



IN-HAS

Housing & Ancillary Services Employee Newsletter



Mustang Mission: Sandwiches Made for Those in Need

What do you get when Housing, Hospitality Services, the Leadership & Academic Mentorship Program, and HashtagLunchbag London, join forces? One successful Mustang Mission!

On January 18, more than 90 student volunteers came to Ontario Hall to assemble lunch bags and donated them to three homeless shelters in the London community.



Check out this video made by Housing Marketing student, Jaren McDonald, to see just how many lunches were delivered.

“Friends at Western, your generosity and concern for the on-going work we do at Mission Services is so appreciated and without donors such as you we could not offer the support and services we do.”

–Martha J. Connoy
Director, Community Mental Health Programs
Mission Services of London

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Mark your Calendar!

- Residence ClosedApril 30
- Summer Accommodation Begins May 6
- Mother’s Day Brunch May 14
- Convocation June 13–16, 19–21

IN-HAS Newsletter Committee

Stephen Cribar, Jim Dunkin, Cynthia Gibney, KD Grainger, Pam Kenward, Calista Powell, Sonya Rizzo, Janet Smith, and Lina Wang

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MULLIGAN WITH DR. SONYA MALONE, MEDICAL DIRECTOR, HEALTH SERVICES



A Ruff Job, But Mulligan the Therapy Dog Loves It

An Interview with Therapy Dog, Mulligan, through his interpreter Jenny Hauser, Assistant Coordinator of St. John's Therapy Dogs

Q. HOW OLD IS MULLIGAN AND HOW LONG HAS HE BEEN A THERAPY DOG?

A. Mulligan is two and a half years old and he has been a Therapy Dog since October 2015. He passed the test after he had just turned one, fairly young for a golden retriever to pass the test. Mulligan has always been very well behaved. He is energetic and playful, but he knows when to have good manners.

Q. WHAT ARE MULLIGAN'S FAVOURITE THINGS?

A. Mulligan's favourite activities are going for walks and running in wide open spaces (we take him to the golf course in the winter months), snuggling, and playing with his toys. Tug of war and keep-away are his favorite toy time activities. His rope is his favorite. His favorite place to nap is anywhere we are. He has never had human food except peanut butter and he does love that. However, when we "accidentally" drop a few popcorn kernels, he tends to stay close. His salmon treats are his absolute favorite snack, although we don't like his breath after. Mulligan can't resist a good behind-the-ear and neck scratch!

Q. DOES MULLIGAN HAVE A LOVE INTEREST?

A. Mulligan loves everyone, but his favorite

humans other than us are our neighbors who come to get him for walks and give him special treats along the way. His best dog friend is Jake, another golden retriever in the program who visits quite often.

Q. THREE PIECES OF ADVICE MULLIGAN CAN GIVE ON HOW TO INTERACT WITH PEOPLE WHO NEED EMOTIONAL SUPPORT.

A. 1) Be present for the ones you are with and smile. Live in the moment and seize each moment with gratitude. 2) Be a good listener... do not interrupt and make it all about you. 3) Lend a furry paw or hand to someone who needs some TLC... a hug or even just an arm rub go a long way and can make a difference in someone's day.

Q. CAN YOU DESCRIBE A BIT OF THE HISTORY AND RESEARCH AROUND THERAPY DOGS AND THEIR BENEFITS, AND ST. JOHN'S INVOLVEMENT? THERAPY DOGS HAVE BEEN A PART OF ST. JOHN AMBULANCE IN CANADA FOR 25 YEARS.

A. Our mandate is to provide comfort and care to the sick, isolated and elderly. We have approx. 85 volunteers in the London area who visit nursing homes, hospitals, hospice, children's programming with

specifically child-tested dogs and many programs providing support for the mentally ill on a regular basis. We also visit many other facilities and programming on a special request basis including Western and Fanshawe, secondary schools, grief support, shelters, youth programming, and various other initiatives out in the community.

Many studies show that petting a dog for five minutes can lower your blood pressure and relieve stress and tension from your body.

Dog therapy has been used to treat anxiety and depression. You can't help but feel good when petting a dog that shows you unconditional love and support. The feedback we get from the students at Western is overwhelming... especially for first-year students who are feeling overwhelmed, somewhat isolated, and are missing their family and pets. The requests we receive to support programming and wellness for the mentally ill has tripled in the last five years. We have various breeds of dogs who do this wonderful work and they are all tested to be certified Therapy Dogs.

