



# Housing & Ancillary Services Employee Newsletter



Western

Summer 2015

## IN THIS ISSUE

# Welcome!

by Susan Grindrod

We are excited to present you with the first issue of the Housing and Ancillary Services (HAS) Employee Newsletter! This publication is meant to encourage greater communication among HAS employees by reaching out to the departments of Housing, Hospitality Services, Retail Services, and Health Services to learn what's new and exciting in each area.

As you will see in the newsletter, there are many exciting new initiatives in Housing and Ancillary Services.

The new four-year budget for 2015/16-2019/20 was approved in May 2015. Overall, government funding to the higher education sector has been reduced and Western is expecting a tighter budget for the next four years across all faculties/departments. As such, the Central University is looking to Housing and Ancillary Services for greater contributions.

We have started off the year strong with full residences/apartments, new lineups from campus eateries, and a better than

anticipated first-year class. We will continue to look for new revenue sources, focus on expenses, adapt to changes, look for ways to leverage new technologies to improve efficiency, and streamline internal and external processes to create synergy among our Division.

As always, we welcome your feedback and input! Please let us know what topics you'd like to read and consider writing an article on behalf of your department. You can contact the HAS Employee Newsletter team at [has\\_comm@uwo.ca](mailto:has_comm@uwo.ca).

Enjoy the rest of the summer!

Sincerely,

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



## The Book Store Encouraging Student Entrepreneurs

The Book Store is partnering with Propel to provide great professional opportunities for student entrepreneurs.

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## Housing Gets Ready for First-Year Orientation

What does it take to welcome more than 5,000 first-year students to campus in September?

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# Staff/Faculty Family Practice Clinic

by Kristine Brown | Health Services | Manager Staff/Faculty Family Practice

Did you know that there has been a Staff/Faculty Practice Clinic on campus since 2004? The clinic initially started out part-time and has since expanded into five days of physician coverage with four family physicians working part-time.

Located at the lower level of the UCC, the clinic is available to Staff and Faculty and their immediate families (i.e. spouses and children under the age of 25) who do not have a family physician.

Once an application is received and is reviewed, the clinic will call you to arrange a "first" visit appointment. Patients are assigned to one physician. In the event that your family doctor is unavailable, you will be offered an appointment with one of the other physicians at the clinic.



*The Staff / Faculty Family Practice team: Mary Spencer-RN, Mary Romphf-Receptionist, Dr Malone, Dr Baker, Dr Hickey and Dr Josephson (left to right)*

We pride ourselves on providing patient care that is both timely and professional. Come check us out!

## QUESTIONS?

For more information about the Staff/Faculty Family Practice, please call **ext. 85472** or visit us at Room 11, lower level of UCC.

WESTERN HEALTH SERVICES:  
[www.health.uwo.ca/services/fs](http://www.health.uwo.ca/services/fs)



# Workplace Health

by Kristine Brown | Health Services | Manager Staff/Faculty Family Practice

Workplace Health (WPH) is located at the lower level of the UCC building. There is a

full-time Occupational Health nurse on site as well as an Occupational Health physician who is on-site one half day per week.

The main purpose of WPH is to provide Occupational Health Surveillance to Western employees with identified potential health hazards that may be in the workplace. Potential health hazards are identified when a Hazard Communication Form is filled out by a supervisor and received in Workplace Health.

Other ways health surveillance occurs is when a person is hired for a new job on campus. An example of this is when Hospitality Services does their hiring in the late summer for a new school year, a list of new hires are sent to Workplace Health and each individual on the list is set up with an

appointment for health screening. Some years, the number of new hospitality employees screened in August and September can be up to 80 individuals. Now keep in mind, this is just one department on campus!

WPH also provides several different services to Western employees, some of which include: medical treatment of occupational and non-occupational illness/injuries and health concerns, allergy injections, immunizations, blood pressure screening, health information, and our mass flu clinics.

Feel free to stop by and check us out! Questions? Please feel free to call ext. 85472.

