

IN-HAS NEWSLETTER

ISSUE 17

SPRING 2021



IN-HAS

Housing & Ancillary Services
Employee Newsletter

– Gabriella Parker,
Book Store Retail Associate

IN-HAS

Housing & Ancillary Services Employee Newsletter

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Calendar

May 1, 2021	Residence closure
May 21–24, 2021	University closure for Victoria Day
June 30–July 4, 2021	University closure for Canada Day

IN-HAS Newsletter Committee

Stephen Cribar, Kelly Hunt, Claudia Mendez, Calista Powell, Lina Wang and Lindsay Wiley

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Dear Colleagues,

We've already been blessed with some warm sunny days, and the Canada geese have made their way back to guard campus. These are always the first signs of springtime, and they mark the end of a very unique academic year. To those on the front lines, and those working diligently from home, thank you for your incredible resilience and compassion in serving our students and campus community. As the end of the school year comes into view, I want to take a moment to acknowledge a few highlights from the past few months.

I have been incredibly impressed at how our entire division has come together. This past year, we've seen many division-wide collaborations, which have enabled us to quickly mobilize our resources and accomplish many impossible missions. In January, when the University announced that in-person classes would be delayed to late-February, the Book Store shipping team stepped up, working closely with Housing, to send over 650 packages of personal belongings to residence students at home. To boost morale and engage learning opportunities, Great Hall Catering, Residence Dining, Campus Eateries, OREP and HAS Marketing worked together to deliver care package kits to students living in residence. From Lunar New Year to Bell Let's Talk Day, these kits were a hit.

Looking ahead, one of the major changes that we'll see this summer is Lambton Hall being converted into a first-year residence for our 2021-22 cohort. Along with the renovation in Lambton, we are updating spaces across our portfolio. Medway-Sydenham Hall will be a construction zone again, replacing flooring, lighting, paint and furniture. Beaver and Ausable Halls will be affixed with new balcony railings. Essex Hall will receive new living room furniture and has brighter days ahead with new lighting coming to the North Wing corridors.

Hospitality Services is working hard to launch a mobile ordering app this fall, Western Eats. Ontario Hall is now home to the new 'Chef's Kitchen', a space for Hospitality staff training and culinary programming for residence students. For those seeking their coffee fix, we're opening a second Starbucks in the lower level of the UCC, offering a full food and beverage menu and a seating area for 36. Weldon Library's Argo Tea will be replaced with a new in-house concept that will feature a full 'toast' menu including both sweet and savoury options to delight your tastebuds. I've heard that S'mores Toast (a chocolate loaf covered in Nutella, marshmallow fluff and graham crackers) will be on many 'must-try' lists.

To do business better, we're shifting some spaces in Retail Services to effectively utilize the footprint in the Book Store. The Campus Computer Store will move into the Book Store, complete with a service desk to offer elevated customer service and advice on technology equipment purchases. Computer accessories will be seamlessly integrated into the supplies section of the Book Store.

This has been an extraordinary year, and we have seen our staff do some extraordinary things. As we bid farewell to students leaving campus for the summer, make sure you take some time to rest, recharge, and rejuvenate. You all deserve a break and a much-needed vacation.

With thanks and appreciation,

Chris Alleyne
Associate Vice-President

LONDON UNIVERSITY SHIPS BELONGINGS BACK TO VALUED STUDENTS; SOME UNIVERSITIES STILL KNOW HOW BUSINESS IS DONE

This article contains references from the TV show "The Office".

Rich Caccamo

Strategic Priorities, Office of AVP Housing & Ancillary Services

If you were to walk into a warehouse, what would you expect to see? These were my guesses: an illegal casino, an office basketball game, a haunted house, or maybe a happy birthday balloon slowly falling from the rafters. The fact is I saw none of those things when I visited The Book Store warehouse on January 11.

But I'm getting ahead of myself. Let's back up a few days.

Everyone remembers the announcement on Friday, January 8 when Western let students know that in-class instruction would be delayed until February 21. That same day, Housing decided to push back residence reopening until early to mid-February. With that decision, came another decision about whether students would be permitted to retrieve their belongings, which were left behind over the winter break. By Monday it was decided that Western would ship course materials, academic supplies, health devices and medications to students at no cost. This was the moment my life changed forever.

