



# IN-HAS

## Housing & Ancillary Services Employee Newsletter

### Letter from Peggy

Dear Colleague:

I hope that you have had a great summer and have been able to vacation and spend some quality time relaxing with family and friends.

It's the time of year when all of our units are welcoming the influx of new students to the campus. There's a vibrancy and positive energy with their arrival. I'd like to extend a warm welcome to all the new and returning members of our team. Your combined experience and talent will strengthen our respective units and maintain our strong commitment to students. We are pleased that you're part of our team. We value the individual interactions that you have when serving students and other customers. All of these experiences knit together to form a positive reputation and your collective efforts contribute to our Division's overall success.

I'm delighted to announce that our IN-HAS Employee Newsletter is now entering its third year of publication. It's a concerted effort and I appreciate Lina's leadership and the strong support she receives from each team. In this issue, you will learn about sustainability initiatives in our Division, read the story about our new family doctor, Adrian Stacy, and appreciate the book recommendations from our Book Store colleagues.

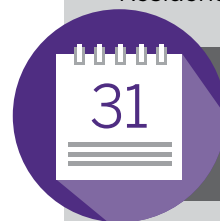
We are reminded of Western's vision to be a destination of choice for the world's brightest minds seeking the best learning experience at a leading Canadian research university. Your dedication and hard work will contribute to Western achieving its goals. As always, we welcome any comments, thoughts, or stories and we encourage you to share them. Please email us at [has\\_comm@uwo.ca](mailto:has_comm@uwo.ca).

We look forward to another rewarding year ahead. Enjoy the upcoming fall!

Peggy Wakabayashi  
Associate Vice-President (Acting)  
Housing & Ancillary Services

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### Mark your Calendar!


- Ontario Universities Fair ..... Sep. 22–24
- Fall Reading Week ..... Oct. 10–13
- Homecoming ..... Oct. 20–22
- Fall Convocation ..... Oct. 24–26

### IN-HAS Newsletter Committee

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# Going Green: Spotlight on Sustainability Projects in Housing and Ancillary Services

**Amanda Viveiros** | Social Media Coordinator Student, Housing



1108 CHAIRS KEPT OUT OF LANDFILL

## What goes with purple better than green?

Housing and Ancillary Services sets the bar high on campus with eco-friendly sustainability practices to provide an excellent student experience while minimizing our impact on the environment.

We are proud to share a few sustainability stories to inspire you.

### FURNITURE REFRESH

With more than 5,300 students calling residence home each year, our bedroom furniture is certainly well-loved. When it's time for a refresh, what can we do with the old pieces to avoid sending them to the landfill? Chris Bumbacco, Director of Facilities in Housing and Ancillary Services (HAS), shares his insights into a new project this year to relocate approximately 1,108 bulky wooden chairs, 373 beds, and 171 desks in the quickest, cheapest and most sustainable way possible.

Bumbacco recognized that connecting with various vendors and organizations to find our residence furniture a new home is an entire full-time job on its own. However, his passion to keep unnecessary waste out of the landfill pushed him onward. "We're in the business of modernizing ourselves, but we have to think about where the old stuff is going and wonder if it is at the end of its life," he notes. New this year, HAS joined forces with Environmentally Aware Consulting (EAC), a local firm specializing in creating sustainability plans to repurpose resources. In partnership with EAC, we were able to distribute the desks and chairs to charitable

organizations. The bedframes, however, were given an entirely new purpose, taken by a farmer who used the dismantled wood to repair a barn.

Thanks to Bumbacco's efforts, incoming residents in Saugeen-Maitland Hall can sleep soundly (some in new bedframes) knowing that their old furniture will be enjoyed by others for years to come.

### SUSTAINABLE GIVING

Clothing, shoes, accessories, memory foam, mini fridges, kitchen items...you name it, students will leave just about anything behind when they move out of residence if it means a lighter load home to the GTA. For the past five years, we have been proud to partner with Goodwill Industries to collect students' unwanted belongings otherwise bound for dumpsters at the end of the academic year. With students being encouraged to donate their items to Goodwill rather than throwing them away, it is no surprise that residence move-out is one of Goodwill's most anticipated donation collection times of the year.