**OTHER CAMPUS NEWS**



**25 Years of Service**

This summer, President Chakma hosted a reception at Gibbons Lodge in recognition of staff & faculty with 25 years of service to Western. Here are the lovely HAS employees who were recognized: *Back row (L-R): Patty Killough (recipient); Margaret Eldridge (recipient); Susan Grindrod; Jacqueline Hassall (recipient). Front row (L-R): Wai (Sue) Lam (recipient); Grace McIntyre (recipient); Yolanda Echeverria (recipient); Gitta Kulczycki.*



**National Student Day!**

National Student Day is a day to celebrate student volunteerism and social responsibility through a variety of exciting store events such as food drives to support the USC Food Support Service and the London Food Bank for the past four years.

**HOUSING STATS FOR THE YEAR AHEAD:**

**4,100+**

First-year students moving into residence.

**1000+**

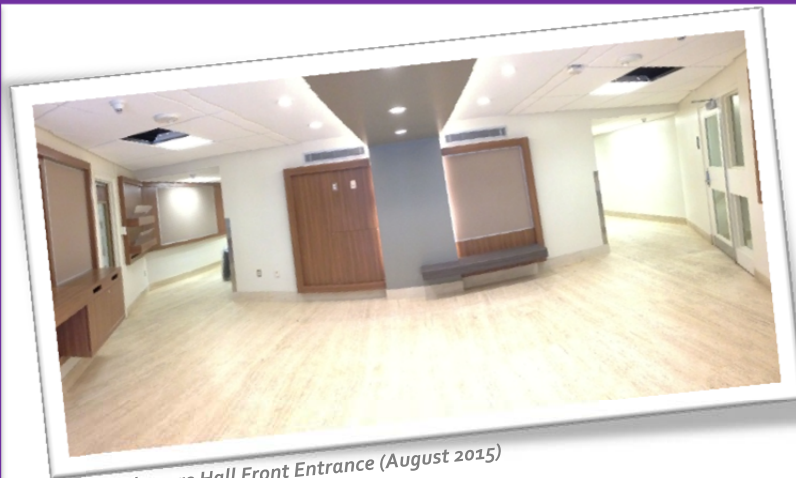
Upper-year, graduate, and professional students moving into residence.

**540+**

International and exchange students moving into residence.

**2,000**

People living in the University Apartments & Platt's Lane Estates, including ~1000 students and their families.



*Delaware Hall Front Entrance (August 2015)*

**Celebrating “New Deli”**

**Delaware Hall Opens Following a Year of Renovations**

by Rebecca Mudge | Housing | Residence Administrative Coordinator

Delaware Hall will reopen its doors in September with a fresh new look, following a fifteen-month closure and \$20 million renovation. Residents will now enjoy living in the largest bedrooms on campus, with renovated washrooms, floor lounges and study rooms, complete with new furniture, flooring, and paint. Behind the walls, new heating, cooling and ventilation systems will give residents greater control over room temperatures. “We have tried to respect the historical features of the building, while upgrading the décor to appeal to modern tastes,” explains Chris Bumbacco, Assistant Director of Housing Services. “We have also included new amenities that weren’t provided in 1965, such as electrical outlets in the study rooms. There were no laptops back then.”

Built in 1965, Delaware Hall is home to 450 residents every year, including fifty upper-year students on the staff, soph and Residents’ Council teams. Eric Kular, who lived and worked in the building as an undergraduate student, is especially excited to return to Deli in the role of Residence Manager: “I believe [Delaware Hall] provides a wonderfully unique and communal residence life experience. Its [building design] means that it’s much easier for a strong building community to generate organically as the year progresses. The building also boasts the largest population of music students on campus, meaning that there’s a general sense of art and expression present day in and day out. As a former music student myself, I’m really looking forward to being immersed in that culture once again.”

Equally important to the student experience is, of course, great food. Delaware now boasts an upgraded dining room and servery to improve traffic flow. New additions include an interactive cooking station and pizza/flat bread warming station, allowing chefs to increase menu choices, especially for lunch and late-night snacks. Residents can look forward to made-to-order stir fry, pasta bar, and other fresh, customized meals. “As we know, Delaware is often a popular destination...at lunch time because of its convenient location on campus,” explains Craig Clifford, Residence Operations Manager in Hospitality Services, adding that he is confident the new menu choices will be enjoyed by all.