I got a call from David Wallace asking me to head up this project. I knew exactly what to do. But in a much more real sense I had no idea what to do. So I thought I'd get a little help from my friends. To get this side hustle going I teamed up with Divisional colleagues in Hospitality Services, Retail Services and Housing. Shout out to Kevin McCabe, Darrin Barrow, Stephen Cribar and Will Uhl for joining the "Inner Circle." Within a day we had the makings of an enterprise that could take down the Michael Scott Paper Company.

Let me pull the curtain back a little further to explain our process. Imagine you're trying to put a coworker's stapler in Jell-O. It's all about being quick and stealthy. This was our goal. Best case scenario was we found all the students' belongings in under 5 minutes and left no trace. 9 out of 10 times we were able to do this because most of the requested items were exactly where students told us they would be. This made things easy. To be honest, if it were my dorm room when I was a student, finding a textbook would be harder than finding Waldo. Once all items were accounted for, everything went into a large Ziplock bag and placed in an industrial ULine basket for temporary storage. Then on to the next room. Pretty straight forward. Not like selling paper. Once the baskets were full, they were wheeled down to the front desks where they remained until being delivered to The



Book Store warehouse. Everything was sorted, packaged and labelled in-house before being shipped out by Purolator.

We got off to a fast start. By the end of the first week, we visited 104 residence rooms. By the end of January, we sent packages out to over 215 students, shipped 650+ items, and spent 1,505 minutes boxing and labelling individual belongings. Our crew was so good we won a Dundie Award.

As word got out we were doing this, many colleagues asked me what my favourite requested item was. That's easy. It was a half-eaten bag of SunChips. That's right, SunChips. If it were a bag of Doritos I'd understand. But SunChips, really!? You know the brand. The one with the bag that is louder to open than eating the chips. Don't ask me why this student desperately wanted to finish the rest of the bag. I'll never know. These are the existential questions that keep me awake at night.

Clearly, stale chips didn't fit our criteria, unless snacking snuck its way onto the syllabus. But, you're probably wondering if we decided to ship the SunChips anyway. I'm not going to say what the warehouse staff decided to do. I want this to become the best kept secret on campus. All I'll say is "Quability First!"

Alas, my time as Western's self-proclaimed Director of Item Search & Rescue has come to an end. I learned many things over the last two months. Some might call me an expert in loss prevention and asset protection. Who knew shipping logistics could be so fun!? However, the one thing I never got to do, which is at the top of my bucket list, was drive the forklift. Oh well, a boy can dream can't he? Catch you on the flippity flip! ●

Now Launched: New Conference Services Website

Lindsay Wiley

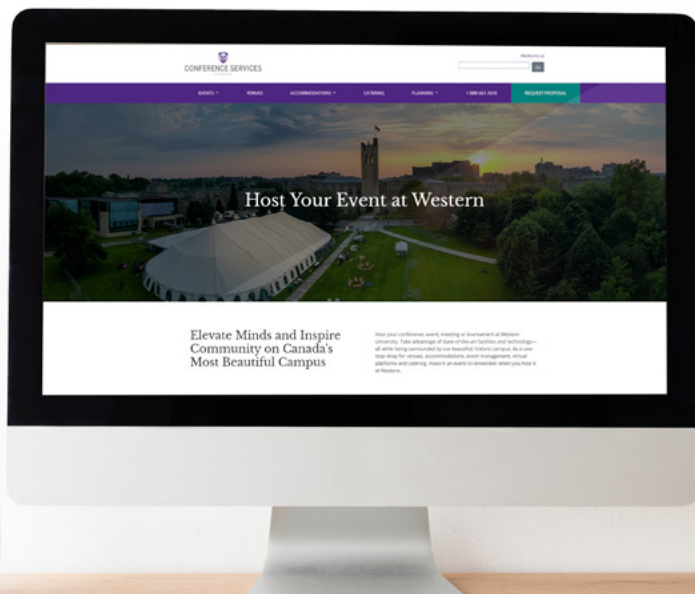
Marketing & Communications Coordinator, Housing & Ancillary Services

Explore the new Conference Services website (conferences.uwo.ca), which was launched in January.

Created to catch the attention of prospective event holders on campus, across Canada, and internationally, this website provides details on venues, accommodations, and catering on campus. It also highlights the expertise provided by the Conference Services team for all event management. This information is backed up with stunning photos and videos from venues and past events held on campus, as well as testimonials from previous event holders.

