outside of the classroom, and supporting students' transitions to postsecondary education.

"The OACUHO Spring Conference provides an opportunity for Housing professionals to connect with colleagues from across the country, learn about promising business practices, and share innovative program ideas that are working well at other institutions," notes Chris Alleyne, Assistant Director of Residence Engagement and Co-chair of the Conference Steering Committee. "Western last hosted the Spring Conference in 2002. With the conference returning to Western this summer, we have a rare opportunity for all Housing employees to get involved and learn more about the Housing profession."

Visit [oacuho2016.uwo.ca](http://oacuho2016.uwo.ca) for more information about conference events, learning experiences, and sponsorship opportunities. Colleagues from across the division are welcome to attend!

## Password Security 101

by Mikhail Delpont | Client Support Specialist | HASIT

All too often the biggest news in passwords is what big web site has been attacked and had their passwords exposed. With passwords being the last line of defense, it's important you take steps to protect yourself!

The two biggest rules to follow are pretty simple:

1. Use secure and complex passwords
2. Use passwords that are unique for every web site

Creating passwords is hard; no one doubts that! However, that doesn't mean you should use `password1` or `1234567` either.

A common technique is turning a memorable phrase into a string of complex characters. Take the sentence "One day the Maple Leafs will win a Stanley Cup! Maybe" would be converted to the following password `OdtMLww@SC!Mn`. Each word's first letter is part of your password, and letters such as "O" and "I" become the numbers zero and one.



Other letters such as "A" can be changed to a special character such as "@".

Building on the above example, we would also want to make these passwords unique for each site. One example would be to append and prepend the site's first and last letter to your password. For Amazon, the password would become `A0dtMLww@SC!Mn`. That's a relatively easy password to remember if you know the system, while still remaining complex and secure.

If you'd like to check the strength of your passwords visit [password.has.uwo.pri](http://password.has.uwo.pri). It tells you how long it would take to crack your password. Don't worry everything is done within your browser, so your passwords aren't being sent anywhere! This password checker site is only accessible while you are on campus as well.

Whatever you use, just remember: keep your passwords complex, and keep them unique!

### QUESTIONS?

For more information about password security, contact HASIT.

HASIT@UWO.CA  
519-661-2111 x 86664

## Anaphylaxis:

Any delay in treatment could be fatal.<sup>1,2</sup>

### Know what it is.

Anaphylaxis is a severe, life-threatening allergic reaction. It can be triggered by certain types of food (like peanuts and shellfish), insect stings, medicine, latex, exercise and unknown causes.

The following symptoms of anaphylaxis can occur within minutes or several hours after exposure to an allergy trigger:

<b>MOUTH:</b> itching, swelling of the lips and/or tongue	<b>THROAT:</b> itching, tightness, closure, hoarseness
<b>SKIN:</b> itching, hives, redness, swelling	<b>GUT:</b> vomiting, diarrhea, cramps
<b>LUNG:</b> shortness of breath, cough, wheeze	<b>HEART:</b> weak pulse, dizziness, fainting

Only a few of the symptoms to be present.

<sup>1</sup>Some symptoms can be life-threatening. NCT1543

### Know what to do.

Epinephrine (the active ingredient in the EpiPen Auto-injector) is the medication recognized by healthcare professionals as the emergency treatment of choice for severe allergic reactions.

If any of the symptoms listed above are exhibited, administer the EpiPen Auto-injector immediately.



- Hold firmly with orange tip pointing downward.
- Remove blue safety cap by pulling straight up. Do not bend or twist.



- Swing and push orange tip firmly into mid-outer thigh until you hear a 'click'.
- Hold on thigh for several seconds.



**Built-in needle protection**  
• When the EpiPen Auto-injector is removed, the orange needle cover automatically extends to cover the injection needle, ensuring the needle is never exposed.



After administration, patients should seek medical attention immediately or go to the emergency room. For the next 48 hours, patients must stay within close proximity to a healthcare facility or where they can call 911.

For more information, or to order more posters, go to [epipen.ca](http://epipen.ca)

**EPIPEN**  
Auto-injector

Trusted for over 25 years.