With its fresh new look, and engaged population of residents, it’s no wonder that Delaware Hall is a special building on campus. In fact, Deli will be the second residence building on campus to achieve LEED Silver Certification (Leadership in Energy and Environmental Design) in recognition of sustainability features incorporated in its design, construction, and operation. We are thrilled to welcome students to the “New Deli.”

# Bring in Your Home Electronics!

by Jennifer Pontes | Housing | Systems Support Coordinator, Computing Services

Securely dispose of your unused equipment with Computing Services.

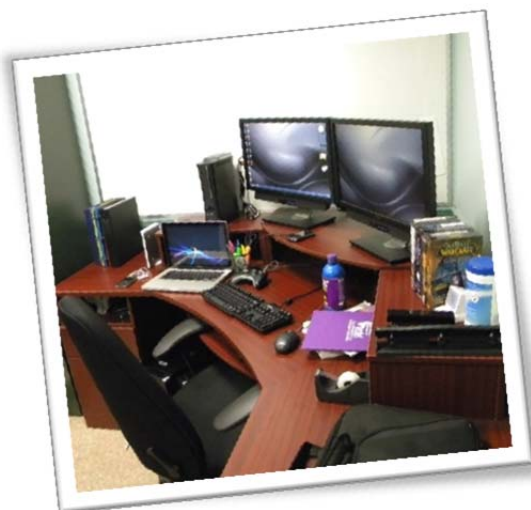
We all have old electronics gathering dust around our homes. Old cell phones, printers, computers, monitors, CDs, floppy disks, tapes, A/V equipment and more... If you have it – we want it!

A lot of this equipment contains private information, whether the information is personal, business related, or both, it should be protected. Passwords, credit cards, photos, addresses, phone numbers – protect

it all by giving them to us! We want you to bring this equipment in to work and we will securely destroy all data on these devices and then ensure that all equipment is disposed of in an environmentally sound manner.

As a special thank you for participating in this privacy and environment project, you will receive a draw ticket for highly desirable prizes, for each piece of equipment donated.

Keep an eye out for posters and emails in mid-September that will direct you on how you can participate in recycling your previously loved electronic devices securely and for free!



# Encouraging Student Entrepreneurs

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

Since June The Book Store has been working with Propel Entrepreneurship featuring the products and services of young entrepreneurs from Western. Products are sold on consignment for 60 days with an understanding that we may wish to enter into a more permanent partnership once the term is finished.

Both parties will benefit from this exciting partnership as these young companies gain valuable experience, exposure, and support

from our retail expertise and The Book Store, in turn, gains access to exciting new products and their business savvy and energy.

Propel is part of the Campus-Linked Accelerator (CLA) program, an initiative of the Ontario Government, and administered through the Ontario Centres of Excellence (OCE). Propel is partnered locally with LEAP Junction at Fanshawe College. The centre provides co-working space, mentorship, seed funding, events and acts as an advocate for local youth-based (aged 18-29) start-ups in the community.



## STUDENT COMPANIES FEATURED SO FAR:

[Illbury & Goose](#) (Clothing & graphic design)

[Ezzy Lynn](#) (Apparel & accessories)

[NoR Apparel](#) (African apparel)

FOR MORE INFORMATION ABOUT PROPEL:  
[www.propel.uwo.ca](http://www.propel.uwo.ca)



# Housing Gets Ready for First-Year Orientation

by Rebecca Mudge | Housing | Residence Administrative Coordinator

What does it take to welcome more than 5,000 first-year students to campus in September? If you ask Rich Caccamo, Coordinator of Orientation Initiatives, it takes 1,000 hours of planning, more than 780 volunteer orientation leaders, and the dedication of staff from across campus to develop and implement a strong orientation program that will fully integrate incoming students into campus life.