Goodwill makes it easy for students to donate by placing their bins in the lobbies of all nine residence buildings. Students are so generous that the bins need to be emptied at least once per day. Joe Major, Manager of Front Desk Operation notes, "This year, we broke our previous record with a whopping 10,200 pounds of items being donated."

In addition, Front Desk staff collect food donations for the London Food Bank. Thanks to the generosity of residents and the work of the Front Desk team, the London Food bank received 2,271 pounds of donations this year.

### NOT JUST ANY APPLE A DAY

If you've eaten an apple from campus or residence recently, you're already aware there are no bad apples, especially those grown close to home. Hospitality Services is proud to work in partnership with produce supplier Green City Produce and Martin's Fruit Farm to provide 100 per cent Ontario-grown apples across all of its operations. Launched in September 2016, the 100% Local Apples initiative has been an important step on our path to sustainability by supporting local farmers and decreasing gas emissions produced by delivery trucks.

According to Anne Zok, Nutrition Manager of Hospitality Services, the local apple initiative is important for a number of reasons: it aligns with our sustainability goal to champion responsible sourcing, healthy eating, and community and stakeholder engagement; it helps to increase student awareness on where food is grown; it connects with our honey bee initiative; and, it serves as a pilot for future local procurement practices. Why apples? Zok notes, "Apples have a strong public connection. It is a healthy, zero-waste snack that is abundant and widely available." Since September, we have sold more than 37,400 Ontario-grown apples on campus and look forward to contributing to the creation of a sustainable Western experience.



## Hospitality Services Sustainable Initiatives:

### argo tea.

Western is home to Canada's first Argo Tea Café, which supports environmental consideration through their brewing and packaging practices.



All the oil from Campus Eateries is sold to and recycled at Wardlaw's Poultry Farm where it can be reused.



Two more honey bee hives have been installed on campus.



To celebrate Fair Trade Week this September, Hospitality Services will have Fairtrade chocolate fondue/fountains on campus.



"Our Green Campus" Series has been introduced in Residence, where students can take part in interactive cooking tutorials with local produce.



We have partnered with Ark Aide Mission to donate salvageable food from one of the many campus cafes, Residence Operations and Great Hall Catering. This program helps to reduce food waste and provides food security to many Londoners struggling to feed themselves and their family.





## Interview: New Family Doctor, Dr. Adrian Stacy, in the Staff and Faculty Family Practice

### How did you get involved in family medicine?

My early experiences in medical school were in small towns around northern Ontario and Manitoba working with family docs. It left a very positive impression on me. The environment lends itself to developing a strong relationship with patients. Sometimes the health care system can be daunting, but there's nothing I enjoy more than answering questions and helping patients navigate their way through the system so that we do our best to meet their needs. Early on, I tailored my training towards family medicine.

When my wife and I were looking for towns for me to complete my training, London was our top choice because of its strong family medicine program. I've been lucky to be able to give back to the program by doing some teaching myself.

This next step is going to be a fun one for me. I will be working in the Student Health Services Clinic as well as the Family Practice Clinic. The diversity will be refreshing and I look forward to coming in to work where I will be able to interact and help with a wide range of students and staff. Being able to collaborate with the wonderful team members at the clinic is an added bonus.

### What's your favourite place on campus?

On campus, you'll probably spot me walking/biking to or from work. It might explain why I'm covered in snow/leaves/rain. Having spent a few years toughing out the ice and cold in Winnipeg, it's been wonderful to be back in Ontario where it's easy to get outside. I especially like the forests and rivers we get to enjoy all around.

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

Whenever I'm asked for my medical opinion, I always try and include some advice on prevention. These aren't always one size fits all, but hopefully there's something for everyone:

- **Try and eat a balanced diet.** The Mediterranean diet is one of the recommendations I make most often. It's not restrictive and places a focus on fruits, vegetables, nuts, oils, and away from red meat. It's good for the heart and there's lots of tasty recipes floating around as well.
- **Work safe.** Be sure to familiarize yourself with any equipment and the surrounding environment. Protective gear goes a long way in staying healthy.
- **Enjoy the outdoors.** We are fortunate to have an abundance of outdoor parks, nearby provincial parks, and trails throughout the City of London. Being outside is a great way to be active or enjoy a new view. Bring some sun protection along for the walk or ride!



## Great Hall Catering – A Year in Review

**Kristian Crossen** | Executive Chef and Food & Beverage Manager, Great Hall Catering

For Great Hall Catering, the 2016-17 year can be summed up as an evolution.