The launch of this website is the culmination of over a year of work from the HASWEB, HAS Marketing, and Conference Services teams.

As more event holders look for virtual or in-person event venues, we are excited to leverage this new website to show all that Western's campus and our Conference Services team have to offer. In fact, the new website has already led to a new virtual event being booked with Conference Services. ●



What's in a Name?

From RezNet to Connect-IT

KD Grainger-Peixoto

Manager of Connect-IT Services, HAS Information Technology

The internet has become increasingly essential to everyday life—not exactly a groundbreaking observation. However, the importance of connectivity has never been more apparent than this year where students attend lectures via Zoom, events are hosted virtually in residence and for many months the directive from public health has been to 'stay home and save lives'. In alignment with Western University's commitment to inclusivity, the short form 'rez' has been a term that was phased out of use from various areas across campus. As a result, starting the fall 2021, our student-run internet service in residence will be officially rebranded as Connect-IT.

RezNet has been providing quality internet connectivity to students in residence at Western since 1996. Our service began as a pilot project in Saugeen-Maitland Hall, where incoming residents were asked if they'd like a wired network connection in their room. Approximately 400 students opted in and were placed in rooms where Ethernet ports were installed. Keep in mind that at this time, many computers were sold without an internal network card (NIC), and one would need to be installed before a computer could connect to the internet. Therefore, in addition to providing internet service, RezNet also provided NIC installation for a fee. The Saugeen-Maitland Hall pilot was considered a great success and in 1997 RezNet expanded service to all residences. These days 99% of students in residence choose to subscribe to RezNet.

With the new brand name, Connect-IT will continue to provide high-speed wired and convenient wireless connectivity throughout all residences at Western's Main Campus as well as those on the Brescia and Huron campuses. Our dedicated team supports more than 13 buildings and 6,000 subscribers. Our student leaders also support events in residence such as gaming tournaments and the eSports Lounge at Essex Hall, and during the summer, support conference guests and those staying in Western Summer Accommodations.

The internet support service at Western's residences is notably unique in our student-staff model, which was adopted in 1999 and has proven very successful. This means every employee on this team (except myself) is a current Western student. Our student staff come from a wide variety of programs and faculties and assist with the behind-the-scenes of internet operations in addition to providing excellent technical and customer service over the support hotline and in-room service.

Connect-IT will continue to provide excellent customer service and technical support to students in residence upholding our 'students helping students' model. Looking forward, we hope to expand our services to more Housing facilities on campus and collaborate with other areas of HAS to support our campus community. ●





How The Book Store is giving

New Life to Written-Off Garments

Tegan Pfaff

General Merchandise Buyer, The Book Store

The relationship between the Worth Brand and The Book Store started with a question and then a conversation one day at the office. What should we do with textiles and garments that are written off throughout the year? Until now, garments that could be donated were funnelled to non-profit organizations. A good solution, but was it the best answer to a bigger problem?

Over the last couple decades, garment production has increased by 400% and of those one hundred billion garments produced each year, an average of 30 kg of clothing is thrown away by each family in the Western world. Of that 30 kg, only 15% is recycled or donated, and the rest goes directly to the landfill or is incinerated. Since synthetic fibers make up roughly 72% of our clothing, that means up to 18kg of textile waste per family (per year!) is in a landfill site, taking as long as 200 years to decompose.

What is the better solution? A discussion about the Book Store write-offs with Darrin Barrow, Receiving Manager, led to new possibilities. Darrin had heard about the Worth project

on CBC Radio and suggested we reach out to them. Jennifer Wright and Meredith Jones, two professors in the Fashion Design Program at Fanshawe College started Worth, a federally funded project and partnership with Goodwill Industries.

“The opportunity to collaborate with Western for both Goodwill Industries, Fanshawe College, and the Worth brand is amazing!”

– Jennifer Wright,
co-founder of Worth Brand

Combating the precedent set by the Fast Fashion (FF) industry, Worth aims to recognize and undo the impact the FF model has on both a social and environmental level. In

partnership with Goodwill Industries, here in London, Ontario, Worth provides mentorship and support to newcomers to Canada, women, and others facing employment barriers. A classroom and manufacturing facility set up at the Goodwill Centre for Social Innovation and Sustainability, provides fair wages, language education, and apparel and social skills training that will help them successfully integrate into Canadian workplaces.