Orientation Week, known as O-Week, officially kicks off with residence move-in over the Labour Day weekend, followed by a week of special events, academic and residence-based programs, campus tours, and other activities, all designed to introduce new students to Western's community and traditions, and foster a successful transition to university. At the end of O-Week, students will have had the opportunity to form meaningful connections with members of the campus community and each other; become familiar with campus facilities and learning spaces; explore extra-curricular involvement opportunities; and embrace campus's rich cultural diversity.

Upper-year orientation leaders, better known as *Sophs*, are student volunteers who sacrifice sleep and their vocal cords to keep students engaged during O-Week. Close to two hundred Sophs live in residence, acting as "social facilitators" who help new students integrate to campus, while six hundred faculty, off-campus and affiliate Sophs facilitate social and academic programming for their peers. While you might be most familiar with images of Sophs in colourful

uniforms, moving boxes or leading cheers, there is much more to their roles, both behind the scenes and throughout the year.

"Sophs are spirit leaders and tradition bearers," explains Caccamo. "They help foster a positive sense of belonging by introducing students to study spaces and places to eat, [and by sharing] helpful ways to do well in the classroom." Above all, Sophs are peer mentors who help to connect students to the resources they need on campus, and pass along the unwritten ways to succeed, thrive and be happy.

O-Week is the highlight of the year for many students, but beyond the concerts, games, and charity events, students also learn how to access campus resources like academic counselling and student health services, and participate in educational programming such as Mike Domitrz's popular keynote "Can I Kiss You?" presentation, which addresses dating and sexual intimacy decisions, consent, upstander intervention and sexual assault prevention.

The beginning of classes typically marks the end of O-Week; however, new this year, students can enjoy orientation programs throughout the fall. "To further improve Orientation programming at Western, the Orientation Planning Committee (OPC) is inviting all members of our campus community – faculty, staff, and students – to submit proposals for events, programs, and activities that they wish to undertake throughout September," explains Caccamo.

## ORIENTATION EVENTS:



### One Love Rally

Western's One Love Rally aims to foster a collective sense of belonging on campus, exposing newly-arrived first-year students to a host of messages that will create a foundation of positive values for their new life as university students and adults. One Love's core messages are delivered by acclaimed speakers, performers, and international icons with life experiences in a range of social issues.



### Open Houses

Campus partners will open their doors on September 10 & 11, welcoming first-year students to learn about support services and resources that they might need throughout their time at Western.



### O-Month Events

Orientation will continue throughout the fall with special events, programs, and activities to keep the campus spirit alive. If you are a Western Staff Member or Faculty Member and would like a time slot for an O-Month event, please submit your proposal. Any additional questions may be emailed to [aoc@uwo.ca](mailto:aoc@uwo.ca)



2014-2015 Saugeen Residence Soph

# What's New at Campus Eateries?

by Kevin McCabe | Hospitality Services | Associate Director & Financial Controller

Another hectic summer was put in motion in late June with the onset of a variety of changes coming for the fall. We're quite excited about our new lineups for September and for those working in these locations, I'm guessing you will be too.

Here's a quick look at what's happening...

## Main level UCC - TIM HORTONS

This unit was closed on June 26 and will reopen in late August as we are undergoing a significant renovation of this 25-year-old unit. In September, this operation will expand from two to three cash registers, and will have new front counters, equipment, and a double sandwich station located behind cash #1. The bakery will be immediately behind the unit in the area currently occupied by Pizza Pizza, and everything will be completely self-enclosed and self-sustaining. There will be a significant increase in space allocated to this facility that will work out better for both staff and customers. We'll also be going into the panini and iced coffee programs, and, we'll be able to accept Tim Cards, the first unit on campus to do this. It's going to be WOW!!!



Tim Hortons Express, UCC (August 2015)

## Main level UCC – TIM HORTONS EXPRESS

Yes, another Tim Hortons! This unit opened on June 24 and is located along the window area on the main level of UCC, just before the Subway line-up. This location will be completely self-serve for our customers. There are two full stations offering regular coffee, dark roast, decaf, tea, milk and cream machines, sugar machines and a hot chocolate machine. Of course, there is also a self-serve baked goods showcase featuring all your Tims' favourites. At the end of it all, is the cash register and cashier.