Great Hall Catering (GHC) has a long history of servicing the needs of the campus and the greater London communities, being an award-winning and well respected institution. This past year, we built on this reputation through transformative initiatives to 'refresh' and 'modernize' how we present ourselves and the product and services we provide.

Our first initiative was to bring approximately 300,000 bees onto campus as a sustainability project supporting the cause of the dwindling honey bee population, and providing us with a large quantity of fresh, wild flower honey. This has become a staple ingredient in our kitchen and has been used as a great marketing initiative through small jar giveaways at Great Hall hosted events and offsite, at the Bridal Shows.

Another sustainability initiative was switching most of the disposable dishes used in catering to a compostable product line. It gives both the customers and us better peace of mind to know that we are reducing the waste when disposable service is required.

GHC has a small fleet of vans used for transporting our staff and product across

campus every day. In 2016, we purchased a new Ford Transit van which also gave us the opportunity to update our look. We settled on a fresh, bold new design for the van's graphics, which makes for a much more eye catching and effective look to promote us in the community.

**In September 2016, we were proud to introduce a completely new and comprehensive catering menu.**

We built on the well-established relationship between GHC and the campus community by knowing what was working and what we could change to benefit all. What came of this was a streamlined menu with a great selection of individual options that cover all of the possible catering requirements, and some great packaged options for efficiency and convenience when ordering.

We gave this new menu a few months to run, with a few tweaks here and there, and then hosted an Open House event in January 2017. We invited a large percentage of the campus to come and try some of the items on the new menu, as well as talk with our management and administrative team about any questions, concerns or comments. We had an overwhelmingly positive response to this initiative and found it to be very beneficial for us and our customers. This was our first opportunity to give away small jars of our first batch of wild flower honey, which

was one of the most popular points of discussion at the event.

**In May, GHC was very proud to host a Mother's Day Brunch for the first time in our history.**

We decided to promote this to our campus community first, with a contingency plan to broadcast beyond if needed. We had what we thought of as an ambitious target of 300 people for this event. Through a very effective and multi-faceted marketing campaign, we hit this target quite easily, without the need to promote off campus. The event couldn't have gone better from a service and customer standpoint, and we had a flood of positive feedback after the event. Looks like this may become an annual affair! It also shows us that we have the opportunity to host similar holiday events, and to expand on our relationship with the community here at Western.

Lastly, the Green Leaf Café had a great year as well, being sold out most days throughout the school year. With new menus every day and popular additions like charcuterie and cheeses, our clientele are excited—and many have become repeat guests. Everyone, from the President—who dines here often, to our student guests, considers the Green Leaf to be one of the hidden gems at Western.

With many new projects in the works, the evolution of GHC continues every day!

# Campus Operations Update

**Kevin McCabe** | Associate Director – Hospitality Services

As we were finalizing our budget presentation last December, a conscious decision was made to have a “hold” year.

Basically, due to some major shifting of traffic flow across campus with the opening of the Nursing/FIMS building and the construction of Engineering’s 3C building, we felt it prudent to hold off on major renovations and expansions. On top of that, the previous three summers had been extremely busy with expansion and renovations and a “hold” year seemed like the responsible approach to take.

Well, the best laid plans don’t always work out that way.

This is Campus Operations’ version of a “hold” year:

## LABATT HEALTH SCIENCE

The Tim Hortons operation within this building is being expanded to add another cash station, another coffee brewer and the Tim Hortons new espresso program. With the influx of staff and students to the new Nursing and FIMS building next door, we felt the need to be prepared for a higher volume of traffic.

Expanded hours of operation will also be put in place to ensure service levels to the buildings continue through to the late night classes.

## ENGINEERING SCIENCE

As the Engineering program has expanded over the past few years, the Hospitality Services operation within this building has not been able to keep up with the demand. This summer, the service counter has been expanded, a third cash system was introduced and additional coffee brewers have been added to the Tim Hortons line, to aid through-put and quicken service. Expanded hours of operation will also be in place starting September, 2017.

## NORTH CAMPUS

The Riverside Café is re-opening this year and will feature an Einstein’s-like menu featuring Doi Chaang coffees and espressos, along with a broad array of baked goods, our FRESH to-go food program, panini pressed artisan sandwiches and a grill, which will be utilized to serve daily features.