# Hospitality Services and Food Allergies

by Anne Zok | Nutrition Manager | Hospitality Services

Food allergy is a growing public health issue in Canada and approximately 2.5 million Canadians self-report having at least one food allergy. There is no cure for a food allergy; avoidance of allergenic food(s) is the only way to prevent an allergic reaction.

At Western, we have students who are at risk for potentially life-threatening allergies. Food-allergic individuals can experience a life-threatening reaction from ingesting a very small amount of their allergen (a *substance capable of causing an allergic reaction*). Exposure through skin contact or inhalation can cause allergic reactions, but generally not anaphylaxis. Anaphylaxis (*pronounced anna-fill-axis*) is a severe allergic reaction that can be caused by food, insect stings, medications, latex or other substances. While anaphylaxis can lead to death if untreated, anaphylactic reactions and fatalities can be avoided. Education and awareness are key to keeping students with potentially life-threatening allergies safe.

An anaphylactic reaction can involve any of the following symptoms, which may appear alone or in any combination, regardless of the triggering allergens:

- **Skin system:** hives, swelling (face, lips, tongue), itching, warmth, redness, rash.
- **Respiratory system (breathing):** coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness, course voice, nasal congestion or hay fever-like symptoms (runny, itchy nose and watery eyes, sneezing), trouble swallowing.
- **Gastrointestinal system (stomach):** nausea, pain/cramps, vomiting, diarrhea.
- **Cardiovascular system (heart):** pale/blue colour, weak pulse, passing out, dizzy/lightheaded, shock.
- **Other:** anxiety, feeling of 'impending doom', headache, uterine cramps, metallic taste.

There are five key recommendations in the emergency management of anaphylaxis:

1. Give epinephrine (ie., EpiPen or Allerject) at the first signs of an allergic reaction (epinephrine will not cause harm if given unnecessarily to a normal healthy person). Antihistamines and asthma medications should not be used instead of epinephrine for treating anaphylaxis.
2. Call 9-1-1 and report someone is having an anaphylactic reaction.
3. Give a second dose of epinephrine as early as 5 minutes after the first dose if there is no improvement in symptoms. Our SERT team carries two EpiPens with them.
4. Individuals with anaphylaxis who are feeling faint or dizzy, should lie down unless they are vomiting or experiencing severe respiratory distress.
5. No person experiencing anaphylaxis should be expected to be fully responsible for self-administration of epinephrine. Assistance from others may be necessary.

Hospitality Services' anaphylaxis plan is designed to ensure that students at risk self-identify. Strategies are in place to minimize the potential for accidental exposure, and staff and key members of our leadership team are trained to assist students in making safe food selections and responding in an emergency situation. The safety of our students at Western is a high priority.

Our over-arching message to students, staff and faculty with a food allergy is to self-identify and to ask to speak to the Supervisor (Chef or Manager) on duty.

For more information on allergies: [www.foodallergycanada.ca](http://www.foodallergycanada.ca)

Food Allergy Canada

## ALLERGIC REACTIONS

Could YOU save a life?  
After eating or being stung by an insect, a person at risk for anaphylaxis might have any of these symptoms.

**Think F.A.S.T...**

**Face**  
Hives, itching, redness, swelling of face, lips or tongue

**Airway**  
Trouble breathing, sneezing or spitting, nasal congestion, sneezing

**Stomach**  
Stomach pain, vomiting, diarrhea

**Total Body**  
Hives, itching, swelling, weakness, dizziness, sense of doom, loss of consciousness

then **ACT...** Give Epinephrine

- Give epinephrine (e.g. EpiPen<sup>®</sup>, Allerject<sup>®</sup>) at the first sign of a reaction.
- The first signs may be mild, but symptoms can get worse quickly.
- Repeat as early as 5 minutes if symptoms do not improve.

Call 9-1-1

- Have person transported to hospital, even if symptoms are mild or have stopped.

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Food & Drug Canada, International Food Allergy Canada, University of Saskatchewan, and supported by:

# Celebrating 50 Years of Friendship

by Eric Kular | Delaware Residence Manager | Housing



On September 25, 2015, with our campus draped in even more purple than can usually be expected, Housing celebrated the 50<sup>th</sup> anniversary of Delaware Hall.