To divert textile waste from landfills or foreign markets, Wright and Jones have created a scalable model where unwanted items from the local Goodwill are remanufactured into products such as apparel, home décor, toys or bags for resale. Through intentional design, they ensure no part of the original item goes to waste. Anything that is too damaged is used for textile fill and hardware such as buttons are creatively incorporated into their designs.

“Of the clothing sent to landfill yearly, 95% of it could have been reused or recycled,” Wright says. “Within our communities we can make change by rethinking a few things starting with our buying and disposal habits. Making informed and intentional purchases of quality, long-lasting clothing, secondhand clothing, restyled clothing, and items that have been remanufactured through the reclaiming of clothing, we can greatly divert from landfill.”

Since learning about Worth in early 2020, the Book Store has partnered with Worth to take our damaged merchandise and make it into products such as fashion shopping

bags, scrunchies, hats and a Mustang plush that we then repurchase and sell again at the store.

“The opportunity to collaborate with Western for both Goodwill Industries, Fanshawe College, and the Worth brand is amazing!” says Wright. “We are so excited to move the diversion of textile waste project further through this initiative of taking damaged Western merchandise and apparel from the retail store to remanufacture into new products. As well, the opportunity to be able to reach out to the Western community with education and information that assists to mitigate the detrimental impact of societal purchasing and disposal habits in regards to apparel is so purposeful.”

The re-manufactured goods are currently available both in-store and online. Each piece is unique and carefully designed.

Worth products are now available at Goodwill’s boutique stores, and at Worth Love Again – Remanufactured Clothing, Bags and Accessories at worthloveagain.com. ●





Delivering Surprises

for Students in Residence

Lindsay Wiley

Marketing & Communications Coordinator, Housing & Ancillary Services

Cliff Fielder

Conference Manager, Conference Services

Throughout January and February, a group of team members from OREP, Hospitality Services, and HAS Marketing found ourselves asking some pretty interesting questions, such as: “What would a groundhog shaped donut look like?” or “How does one make a flower out of a tomato?”

These questions were part of bigger conversations happening in Housing and Ancillary Services around how to provide students with fun, engaging and educational opportunities during a year when we can't have our normal events in residence. At the start of the new year, a 'Special Events Working Group' was created to develop these initiatives. This group was small yet mighty, guided by Cliff Fielder, and attended by Kristian Crossen and Carrie Schnurr as our culinary experts, Melissa Steadman for programming and education, and Lindsay Wiley to spread word in the residence community.

At our first meeting we discussed what upcoming dates would be best for these special surprises, and landed on #BellLetsTalk Day, the Superbowl, Groundhog Day, the Lunar New Year, and Pi Day. These dates provided the opportunity to treat students to something special, while providing education on various cultural traditions, or encouraging self-care during a stressful time of year. Based on these dates, we provided students with a new kit, food offering, or virtual event almost every other week throughout January, February, and into March.

Many team members across Housing and Hospitality Services were essential in bringing these ideas to life. Whether through planning educational materials, spreading the word to the students, preparing the food items, building the kits, or delivering them in each residence, providing these unique experiences to students was a huge team effort across Great Hall Catering, Residence Dining, Campus Eateries, OREP, and HAS Marketing. ●



#BellLetsTalk Sweet Self Care Kits

We provided students with wellness and self-care resources—such as art supplies, a decorate-your-own cupcake kit, and mental health worksheets from #BellLetsTalk and Residence Counseling.



Superbowl Snack & Swag Basket Giveaway

To help get students game-day ready, four gift baskets were put together which combined Superbowl snacks and football swag. These were given out to lucky winners across residence.



Groundhog Day Donut & Coffee Carts

No, Bill Murray did not make an appearance. Instead, students were treated to free coffee and donuts that resembled Warton Willie peeking out of his hole in the ground! Thank you Campus Eateries team for bringing this vision to life!



Lunar New Year at Home Kits

Students received materials to celebrate the Year of the Ox right in their residence room. This included a kit full of red and gold decorations, envelopes with chocolate coins, and even all of the ingredients for a 'wrap it yourself' Vietnamese spring roll. During the evening, students were invited to tune into a live webinar where award-winning Chef Assadang Langsub from Great Hall Catering, ran a demonstration on how to prepare various types of these rolls—capped off with a one-of-a-kind food styling demonstration!