March Break Open House

Andrew Quenneville | Residence Manager Specialist



On March 11, Western welcomed over 6,000 incoming students to March Break Open House. Housing and Ancillary Services proudly opened the doors of six residences: Delaware Hall, Elgin Hall, Essex Hall, Medway-Sydenham Hall, Ontario Hall, and Saugeen-Maitland Hall for the class of 2021. Students, their friends, and families attended a central residence information booth in the Mustang Lounge and two presentations in the McKellar Room hosted by Chris Alleyne, Acting Executive Director of Residences. The residence tours were made possible with the support of over 150 staff, including student residence staff, student tour guides, residence life management team, and colleagues from the residence front desks and Hospitality Services.

Western residence tours are the first opportunity for our incoming classes to be immersed in the residence experience. Students and their guests were dropped off at all six buildings by tour buses circling around campus. They were first greeted by a residence manager who delivered introductory messages about the three styles of residence: traditional-, hybrid-, or suite-style.



Students were then led on tours by student staff members who showed them a workout room, a piano room, a bedroom, the Dining Hall, the front desk, and recreational and study spaces. Students learned that those living in residence perform better academically than their off-campus peers as a result of having experienced live-in staff and specialized academic- and life-skills programs. They also learned that there are more than 400 student leadership positions and volunteer opportunities in residence, and, there are two upper-year residence buildings to live in during second-year and beyond.

Three buildings piloted a new tour route program developed by two student residence staff members, Nico Waltenbury and Andrina Verbickas, with the support of professional team members. Buildings were equipped with comprehensive tour route guides, signage and directions to help enhance the residence tour experience. Follow-up assessment suggests that this new approach to provide expeditious, experience-based tours were positively welcomed by incoming students, their families and friends, and volunteers.

We look forward to welcoming over 4,300 of these students with the same energy and enthusiasm on September 3 and 4 when they formally arrive to their new home away from home!

MOM
GENEROUS BY NATURE
MOTHER'S DAY
BRUNCH

Show Your Appreciation & Celebrate Everything Mom

Featuring: A Great Hall Catering Honey-inspired Menu;
 Free Great Hall Catering Honey Jar Sample & Bee Friendly Flower Seeds for Mom

GREAT HALL CATERING
 AT WESTERN

For Menu, Details & Reservations: greathallcatering.ca/mothersday

A Passion for Fashion

Stephen Cribar | Associate Director, Sales and Communications, The Book Store



While she'll never close the door entirely to fashion, Mary Godbout (right), general merchandise buyer for The Book Store at Western, focuses most of her apparel ordering on items in Western University's school colors.



An apparel buyer is never really off the clock. Just ask Mary Godbout, our general merchandise buyer at The Book Store at Western.

Whether out shopping at a mall or walking the halls of the school, Godbout always has her buyer hat on.

"I pay attention to certain stores," she says, citing iconic Canadian fashion brand Roots in particular. "Whatever Roots does, that's where our students shop. You see the kids wearing Roots on campus. It's our style, it's a collegiate look. It's clean, it's simple, and it's comfortable."

"I also always talk to our student staff, and even sometimes I'll see a student in the hallway and I'll ask them where they shop. I've stopped kids in the hall and said, 'Hey, I really like that shirt. Where did you get it?'"

That type of customer intimacy has served The Book Store at Western

well. Godbout has been in the fashion business for more than 30 years, including 25 as General Merchandise buyer at Western. A large school with enrollment of close to 35,000, we draw students from all over the world. However, even Canadian schools with large student bodies don't generally have the instant clothing-sales windfall of our similar-sized U.S. counterparts whose sports teams may win a championship or whose selling space dwarfs ours.

"I've been in retail since I was 16 years old," Godbout says. "I owned and operated a few clothing stores—beachwear surf shops. It was there that I learned the use of small space. Those stores were really tiny, maybe 600 sq. ft. The dollars we produced out of that square footage was incredible."

A university campus offers a store something of a captive audience, but an audience that has its finger on the pulse of fashion and trends. The demographics are a marketer's dream: 18- to 24-year-olds with money to spend.

A store would be wise to pay attention to what's happening on its campus, as these students are the ones who set the trends. School colors and mascots must stay true to form, of course, but what products the logo lands on can be another matter, and one the clothing buyer should work hard to understand.

"As a buyer, it's all about comfort," Godbout says. "I've narrowed it down that there's very little room for fashion here, because I've learned that the purple sweatshirt—Western's school color—will sell 10 times faster than the pink one, so that's where I am going to put the dollars...We're fortunate that we have great colors



“I’ve learned that the purple sweatshirt—Western’s school color—will sell 10 times faster than the pink one, so that’s where I am going to put the dollars.”



to work with: purple, white, gray, and black. I very rarely will stray from that.”

She adds that she’s also blessed with an abundance of school spirit from students, alumni, and staff in the form of “Purple Pride!” Still, the door is never entirely closed to fashion.