In joint partnership with Alumni Relations, we opened our doors to the world, welcoming more than 150 Western and Delaware – or “Deli” – alumni into our new/old building. It was a wonderful event, designed to engage alumni from 1965 all the way up until 2015. Guests were greeted in the front lobby where after they were escorted up to the famed Formal Lounge – or “FOLO”.



Once inside, they were met by a whole host of Housing Professionals, many of whom had lived in Delaware as well, in their own time. There were beautiful displays set up with photographs highlighting the experiences of our residents throughout the years, along with newly captured testimonials which encapsulated the

passion and joy which our former residents espoused for the building. But more precious than the words on the displays, were those shared in conversation by our guests.

I think each and every one of us ‘working’ that day would agree that it was in speaking to those Alumni, those former Delawareans, that really opened our eyes to the impact of this building and residence life.

Of course, we took them on tours of the building, showed them what the new lounges looked like, the carpeting, the even larger bedrooms, and yes, they were impressed. But as I went along with my tour groups, I noticed that it wasn’t the changes which they seemed to linger on. It was the memories they had made, which hadn’t changed at all.

Steve Elliott, a resident from the early 80’s, was quick to point out that his friend Paul used to play terrible songs on his guitar in the very lounge we were standing in. Later, another woman, named Evelyn, pointed out to her daughter the bathroom where she and her friends used to get ready before a night out. And this trend continued, we’d walk into a room, see how shiny and new it was, but almost immediately, someone would share a memory they, or someone they felt was close to them, had made there.

It was testament to Chris Bumbacco and his team, who were able to bring Delaware into the 21<sup>st</sup> century while still preserving that which made it so loveable with its residents in the 20<sup>th</sup>.

All said and done, it was an afternoon of immense gratification. Learning about what Delaware Hall, and the people who kept it running, meant to all of these Alumni was inspirational. At times, I think that our efforts can seem unappreciated, and that students don’t understand the full value of the services we provide. After having participated in this event, I feel like I can say with confidence that if they aren’t appreciated today, the memories we are helping to facilitate will be cherished for decades to come.

And really, that’s what it’s all about...



## Cell Phone Repair Service Now On Campus

by Stephen Cribar | Associate Director, Sales and Communications | Retail Services

Western Retail Services has entered into an arrangement with Cellular Magician, a local company that services and repairs Apple, Android, Blackberry, and Windows Mobile devices. Whether it's a shattered screen on your phone or an iPad that won't charge, the aim is to service most devices within the hour.

Cellular Magician joined us in the Campus Solutions Tech Services office (UCC lower level Room 80) at the beginning of October. They have a great reputation and will be running their operation independently from us.

Cellular Magician has two locations in London, as well locations in Chatham, St. Thomas, and Leamington.



**IN-HAS Newsletter Committee:**  
Stephen Cribar, Jim Dunkin, Cynthia Gibney, KD Grainger, Rebecca Mudge, Sonya Rizzo, Janet Smith, Lina Wang

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

## SERT Awards Ceremony



## Student Emergency Response Team (SERT)

by Cynthia Gibney | Director | Health Services

The Student Emergency Response Team (SERT) is a volunteer group of students trained to the Emergency Medical Responder level. They provide 9-1-1 coverage to students, staff, faculty and visitors to the campus until London City EMS personal can arrive or until the individual in distress is feeling well enough to go on their own. SERT does an amazing job and responds to over 850 calls yearly with a response time of approximately five minutes.

The SERT team is self-funded and earns money for their supplies and uniforms by teaching staff and students CPR and First Aid courses. They carry lifesaving equipment such as an automated defibrillator and oxygen

A great example of the SERT team's hard work and value to the campus occurred on March 13, 2015. A visitor to campus fell ill at Campus Recreation after a workout and was found unresponsive. SERT was dispatched and found the visitor unconscious with a faint pulse which soon was gone.

SERT team members Jessica Asztalos, Daniel Yacoub, and Rachel Holloway, pictured on the right (Greg Skerratt was there as well, but off duty), took over CPR from the Campus Recreation lifeguards who had originally found the visitor.

