

IN-HAS NEWSLETTER

ISSUE 15

SUMMER 2020



# IN-HAS

Housing & Ancillary Services  
Employee Newsletter

# IN-HAS

Housing & Ancillary Services  
Employee Newsletter

## Inside

- 3 Renovating the Housing Office
- 5 Feeding Students and the Community During Physical Distancing
- 6 First Ever Western Lunar New Year Gala
- 8 Making Memories with the Conference Services Video
- 8 By the Numbers  
Tech Support During COVID-19
- 9 Books to Look for
- 10 Working Securely from Home
- 11 Our Commitment to Health and Safety
- 11 The Residence Experience Makes Western a Home
- 12 Sixth-Annual CHOPT Student Culinary Competition
- 14 The Work and Commitment of Front Desk staff during COVID-19
- 16 Second-Annual Keep it on Campus Open House
- 17 All it Takes is a Smile

## Calendar

- Sept 3–7 Residence Move-In
- Sept 7–13 Orientation Week
- Nov 2–8 Fall Reading Week
- Dec 23–Jan 2 Holiday Closure

## IN-HAS Newsletter Committee

Lindsay Arnold, Stephen Cribar, Claudia Mendez,  
Calista Powell and Lina Wang

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

Dear Colleagues,

I hope you and your families are all doing well. The disruption from the pandemic has made it an unusual and difficult time for everyone—but it is only temporary.

I would like to thank our Division for your commitment over the past few months, as we are one of the few areas that has continued to work onsite, since the beginning of the pandemic. Taking care of our campus community is part of our mission—whether you were working on the frontlines, servicing our campus community, or working from home planning for the start of the new school year—your commitment makes all the difference.

Over the summer, our teams across the Division have worked hard to identify creative solutions to minimize the impact that COVID will have on the services we're delivering and ensure the best student experience we are known for. Here are a few highlights of our fall planning:

With Western announcing a mixed-model plan with academic courses, we are honouring the first-year residence guarantee. Our residences will be de-densified, operating at about 80% capacity, and will be hosting around 4,000 students this fall. Residence life services and programs will still be provided—activities will be a mix of virtual and in-person. Residence dining will operate with extended hours, with an increased need for staff to also assist with greeting and cleaning.

A number of campus eateries locations will temporarily close due to an anticipated 90% decrease in building traffic on campus. We have bought our first food truck, named 'The Angry Goose', with a rotating menu that will operate on campus. As indoor seating will be closed or significantly limited, we will be installing tents and expanding available seating outdoors while the weather cooperates.

Since mid-June, Retail Services has been processing online orders for students, staff, and alumni around the globe. In-store shopping will commence on August 31 with reduced hours. Customers are encouraged to place orders online and pick them up on campus—we've secured the Great Hall as the curbside pickup location, open from August 31 to September 18.

To keep our staff and students safe and healthy, the University has implemented a number of health & safety strategies. Western will look different when you return to campus. Please ensure you're wearing a face covering while on campus, washing your hands regularly, and observing physical distancing measures. We are all expected to complete a daily ['return to campus' questionnaire](#) prior to each work shift or visit to campus. Campus-wide strategies are outlined on [this website](#), and a video outlining our strategies in residence can be [viewed here](#).

No doubt this year will be unique. It will require our agility, flexibility, and resilience as we quickly approach the fall. As the pandemic changes and evolves, we must as well. Our health & safety is a shared responsibility—and together, we will take care of ourselves, each other, and the campus community. ●

Chris Alleyne  
Associate Vice-President, Housing and Ancillary Services



# Renovating the Housing Office

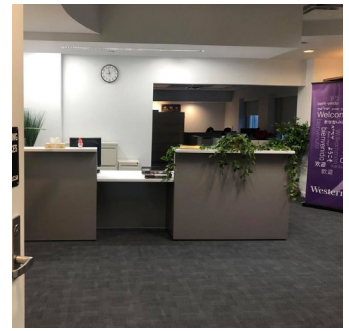
**Chris Bumbacco,**  
Director, HAS Facilities

It's hard to believe that the Housing Office moved to Ontario Hall just a few years ago in 2014, and it is already undergoing significant renovations. It seemed like we had so much room and even a few 'spare' offices when we moved in. How did we get here?