Pi Day Pies in a Jar

The final student surprise was a culinary twist on celebrating Pi Day (March 14). Pi is the ratio of a circles circumference to its diameter, and starts with the numbers 3.14. Students signed up to receive a piece of blueberry or apple pie in a jar delivered on March 14.



Celebrating Women on Campus

Calista Powell

Marketing & Communications Coordinator, Housing & Ancillary Services

Every year, March 8 is a day of celebration, reflection and finding ways to move forward and make change. International Women's Day celebrates the social, economic, cultural and political achievements of women. This day also marks a call to action for accelerating gender parity.

A collaborative effort between the Office of Residence Education and Programs (OREP) and HAS Marketing, our teams worked together to collect quotes and direct photoshoots to feature women at Western from the following areas: Facilities Management, Hospitality Services, OREP, Residence Front Desks, Residence Life Management Team, Retail Services and Student Leaders. ●

Shout out to Devon Anderson for this [incredible and extensive blog article](#) that includes the history of International Women's Day, relevant events and ways to educate yourself on feminism, gender, sexuality and more, with an emphasis on intersectionality.



Why do you think we should celebrate International Women's Day?



"International Women's Day is important to me as a way to share the incredible strides in women's rights, but also recognize that changes still need to be made."

—Andrea Lee, Apartments



"International Women's Day is a day for all of us to come together and celebrate how far we have come in terms of gender equality. This is an important day for us to commemorate the achievements of women worldwide, and to raise awareness and find solutions to the current issues women and marginalized populations face today."

—Kshitija Mundle, Council



"I think it's important that we celebrate International Women's Day to highlight the great things women do everyday. By seeing women fulfilling their dreams, it will encourage others to dream big and not be afraid to be true to themselves."

—Mikayla MacDonald, Residence Manager



"International Women's Day is important because it recognizes the struggles of women who have come before us and paves a more equitable future. I have a daughter and I want her to be empowered to reach for her dreams and goals."

—Stacey Blois, Residence Dining

View the full album of these women and see what they had to say about International Women's Day



Employee Resources during COVID-19



COVID-19 has brought on many challenges such as working from home, disruptions, uncertainties and perhaps transitioning back to work after being remote. As we navigate this, it is important to consider ways to support your mental and physical health and resilience.

Western University offers several resources to support you throughout this exceptional period. Topics include family and kids during COVID times, financial wellness, ergonomics, live activity classes, and more.

The Employee and Family Assistance Plan (EAP) is another resource available for you and your family at no cost. This service is provided by Morneau Shepell and has recently been enhanced and rebranded. The new program, LifeWorks, can help to optimize your current well-being, or take the first step toward change.

Western recognizes that prioritizing your well-being has never been more important—or more difficult. Remember to take care of yourself and to maintain good mental and physical health during this challenging time. ●

Helpful Links for Safety Measures During COVID-19

Employee Resources - [Covid-19: https://www.uwo.ca/hr/spec_resources.html](https://www.uwo.ca/hr/spec_resources.html)

Western's 'Return to Campus Essentials' Training Video - [access via OWL](#)

Working Together for a Safer Campus Community PDF - [View PDF here](#)



Books to Look For

Stephen Cribar

Associate Director, Sales & Procurement, Retail Services

The Push

by Audrey Audain

A graduate of Western's Media, Information & Technoculture program, Audain brings us 'The Push', a tense, page-turning psychological drama about the making and breaking of a family, told through the eyes of a woman whose experience of motherhood is nothing at all what she hoped for—and everything she feared. 'The Push' is a rare and extraordinary gift to readers: a novel about the expectations of motherhood we're taught not to challenge and what really happens behind the closed doors of even the most perfect-looking families. It's impossible to put down and impossible to forget.

Our Darkest Night

by Jennifer Robson

Jennifer Robson studied French literature and Modern History as an undergraduate at King's University College and with six previous novels she has been a fixture on bestseller lists all over the world. With her 7th, 'Our Darkest Night', Robson tells a compelling story of love and sacrifice. To survive the Holocaust, a young Jewish woman must pose as a Christian farmer's wife in this unforgettable novel from USA Today bestselling author Jennifer Robson—a story of terror, hope, love, and sacrifice, inspired by true events, that vividly evokes the most perilous days of World War II.