## TIM HORTONS LATTES

Although never in the original planning process, Tim Hortons decided that they wanted to compete with Starbucks and McDonald’s and implemented a new latte program to take on these titans. Sparkling new latte machines were installed in Natural Science, UCC Tims (upper), Lucy’s and Labatt Health Sciences this summer. At \$2.99 per beverage, we’re guessing they’ll be a huge hit on campus!

## UNIVERSITY COMMUNITY CENTRE

And then there’s the UCC! With 12 different concepts, a bakery and two full kitchens, it’s hard to get through a year without some type of change. This year ended up being a year of upgrading, without major renovations or concept changes.

- SUBWAY – New flooring and an air-conditioning system was installed in June.
- STARBUCKS – A five-year update occurred during the last two of weeks of August including new coffee machines, new cupboard doors, fascia and counter replacements, along with menu board upgrades.
- HARVEY’S – New refrigerated tables to hold vegetables and other condiments along with a new front counter, were installed in August.
- MANCHU WOK – All steam tables were replaced on the service line during the August shut down.
- LOWER LEVEL TIM HORTONS – This unit re-opened for the first week of September utilizing a smaller menu to aid speed of service.

As we look a year out and begin to develop our planning for the 2018-19 school year, a number of items are already on the horizon.



- **FRESHII** – An initial agreement has been completed with this extremely healthy, upcoming franchise operation. The most likely landing spot for the initial Freshii unit will be Engineering Science, where focus groups and surveys pin-pointed this concept as their number one choice. Initial drawings and estimates are now being completed for a potential September 2018 opening.
- **LABATT HEALTH SCIENCE** – Instead of diving into an expansion this summer, we decided to hold off and analyze the impact of the new Nursing/FIMS building next door. Traffic flow and customer demand may facilitate another concept within this space for 2018.
- **STARBUCKS EXPRESS** – In early July, Starbucks introduced a new “Express” program which utilizes their coffee and latte programs in a self-serve module. This program is very similar to the Tim Hortons Express.



With the potential impact of a significantly increased minimum wage, ongoing changes in campus traffic flow and rapidly changing food trends, Hospitality Services is always looking at new concepts, newer and healthier food trends, and better, faster ways of serving our customers.

## Watch the new Residence Dining Experience video!

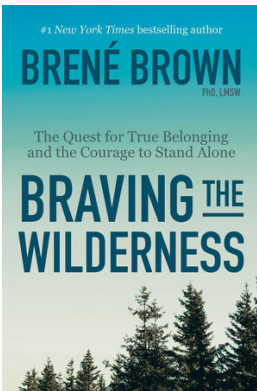


Saugeen-Maitland's dining hall brought more life to the building when it opened its newly renovated doors in September 2016, and was recently featured in a promotional video for Residence. View the video and Saugeen's new space here!



# IN-HAS Book Shelf

New Non-Fiction • Arriving at The Book Store, September–November 2017

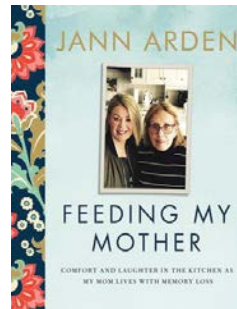


## Braving the Wilderness

**BRENÉ BROWN**

A timely and important new book that challenges everything we think we know about cultivating true belonging in our communities, organizations, and culture.

In *Braving the Wilderness*, Brown redefines what it means to truly belong in an age of increased polarization. With her trademark mix of research, storytelling, and honesty, Brown will again change the cultural conversation while mapping a clear path to true belonging.

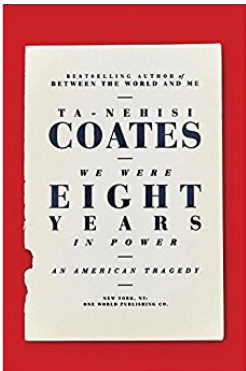


## Feeding My Mother

**JANN ARDEN**

A frank, funny, inspirational and piercingly honest account of the transformation in Jann Arden's life that has turned her into the primary "parent" to her mom, who is in the grip of Alzheimer's.

Since her dad died in 2015, Jann cooks for her mom five or six times a week. Her mom finds comfort in her daughter's kitchen, not just in the delicious food but also just sitting with her as she cooks. And Jann finds some peace in caring for her mom, even as her mom slowly becomes a stranger.