The coffee and tea prep station is located immediately behind the cashier. We anticipate this to be a two-person operation. We also anticipate that this unit will greatly help ease the line-up at the main Tim Hortons for those just looking for a hot beverage and/or baked good.

## CENTRE SPOT - FULL SALAD BAR

We may have lost Pizza Pizza from the Centre Spot line-up, but we are adding another concept within the servery - a full service, pay-by-weight salad bar featuring 10 "full" cold wells of salad ingredients. Lisa Johnson (Manager, UCC), Lesley Cook (Operations Manager, Campus Eateries) and the Centre Spot supervisory team have been developing different items and ideas for this "state-of-the-art" new concept which will also feature a full soup station at one end. All of the fridges and stands that are currently circling the main pillar in the centre of the servery will disappear to house this new concept.

## EINSTEIN'S - TAYLOR LIBRARY

A new coffee concept featuring world-renowned Doi Chaang coffee will be in place for September. This coffee is the only designated "Beyond Fair Trade" coffee in Canada. Although the change-over is occurring in August, the grand opening celebration featuring free coffee

and baked goods will occur in the second week of September, the first full week of classes.



Doi Chang coffee now served at Einstein's.

## ENCOUNTERS - SOCIAL SCIENCE

Get ready for it ... another Tim Hortons! This one is a self-serve, operating out of Encounters, across the hall from the full-serve Tim Hortons in Social Science building.

Based on the incredible growing demand for this coffee, we are taking out our last We Proudly Brew Starbucks on campus and changing it to a self-serve Tim Hortons operation featuring all of the Tims hot beverages along with a variety of their baked goods. We feel this will have a beneficial effect on our customers, the traffic flow at each of SSC's operation and the overall revenues within the building.

A number of other small projects are also being undertaken. Although we're all still looking forward to vacations and the rest of summer, we can't wait for September and the results these changes are going to bring for both our staff and customers.

See Hospitality Services on Western's YouTube Channel!



"Western is awesome when it comes to the opportunities available for you!" Hear what Hospitality Services employees love most about working at Western in this new [recruitment video](#).  
Feel free to share this with friends and loved ones!

# Would You Be CHOPT?

by Jaqueline Hassall | Hospitality Services | Operations & Systems Development Manager| Residence Dining

Many special dining events and features were held this past year in Residence Dining, but one in particular sticks in our minds.

[The CHOPT Student Culinary Competition](#) proved to be our most ambitious event and was well received by the students. This competition was modeled after the hit show on the Food Network called 'Chopped Canada'. The event was promoted in each residence to which students could apply to participate. Three candidates from each residence were selected for the opportunity to battle it out for the title of "Top Student Chef". Successful competitors were chosen based on the most creative and enthusiastic submissions.



The competitions were held in each residence

The competitions were held in each residence over the course of six weeks with the first event held in Ontario Hall on January 19, and the last competition in Elgin Hall on February 4.

The competitions were set up right in each dining hall so other students could watch, chat with the competitors and cheer them on while they dined. The participants were given one hour in which to create a main entree recipe, prepare it, and present it to the judges. The student chefs received a "black box" with five ingredients which had to be used in the creation of their dish. In addition, there was a table of pantry items from which all competitors could choose additional food items for their recipes. The participants were provided with a couple of induction cookers and all the necessary cooking utensils such as knives, cut gloves, cutting boards, spoons, whisks, etc.

Rez Dining Unit Chefs oversaw the competitions to ensure safety, provide support and answer participants' questions. The competitors' culinary creations were reviewed by a panel of three judges comprised of Hospitality Managers, Residence Managers, Residence Council Presidents and some special guests including Stephanie Brewster, a contestant and winner of Chopped Canada. The dishes were also reviewed by their residence peers who had the opportunity to vote for the People's Choice Award. Competitors were judged on over-all taste and appearance, as well as creative use of the black box ingredients.

The winners of each competition received \$50 on their meal plan, had their name added to the CHOPT trophy which will be displayed in each residence, and of course, have bragging rights for a year.