Care Of

by Ivan Coyote

Writer, performer, and Western's Alice Munro Chair in Creativity, Ivan Coyote has spent decades on the road, telling stories around the world. For years, Ivan has kept a file of the most special communications received from readers and audience members—letters, Facebook messages, emails, soggy handwritten notes tucked under the windshield wiper of their truck after a gig. 'Care Of' combines the most powerful of these letters with Ivan's responses, creating a body of correspondence of startling intimacy, breathtaking beauty, and heartbreaking honesty and openness.

Uncle: Race, Nostalgia, and the Politics of Loyalty

by Cheryl Thompson

Cheryl Thompson is a professor at Ryerson University and with 'Uncle' explores the history and rewriting of the Uncle Tom character, from 'Uncle Tom's Cabin' by Harriet Beecher Stowe. Thompson traces Tom's journey from literary character to racial trope and how 'Uncle Tom' has influenced two centuries of racial politics as well as how racial stereotypes are produced, permeate society, and harmfully misinform our larger culture. Thompson makes the case for why understanding the production of racial stereotypes matters more than ever before.

MOTIVATING STUDENTS TO FOLLOW COVID-19 PROTOCOLS

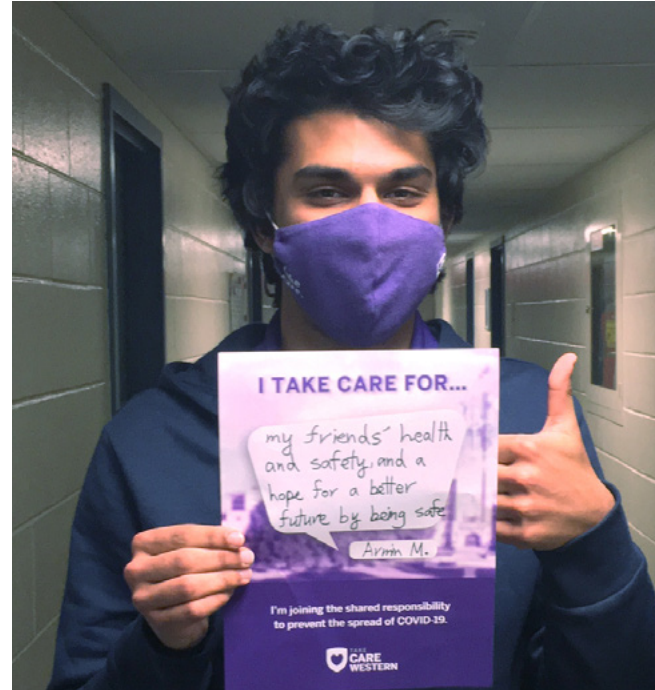
Rachel Cabunoc
Residence Manager Specialist

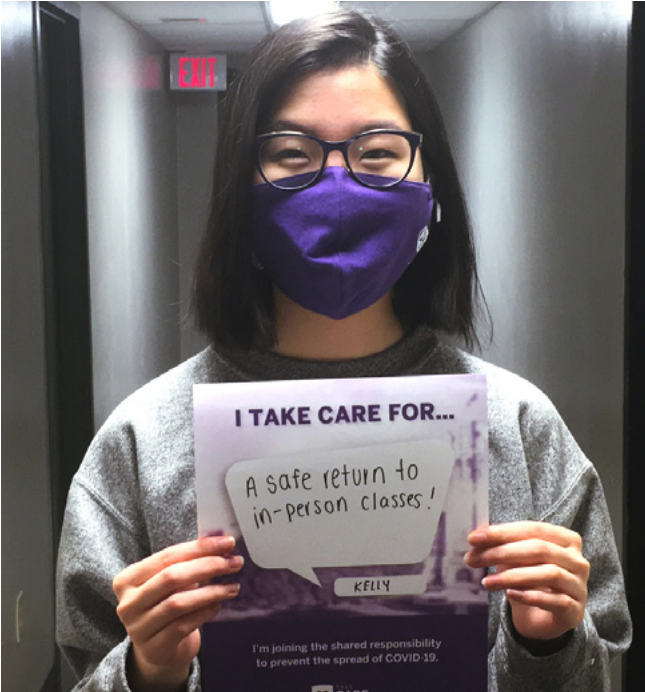
Sophie Martin
Student of Health Sciences Faculty

COVID-19 safety fatigue is an issue that comes as no surprise as the pandemic continues to impact our day to day lives in drastic ways. This fatigue was also witnessed with students in residence through decreased adherence to health and safety guidelines and precautions. There was an obvious disconnect between the severity of the pandemic and the behaviour being exhibited by students. Recognizing the need to inspire behaviour-change created an opening for the “I Take Care For...” campaign, which allows students to reflect on the reasons to follow COVID-19 precautions and the potential benefits of good behaviour.