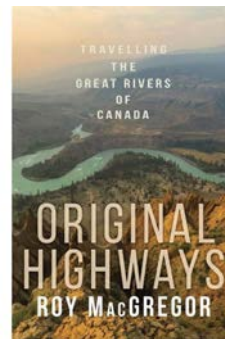


## We Were Eight Years in Power An American Tragedy

**TA-NEHISI COATES**

"We were eight years in power" was the lament of Reconstruction-era black politicians as the American experiment in multiracial democracy ended with the return of white supremacist rule in the South.

Now Ta-Nehisi Coates explores the tragic echoes of that history in our own time: the unprecedented election of a black president followed by a vicious backlash that fueled the election of the man Coates argues is America's "first white president."

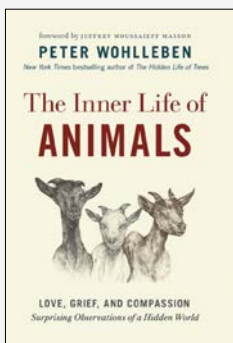


## Original Highways Travelling the Great Rivers of Canada

**ROY MACGREGOR**

Tells the story of our country through the stories of its original highways, and how they sustain our spirit, identity and economy—past, present and future.

Long before our national railroad was built, our rivers held Canada together; in these 16 portraits, filled with yesterday's adventures and tomorrow's promise, MacGregor weaves together a story of Canada and its ongoing relationship with its most precious resource.



## The Inner Life of Animals Love, Grief, and Compassion—Surprising Observations of a Hidden World

**BY PETER WOHLLEBEN**

Through vivid stories of devoted pigs, two-timing magpies, and scheming roosters, *The Inner Life of Animals* weaves the latest scientific research into how animals interact with the world with Peter Wohlleben's personal experiences in forests and fields.

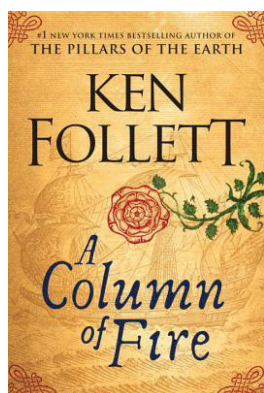
In this, his latest book, Peter Wohlleben follows the hugely successful *The Hidden Life of Trees* with insightful stories into the emotions, feelings, and intelligence of animals around us. Animals are different from us in ways that amaze us—and they are also much closer to us than we ever would have thought.



# FALL

## Reading Recommendations

New Fiction • Arriving at The Book Store, September–November 2017

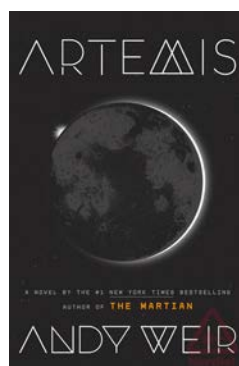


### A Column of Fire

**KEN FOLLETT**

In 1558, the ancient stones of Kingsbridge Cathedral look down on a city torn apart by religious conflict. As power in England shifts precariously between Catholics and Protestants, royalty and commoners clash, testing friendship, loyalty, and love.

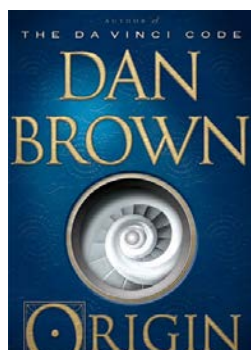
*A Column of Fire* is one of Follett's most exciting and ambitious works yet. It will delight longtime fans of the Kingsbridge series and is the perfect introduction for readers new to Ken Follett.



### Artemis

**ANDY WEIR**

Life on Artemis, the first and only city on the moon, is tough if you're not a rich tourist or an eccentric billionaire. Jazz sees the chance to commit the perfect crime, with a reward too lucrative to turn down. But pulling off the impossible is just the start of her problems, as she learns that she's stepped square into a conspiracy for control of Artemis itself—and that now, her only chance at survival lies in a gambit even riskier than the first.