“It is probably different in the U.S. and I know it’s even different here in Canada, out West, or in the bigger cities,” Godbout says. “If you have tourists come into your store, you will probably sell more fashionable items. We have tourists, but they are visiting the University so they still want purple. It’s a sure thing—or at least less of a risk.”

Changes in fashion, trends, and, of course, technology has been speeding up since Godbout began working at Western. Simplifying her buying rules has allowed her to keep up with that pace.

“The most important thing has been modern technology,” she says, noting the “phenomenal” computer reports she can now use to plan her purchasing. “That’s changed dramatically from 25 years ago.

We didn’t have that. Everything was done by eyeballing it. We were always flying by the seat of our pants, guesstimating. Now, I have a report in front of me and I can gauge accurately how well a product will sell or, more importantly, the size breakdown. That’s the hardest part of placing an order. You can look at a garment, but no two manufacturers have the same size range.”

There are other challenges that come with the territory. Many campus stores are bound by licensing agreements and style guides handed down from their administration. Godbout experienced that firsthand in 2012, when the school rebranded itself from The University of Western Ontario, with a logo of the distinctive University College tower, to simply Western University and a stylized coat of arms.

“The implementation of the new logo was probably one of the biggest challenges that I had to deal with for the last couple of years,” she says, “but now that we’ve implemented it, it has eased the workload for coming up with graphics for your garments, where that was always the hardest.”

“I now have a handful of graphics to work with and it actually looks better in the store,” she adds. “The flow is better, it’s clean...It’s easy on the eye.”

The logo change ended up making garments more timeless and less trend focused, allowing the customer to choose the garment they want rather than the graphic.

Godbout says many manufacturers will show her a product before they start production. “They’ll often ask me if I have seen any new trend out there that they should be putting into our line,” she notes.

All in all, she enjoys being constantly switched on for her job. “I’m a shopper. I love retail,” she says. “I have grandchildren in their teenage years and they have influence on how I look at things as well.”



First Aid Isn't Just Physical Mental Health First Aid Training Available for Western Staff

Cynthia Gibney | Director of Health Services

Want to learn how to help someone showing signs of a mental health problem or experiencing a mental health crisis? This certification program of the Mental Health Commission of Canada is available to leaders and staff at Western. A new certification program is also available to adults who interact with youth on campus. These programs are offered by Rehabilitation Services in partnership with Learning and Development and other campus resources.

An outline of the adult course is based on the following units:



- An overview of mental health and mental health problems
- Substance use and substance use disorders
- Mood disorders
- Anxiety related disorders
- Psychosis related disorders

Each unit focuses on types, signs and symptoms, risk factors and substance use related to that unit. Participants are taught and practice a framework for responding to someone who might be experiencing a mental health problem to help set up really helpful and supportive conversations.

Interested individuals should go to the following link to view registration details: www.uwo.ca/hr/safety/topics/mental_health/index.html

To learn more about Mental Health First Aid in general, go to: www.mentalhealthfirstaid.ca

Stay in Western Summer Accommodations

Emily Bruce | Residence Operations & Conference Coordinator

Each spring, as we say goodbye to our residence students, Western Housing gears up to welcome thousands of guests to our campus and into our residences. For over 20 years, we have opened our doors and offered transient summer accommodation to people from all over the world and given them the opportunity to experience Western. Western Summer Accommodations (formerly, the Western Bed & Breakfast) is a hotel-style accommodation that is offered each year from May to mid-August. Over the years, the business has moved from Alumni House, to Essex and then Elgin Hall residences and has now found its home in London Hall and Ontario Hall.

London Hall offers suite-style accommodation with a kitchen and double beds which is ideal for monthly guests staying to take summer courses or work over the summer. Alternatively, Ontario Hall offers semi-private suites in our newest residence and is the perfect place for sports teams, wedding guests, graduates and families to stay for a couple nights. By offering a combination of residence styles, we are able to meet a unique need of both short-term and long-term accommodation requests.

With nightly rates starting as low as \$65.00/night, Western Summer Accommodations is an affordable, convenient alternative to consider if you have guests coming to visit London.

For more information about rates and services, or to make a reservation, please visit www.stayatwestern.ca



LONDON HALL



ONTARIO HALL

Rec Centre Not just for students...

Cynthia Gibney | Director of Health Services



QUICK FACTS:

Opened in January 2009 after students voted on an annual fee increase, with the remaining cost being funded by the University. It's the largest student gift of its kind in Canada.