The journey in developing this campaign began by looking at prior public health focused projects as well as literature on health promotion and behaviour change. Including a voice of the party involved was a recurring theme and supported the importance of integrating the student voice to ensure there was a sense of ownership over the conversation being facilitated. Overall, the conversation this campaign sets out to start is meant to be reflective and largely positive, focusing on the benefits of ‘Taking Care’ versus the potential negative consequences to not following safety precautions. When individuals are faced with a perceived threat the chance of them ignoring the messaging all together increases, focusing on a future outlook and reasons to engage in health and safety guidelines helps to minimize this risk. Finally, by utilizing the student voice across campus this campaign sets out to create a social norm, nurturing a community of caring.

Based off the research, we developed the “I Take Care For...” campaign that aims to help students connect the health and safety expectations they are following to someone personal in



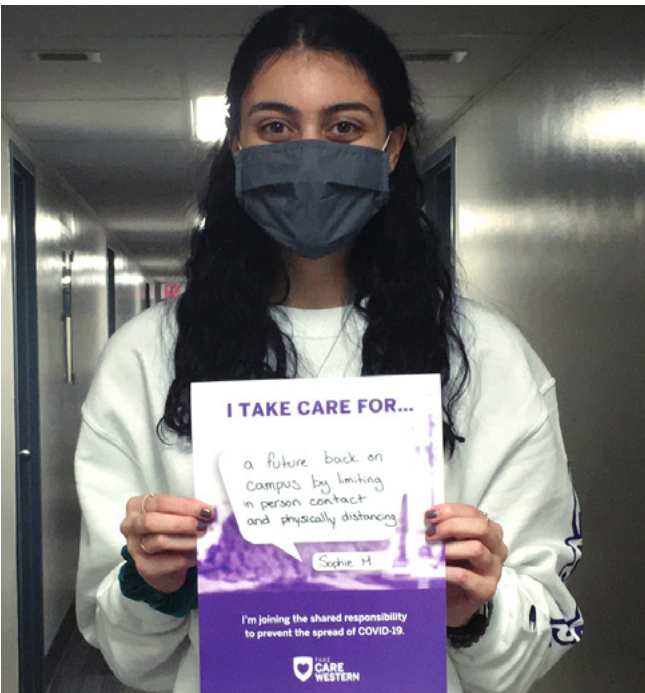


their lives, or to something in the future they are hoping for. We put our heads together to develop a plan to reach students from multiple different avenues while also collaborating across different areas. This included aligning the work of Residence Life, the Office of Residence Education and Programs, and HAS Marketing to collaborate on this multi-pronged health campaign. We put together a floor meeting activity that engaged students in active discussions around why they stay safe and how they can stay safe. What are activities they would like to engage in the future that require lower number of COVID cases to happen safely? Are there people in your life whose health you want to protect? How can you contribute to getting to that future or keeping that person/people safe?

The HAS Marketing team developed a poster for us that was in line with the greater University's "Take Care" campaign and allowed for visual consistency amongst the messaging and created space for a personal contribution. As a community, each floor completed their own poster and created a floor-wide display to help demonstrate and visualize how the impacts of their decisions to stay safe today spread amongst the entire floor, and in turn the building.

To expand the impact of their work, we encouraged students to share their posters online using #takecarewesternu to create a social media campaign as well. Housing social picked some highlights to share more widely with the Western community.

We saw amazing floor displays that demonstrated that students are able to make the connections between safe behaviour and positive impact. So much of the COVID messaging is coming from large entities: health units, the government, and even Universities. We wanted messages to be seen coming from students to their peers, to encourage each other to take care for the greater good of our community and our future. ●



Take Care for Tomorrow

View a video launched by the HAS Marketing team on Housing channels, as part of the Take Care campaign. This video used historical footage collected over the years. The purpose was to inspire students to follow protocols to protect their residence community, so they could get back to doing what they love sooner. The video launched on February 17, 2021 and was used as a vehicle to drive students to the [new webpage](#) that displays COVID-19 protocols broken down by each residence.