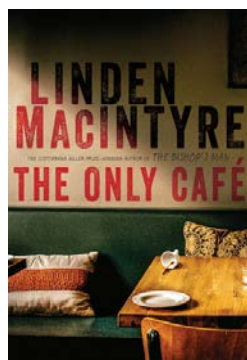


### Origin

**DAN BROWN**

Robert Langdon, Harvard professor of symbology and religious iconology, arrives at the ultramodern Guggenheim Museum Bilbao to attend a major announcement—the unveiling of a discovery that “will change the face of science forever.”

As the event begins, Langdon and several hundred guests find themselves captivated by an utterly original presentation, which Langdon realizes will be far more controversial than he ever imagined.



### The Only Café

**LINDEN MACINTYRE**

Scotiabank Giller prize-winner Linden MacIntyre is back with a timely and gripping novel in which a son tries to solve the mystery of his father's death—a man who tried but could not forget a troubled past in his native Lebanon.

*The Only Café* is both a moving mystery and an illuminating exploration of how the traumatic past, if left unexamined, shadows every moment of the present.



### The Child Finder

**RENE DENFELD**

A haunting, richly atmospheric, and deeply suspenseful novel from the acclaimed author of *The Enchanted* about an investigator who must use her unique insights to find a missing little girl.

Three years ago, Madison Culver disappeared when her family was choosing a Christmas tree in Oregon's Skookum National Forest. She would be eight-years-old now—if she has survived. Desperate to find their beloved daughter, certain someone took her, the Culvers turn to Naomi, a private investigator with an uncanny talent for locating the lost and missing. Known to the police and a select group of parents as “the Child Finder,” Naomi is their last hope.

# Perth Opens Doors to New Dining Hall

Rebecca Mudge | Residence Administrative Coordinator



**BEFORE**



**AFTER**

Niki Vermeulen, Perth Hall Dining Unit Manager, knows that food brings people together.

With that idea in mind, Niki is particularly excited to welcome students and staff back to campus to enjoy the Perth Dining Hall's fresh new look. As the \$1.3 million renovation nears completion, Niki looks forward to creating a new dining experience for the students, as well as seeing the creative energy the renovation will spark for her staff team. "I'm excited to see our staff come in with new ideas," she notes, adding that the new servery design enhances flexibility of offerings and supports increased interaction with students.

As part of the renovation, walls were removed to create a more open feel, allowing for an expansion of space. A new "interactive station" has been built to provide fresh and made-to-order items such as a custom smoothie bar, and to help better deliver on students' needs and tastes. A variety of new appliances mean greater menu flexibility, and the softer colour palate and new lighting ensure that the focus will be on the food, not the décor. Gone are the primary colours in favour of a sleek, modern look.

Chris Alleyne, Director of Residences, notes that in-building dining halls have always been an important part of Western Housing's brand. "We've always built our first-year residences with dining halls in the buildings, whereas some other schools would build one

## WHATS NEW?

New "interactive station" to provide fresh, made-to-order items

Removal of large walls/barrier to create a more open feel

New soup & salad station for fresh, healthy meals

New flooring, lighting, millwork, dishwasher, cooler, and freezers

Expanded servery space (incorporating former deli area)

Variety of new appliances to allow menu flexibility

Modern, new finishes, such as paint/tile—toned down colour to let food be the focus!

central commissary that students must travel to every day." In-building dining is about more than convenience, however. As Chris explains, "our dining halls help build community—think about how many family dinners a floor has together over the year, where students can share a meal, and talk about their days and personal challenges. We recognize that our dining environments need to be destinations where students want to hang out with their friends." Niki agrees, adding that she is very excited to see students bringing their friends from other residences to show off their new space.

The new dining room was designed with community in mind, featuring mixed seating to accommodate groups of all sizes, from moveable furniture that can be pushed together for large gatherings to cozy booths for more intimate meals or quiet conversations. A mix of high and low seating also helps students feel at home. Notably, the dining room will now be kept open 24/7 to provide a comfortable study space for students after hours.

Perth Hall is the latest residence on campus to undergo a major renovation, joining ranks with Medway-Sydenham Hall, Delaware Hall and Saugeen-Maitland Hall. "We pay close attention to student feedback, and this project was no different than others," notes Chris Alleyne. "We noticed that many Perth students would eat their meals at Ontario Hall because of the modern space and variety of offerings. Now, students at Perth have a new space to call their own."