They continued CPR and defibrillated the visitor several times while waiting for an ambulance, miraculously bringing the visitor's pulse back.

The gentleman was transferred to hospital and survived the ordeal. On September 15, 2015, Campus Police and Gitta Kulczycki, VP of Resources & Operations, celebrated SERT's great work by hosting an awards ceremony recognizing their achievements.

The gentleman whom SERT worked on at Campus Recreation was also in attendance with his wife, making the event very special.

Thanks to SERT for all their hard work and dedication to the Western Campus Community.

# Housing Supports Sexual Violence Education & Prevention On Campus

by: Rebecca Mudge | Residence Administrative Coordinator | Housing

Western has received a \$381,000 grant from the Ontario Women's Directorate to fund a new project aimed at sexual violence education and prevention at postsecondary institutions across the province.

The project, titled Building an Upstander Culture to Prevent Sexual Violence at Ontario Post-Secondary Institutions, was developed by Housing in partnership with the Student Experience area, Equity and Human Rights Services, and the Faculty of Education. Outcomes include changing attitudes related to sexual violence by enhancing awareness around consent, healthy relationships, and gender equity issues, and developing strategies on how to reach diverse populations who may be particularly at risk.

Housing has been recognized as a campus leader for its efforts in educating students on sexual violence prevention. Rather than focusing on how individuals can avoid becoming victims, Housing has adopted a proactive approach by empowering students to look out for each other and create a safe campus community for all.

"Our approach to sexual violence prevention and education is layered and multi-dimensional, with many key messages around consent education, language use, bystander intervention techniques, awareness of the culture and climate that allows sexual violence to take place, reaching out and speaking to men, and much more," explains Angela Treglia, Programming Coordinator in Housing. "Our goal is to build communities and societies where sexual violence does not occur."

Angela Treglia further explains that sexual assault happens to both men and women; however, research shows that university-aged women (between the ages of 15 and 24) are particularly at risk. Within this demographic, individuals from marginalized populations experience higher rates of sexual violence than those from groups not historically marginalized.

One well-known initiative is Housing's Upstander program, which emphasizes the role of the community in preventing sexual violence. Participants learn how to safely intervene in potentially harmful situations, thereby reducing the bystander effect, where individuals are less likely to help someone in need when others are around. Participants are



encouraged to stand up for others by learning direct and indirect strategies to prevent sexual assault. Since the program launch in 2013, more than 150 Residence Staff and 800 Orientation Leaders (Sophs) have received Upstander training each year. Western's grant will enable Housing to expand the scope of the Upstander program to include all undergraduate and graduate students, faculty, and staff at Western.

Students living in residence will also be familiar with Housing's "See Something, Do Something" poster campaign, communicating the message that safety is a shared responsibility. The poster is a call to action, emphasizing Upstander behavior and instilling in students a sense of community. The slogan is also used in Housing's PSA video, featuring recognizable male leaders from across campus speaking out about the importance of creating a supportive campus culture and promoting shared responsibility for sexual assault prevention among men.

In addition to fostering a culture of safety, Housing has also aimed to educate students on the importance of consent. During Orientation Week, first-year students take part in the popular "Can I Kiss You?" keynote address by Mike Domitrz, focusing on issues around consent, respectful relationships, and sexual violence prevention. Mike has been coming to campus for the past eleven years, and Housing was the first department to bring his presentation to a Canadian university. Assessments following this impactful program indicate that 93 per cent of attendees are very strongly or strongly informed about consent after taking part.

New this year, Housing partnered with the Faculty of Education's Centre for Research and Education on Violence Against Women and Children to debut their "Cycling Through Consent" video, which takes a fun and simple approach to helping students understand consent. This video was accompanied by an educational infographic, posted on every floor in residence. Since its debut, the video has reached more than 1.6 million people, with more than 95,000 views and 4,700 social media likes, comments, and shares.



## See Something, Do Something

Male leaders from across campus such as Amit Chakma, Dr. Mike Atkinson and Christ Alleyne speak out about sexual violence education and prevention on campus.