## Event Calendar 2015

### September

- 3-4 International first-year students move in to residence
- 6-7 Domestic first-year students move in to residence
- 7-11 Orientation Week
- 25-27 Western Homecoming
- 28-10 Rez Powers Down Challenge
- Tues Farmers' Market beside McIntosh Gallery

### October

- 8 National Student Day at the Bookstore
- 12 Thanksgiving
- Tues Farmers' Market beside McIntosh Gallery

### November

- 15 Flu Shot Clinics
- 15 Fall Preview Day

### Special Thanks to the HAS Newsletter Committee!

Stephen Cribar, Jim Dunkin, Cynthia Gibney, KD Grainger, Pamela Kenward, Rebecca Mudge, Sonya Rizzo, Janet Smith, Lina Wang

# A Bright Idea: Honours Roll In for Rez Powers Down

by Rebecca Mudge | Housing | Residence Administrative Coordinator

If one person's actions can have a big impact when it comes to sustainability, imagine the difference that thousands of people can make together. Organizers of Western Housing's Rez Powers Down program have done just that, harnessing the energy of more than 5,000 students living in residence to reduce their ecological footprint on campus. "Rez Powers Down was an idea sparked by students, five years in the making," explains Angela Treglia, Programming Coordinator in the Office of Residence Education and Programs. "The program provides an opportunity for students to empower other students to make positive change by engaging in a fun competition to reduce energy consumption."

Treglia, along with Andrew Quenneville, Residence Manager at Saugeen-Maitland Hall; Jerry Shum, Academic and Leadership Programmer; and Tammy Zhang, former Master's of Environment and Sustainability Intern, developed Rez Powers Down to bring conservation awareness to students living in residence, providing them with valuable tools to integrate sustainable practices both in residence and once they leave. The concept is simple - energy consumption is tracked for the two weeks leading up to the official launch of the program, to set baseline levels of comparison. During the Rez Powers Down program, buildings compete to see who can conserve the most energy over a two-week period. The traditional and suite-style residences that conserve the most energy receive 25% of the total monetary savings from the total residence utility bill. An additional



Angela Treglia, Andrew Quenneville, Jerry Shum

25% of the total monetary savings are donated to a global sustainability initiative chosen by the winning Resident's Councils.

Results speak for themselves: during last year's competition, energy consumption was reduced by 9% over the course of the program, resulting in savings of more than \$20,000. Surprisingly, consumption remained 7% lower in the weeks that followed as students continued to integrate sustainable practices into their daily habits.

Beyond the Western gates, others are starting to take notice of Housing's bright idea. Rez Powers Down was recently awarded the *2015 Quality and Productivity Award*, presented by the Canadian Association of University Business Officers, along with a monetary prize of \$1,500, which will be used to help fund sustainability initiatives in residence this year. The program also won *Program of the Year* at the Ontario Association of College and University Housing Officers annual conference, hosted at York University in Toronto in June.

This year's challenge will run from September 28 to October 10, 2015. Throughout the week, residents will be encouraged to make small

changes to their daily habits to reduce their personal energy consumption, which will be measured collectively to make one big impact. Programs such as Rez Powers Down contribute to Western's efforts to build a sustainable society, supporting the work of the President's Advisory Committee on Environment and Sustainability (PACES).

## HOW TO REDUCE YOUR CARBON FOOT PRINT AT WORK:

- Turn off as many lights as possible, especially at the end of the day.
- Take the stairs instead of the elevator.
- Turn the thermostat up/down and dress in layers.
- Unplug electronics and appliances that are not in use regularly.
- Learn more at Western's sustainability website: [sustainability.uwo.ca](http://sustainability.uwo.ca)

## Name the Newsletter Contest!

Calling all HAS Employees! We need your help to come up with a creative name for our newsletter that relates to Housing, Hospitality Services, Retail Services, and Health Services. Submit your idea to [has\\_comm@uwo.ca](mailto:has_comm@uwo.ca) by October 9, 2015 for a chance to win a \$50 Hospitality gift card.