## Help for Lower Back Pain

**Patti Hill** | Registered Physiotherapist, CBI Health Group, Health Services

If you have ever experienced low back pain (LBP), I hate to tell you, but you are not that unique. It is one of the most common conditions affecting the general population; 80% of us will have it at some point in our lifetime.

It is something I see people here on campus for all the time, including students. Only a very small percentage of cases would be identified as “serious” pathology (e.g. tumour, fracture, systemic disease) or require surgery. Most of the time, the acute pain (which can certainly feel serious) will settle down within a few days to a few weeks and even though aches and pains may last even longer, it still doesn't mean it must be a serious problem and most people will be able to return to their usual activities even though the pain isn't gone entirely. In fact, it is strongly recommended to stay as active as possible and remain at work if possible, with modifications as needed. Resting for longer than a day or two can actually prolong the pain and promote disability. Of course, some work injuries may require some time off with a gradual return in consultation with your family physician and rehabilitation services, but the goal is always to get back as soon as is reasonable.

Low back pain is actually one of the most difficult problems to specifically diagnose and the more health care professionals you see, the more different labels you may get. And it is a common misconception that you must have an x-ray or MRI to determine the cause of your back pain. Degenerative changes are normal to see (like grey hair and wrinkles) and may not have any direct correlation to your pain.

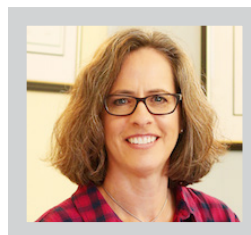
Most back pain is mechanical in nature, meaning it is likely stemming from the moving parts of your back: muscles, joints, ligaments, discs. Although the pain sensation can at times be severe and make you think you are “falling apart”, the important thing is to not be anxious about the pain and remember that the spine is a very strong and stable structure and discs do not “slip” in or out. Also, rarely do nerves actually get “pinched”. The inflammation of the injured area will stimulate the nerve endings that transmit pain sensation and that can feel like burning, sharp jabbing or shooting pain, achy pain, tightness or any other description of discomfort. You can even have pain radiating down your leg from an irritated muscle or joint in your back. Once in a while, the nerve root can be irritated and that is



when you have true “sciatica”. Even then, this situation can improve over time and not necessarily become a chronic problem.

Certainly the most common cause of LBP on campus is due to the sitting position. The best way to be proactive and prevent back pain is to regularly get up out of the chair (every 20-30 mins) and take a micro stretch break (e.g. walk to the printer, stand and bend backwards). There are some people at Western who don't sit all day at work, like our Hospitality Services employees. For a few, the standing position can take a toll on their back and again a change of position is the best remedy (e.g. shifting weight from side to side, using a stool where permitted, learning to do a pelvic tilt in standing). Of course there will be the occasional bending/twisting/lifting injuries that occur and it is beneficial to learn how to do things in the best ergonomic way. Getting and staying physically fit will always be the best way to prevent and manage low back pain.

So, if and when you do have an episode of low back pain, be encouraged that it is not the end of the world and you will get through it! Take things a little slower at first, don't feel guilty about taking painkillers if you need them to keep you moving in the acute phase, see your doctor if things aren't settling as you'd expect and you may also want to see a physiotherapist who can help you with getting the pain under control with specific exercises and other treatments, as well as guide you in getting back to your usual activities with an individualized program.



My name is Patti Hill and I am a registered physiotherapist, a Western alumna (B.Sc.(PT), 1986) and an employee of CBI Health Group. I have been working on campus since 2004 in the Health Centre (UCC Room 25), treating staff, faculty and students. You can book an appointment with me by calling 519-286-0113. If you are a full time employee of Western, you may be able to have coverage through Rehabilitation Services.



# An Award Winning Marketing Team

**Calista Powell** | Marketing & Communications Coordinator

Housing Marketing team's [Upper-Year Live On](#) motion graphic video has recently won the award of **Best Motion Design** in the [10th Annual Expression Awards for Digital Signage Designs](#) by Visix Inc.

The other two entries also made into the winners list of the same category, [MacBook Draw Campaign](#) (Runner Up) and [United Way Cupcake](#) (Honorable Mention). In addition to the trophy, the team has also been awarded with a Sharp 43" Smart TV, which will be donated to the Divisional Christmas Party as a door prize.



Peggy Wakabayashi joined the Marketing Team at the Virtuoso Awards Ceremony in London on June 1, 2017.