## Cycling Through Consent

Housing partners with the Faculty of Education's Centre for Research on Violence Against Women to create a consent education video.



## Mark Your Calendar

Dec 19

HAS Festive Banquet

Dec 23

Last Day of Work for Western Staff.

Dec 25

Merry Christmas, and Happy Holidays!

Jan 3

Residences Reopen

Jan 3 to Feb 8

CHOPT Student Culinary Competition

## Friendships Don't Retire – Staff Feature

by: Ruth Harland | Manager – Conference Services | Hospitality & Janet Smith | Marketing Manager | Hospitality



For three whole days, she worked in the Great Hall kitchen doing behind the scenes prep, and then found her true calling – working with people. Yolanda served in the former University Club of London, and as a temporary Supervisor in the Campus Operations and Western Catering (life before “Great Hall Catering”). Spencer Hall then “scooped” her away as their supervisor in 1993, to strengthen their dining team. This was her niche for three years.

In 1996, Yolanda returned “home” to Great Hall Catering, quickly developing strong relationships with our campus community as well as an endearing rapport with the greater London community. In no time, Yolanda earned the reputation as the “face of Great Hall Catering”.

Her role soon evolved into that of Catering Manager. Over the years, she has spent countless hours with nervous brides and other clients, working with them to understand their vision and make it a reality. Within her own team, Yolanda creates a culture of respect and

compassion. Her student staff realize that she always has an empathetic ear, should they need one. They know she is quick to laugh but when it comes to her events, they recognize that she's very disciplined and organized, and every detail is important.

There are lots of places that serve great food; but Yolanda creates a memorable ambiance for each event – she always makes it magical! If you give us a piece of string, it will always be a piece of string; give Yolanda a piece of string, and it becomes an incredible focal point of your centre piece. She truly is an artist! You may have seen her around campus, toting her tool kit and wondered what was in it. Sorry – her secret is safe with us.

Yolanda's legacy at Western is coming to an end. After serving with three Presidents, three Directors, and mentoring countless students and staff, Yolanda will be retiring her tool kit in the spring - although, she has promised a former staff member that she would come out of retirement to be her wedding planner (no ring on that finger yet though!).

Thanks for the memories, Yo – glad that friendships don't retire.

For some, when they think of Great Hall Catering, they think of a special dish they've enjoyed or an event they've attended, but for most, when they think of Great Hall Catering, Yolanda Echeverria comes to mind.

In June 1989, Yolanda and her family immigrated to Canada from Guatemala and by September of the same year, she had begun her career here at Western.

## Western's Clean Air Initiative

by Cynthia Gibney | Director | Health Services

Western's newest Health and Wellness initiative is called “[Let's Clear the Air Here](#)”. The purpose of the awareness campaign is to take some steps toward a healthier, cleaner environment for all of us, and to give people a chance to talk about smoking and its effects. If you choose to smoke that is your decision, but let's do what we can to make sure that your choice does not impact others. Let's Clear the Air Here not only supports the Western Smoking Policy of not smoking within 10 metres of building entrances, loading docks, windows, fresh air intakes or in Western vehicles, but also identifies new Clear Air Corridors which include:

- The area between Weldon Library and Western Student Services
- The drive/walkway that runs between Lawson Hall and Somerville House (entrance to Lucy's)
- The steps, overhang and sidewalk around the main entrance to Social Sciences Centre

Respecting this policy is important as well as respecting each other. So if you smoke, please be conscious of those around you, and if you want to quit please visit the “[Ready to Quit](#)” page on the website.



The Western website has a great deal of information including that about [Health and Wellness](#). If you have not yet visited this site, it is highly recommended especially the Living Well @ Western section. You can find out about health and wellness initiatives for students, but also ones specifically for staff and faculty. Meditation, yoga, Tai Chi and more opportunities for physical, cultural, and intellectual activities to improve your health and wellness are listed on the site calendar.



### Name the Newsletter | Contest Update

And the Winner is ....

### Don Rhynas, Retail Services.

Please collect your \$50 Hospitality Gift Card at the HAS Festive Celebration Banquet.