▶ An **eight-lane, 50m** swimming pool

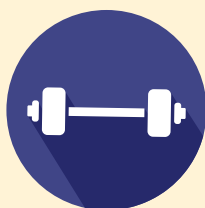
19,000 square feet of weight, cardio and stretching space with over **200 pieces** of equipment



▶ **5 squash courts**



◀ **2 group fitness classrooms** and **2 large gyms**



FUN FACTS FOR STAFF & FACULTY

- Adult and child swimming lessons available
- Personal Trainers available for hire
- Equipment rental available (basketballs, locks, towels, etc.)
- Squash courts can be pre-booked, plus leagues are available for registration
- Many options for group fitness classes

STAFF MEMBERSHIP FEES

- **GENERAL MEMBERSHIP** (anytime)
\$33.62 monthly or \$302.58 yearly
- **EARLY BIRD MEMBERSHIP** (Mon–Fri: 6am–9am/weekends)
\$23.11 monthly or \$198.52 yearly
- **LUNCH EXPRESS** (Mon–Fri: 11am–1:30pm/weekends)
\$22.11 monthly or \$198.57 yearly

HOURS OF OPERATION

SUNDAY: 8am–midnight
MONDAY–THURSDAY: 6am–midnight
FRIDAY: 6am–10pm
SATURDAY: 8am–10pm
 (hours changed during holidays and exam periods)

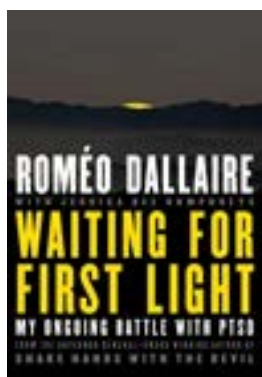
To find out more:

- 519-661-3090
- www.westernmustangs.ca
- Western Rec App for iPhone, Android & Blackberry



IN-HAS Book Shelf

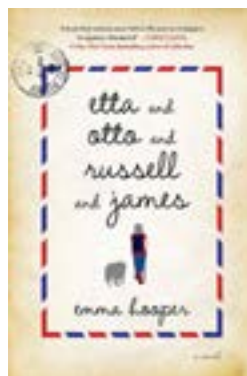
Spring Book Recommendations



Waiting for First Light

ROMEO DALLAIRE

At the heart of *Waiting for First Light* is a no-holds-barred self-portrait of a top political and military figure whose nights are invaded by despair, but who at first light faces the day with the renewed desire to make a difference in the world. 🌸



Etta and Otto and Russell and James

EMMA HOOPER

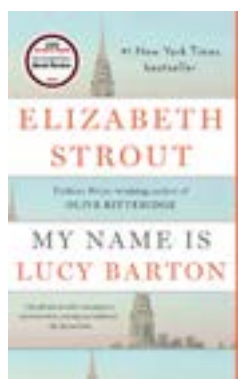
Eighty-two-year-old Etta has never seen the ocean. So early one morning she takes a rifle, some chocolate, and her best boots, and begins walking the 3,232 kilometers from Saskatchewan to Halifax. A journey of a lifetime! 🌸



Small Great Things

JODI PICOULT

A woman is caught in a gripping moral dilemma that resonates far beyond her place in time and history in #1 New York Times bestseller Jodi Picoult's latest novel. 🌸



My Name is Lucy Barton

ELIZABETH STROUT

Lucy Barton is recovering slowly from what should have been a simple operation. Her mother, to whom she hasn't spoken for many years, comes to see her. Gentle gossip about people from Lucy's childhood in Amgash, Illinois, seems to reconnect them, but just below the surface lie the tension and longing that have informed every aspect of Lucy's life. 🌸



New Western Security Policy: What You Need to Know

KD Grainger | RezNet Services Manager, Housing



Western Board of Governors recently approved a new IT security policy ([MAPP 1.13](#)) which combined several existing computing policies into one document. It is the responsibility of all staff to read and understand this policy. Of particular note, the updated policy references a list of new procedures for storing, using and sharing of three different classifications of university data; confidential, sensitive, and public.

Some key implications of the new policy and procedures:

- You are responsible for classifying the data that you handle
- Phones, tablets and laptops need to be encrypted, password protected and securely stored
- Portable media (USB keys, SD cards, CDs and hard drives) need to be encrypted, password protected and securely stored
- Personal owned equipment (phones, tablets, laptops, USB etc.) that store Western data (including email) are subject to the encryption, password and storage requirements set out in the policy

There are some subtle differences in the policy between “sensitive” and “confidential” information, but for simplicity’s sake, we strongly recommend that when you are using, storing

and sharing Western data, you treat all data as if it were confidential. This means ensuring that all portable devices and media that contain Western data, are encrypted, password protected, and securely stored. By doing so, you ensure that all data remains secure and in compliance with University policy.

If you have questions, or you would like some advice or assistance in securing your equipment, please give us a call at ext. 86664!

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