Separately, in the [2017 Virtuoso Awards](#) by International Association of Business Communications (IABC) London Chapter, the 'Like it? Lock it!' Bike Theft Prevention campaign and 'Marketing the Residence Experience' Instagram campaign each won an Award of Merit in the category of 'Safety Communication', and 'Social Media Programs' respectively. The awards presentation was recognized on June 1, in London.

Kudos to Lina Wang, Director of Marketing, Calista Powell as the project manager of all these campaigns, as well as our student team Jaren McDonald (designer/videographer), and Avery Nicholson (former social media coordinator) for their outstanding work. This is a wonderful recognition for the Division of Housing and Ancillary Services.



**BIKE THEFTS HAPPEN!**  
The key to end this vicious cycle

It's not about having the best bike lock—you just need a better lock than the bike next to you!

A message from Western Housing



## CONGRATULATIONS



Chris Alleyne was appointed as the Director of Residences as of July 26, 2017.

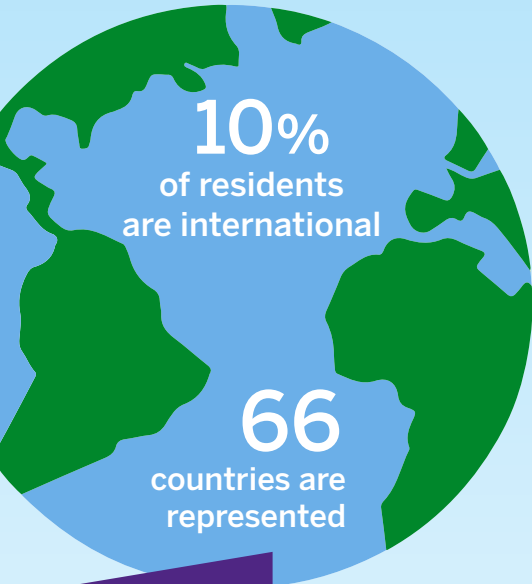
Chris joined Western 14 years ago and has developed as a strong Housing leader throughout his many roles of increasing responsibility including Residence Manager, Coordinator of Residence Conduct, and Assistant Director, Residence

Engagement. He is in the midst of finalizing an MBA through Royal Roads University and will graduate this November.

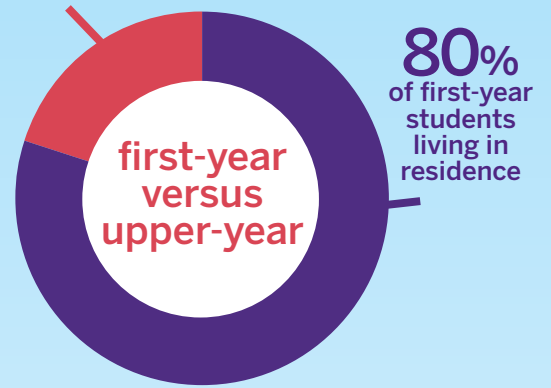
In October 2014, he was the recipient of the Western Award of Excellence in recognition of his exemplary contributions to the University.

Congrats Chris! We are excited to see you leading the residence team to the next level.

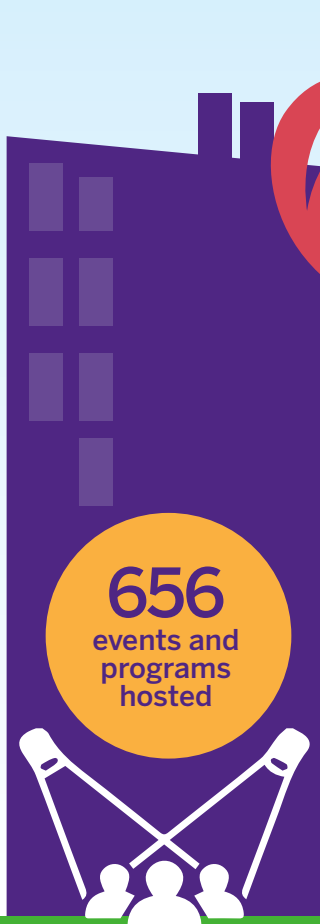
# Residence by the Numbers



1,100 upper-year students living in residence



10,200 lb of items donated to Goodwill



Note: Numbers above are for an eight-month period