With the Wellness Centre not living up to its expected use, combined with lack of space within the Housing Office for future growth, the Housing and Ancillary Services Leadership team began to make some changes that would have a positive impact in a number of areas. The first step in this

renovation was the relocation of the main reception counter and counselling offices in fall 2019.

By converting the Wellness Centre space into the new reception centre, we were able to create a location that is much more visible. Additionally, Marketing was able to take this opportunity to brand it as the office of 'Housing and Ancillary Services', and put up a signage in the main lobby, providing a more noticeable entrance. The reception desk now directly faces visitors as they enter the room, creating a much more welcoming environment. The larger reception



area also allows additional Admissions staff to be situated in locations where they can view the desk and provide assistance if necessary.

With the former reception space becoming available, the opportunity arose to relocate the counselling offices closer to the reception area. This enables clients to enter and exit discreetly without having to travel further into our office space.

It took the combined efforts of Residence Counselling, Residence Admission, and Facilities Engineering to design the space and create a layout that reused as much existing furniture as possible, only purchasing matching new items

where necessary. The actual construction was done by the Facilities Management Project Team who work on many similar projects across campus.

The next phase of these renovations is well underway—with a small delay caused by the campus closures earlier this spring. The offices formerly occupied by Chris Alleyne and Shawn Finkbeiner will soon be a new collaborative office suite for the HAS Marketing Team. Meanwhile Chris and Shawn have already moved into the space vacated by the counselors.

Thanks to everyone in the Housing Office for their patience while construction takes place around them! ●



## CONGRATULATIONS!

Congratulations to WSRC Booster Juice team, winner of the Booster Juice Operational Excellence Award 2019!

# Feeding Students and the Community During Physical Distancing

**Craig Clifford,**  
Residence Operations Manager, Procurement Manager

Life in Residence Dining has been anything but normal since mid-March when our day-to-day lives and dining halls were disrupted by the pandemic. As we began to adjust to the 'new normal' we wanted to ensure the safety of our staff and students was our first priority. We quickly pivoted and implemented precautionary measures, physical distancing, as well as frequent touch surface sanitizing in all of our dining halls.

We maintained our commitment to servicing and feeding our students and the Western community during those early days of the pandemic, offering free coffee and lunches to our essential staff on campus including the Campus Police Officers and the Caretaking Service Staff. We also had many international students still living in residence who had no place else to go at the time, as many flights were cancelled and travel restrictions were tightened. We continued to keep our operations open as long as there were students still living in residence—in addition to our campus partners needing to be nourished.

Our operations and service model needed to change to satisfy the need for physical distancing and minimal contact. We implemented modified hours of operation, limited occupancy in the dining halls at any given time and freshly prepared meals in to-go containers rather than our

traditional plates. The students adapted to the new changes and appreciated our attention to their safety.

As the academic school year came to a close and we moved into summer operations, we continued to feed the international students still living on campus. We also provided bagged lunches and prepared meals for our front line essential workers staying at Windermere Manor and Perth Hall, on a daily basis. Helping our community and our front line workers during this time gave our staff and department a great sense of pride.

As the summer progresses, we continue to plan behind the scenes for the fall return of our students and staff to campus. We have had to re-imagine the physical layout of our dining halls and our service model to accommodate the new requirements of physical distancing, frequent sanitizing and limited occupancy in our serveries and additional breath guards to keep our staff and students safe. This is all while maintaining our high level of food quality, variety, and prompt and friendly service. While this has shown some challenges for us, it has also presented some new opportunities, as often in times like this innovation prevails.

We are looking forward to greeting our staff and students returning to campus and providing an engaging student experience as we have always done in the past. ●

▼ Through serving many students, staff and front-line workers over the past few months, our Residence Dining team has been inspired by the strength and resilience they've seen in our community. The team put together this message, dedicated to all front-line and essential workers on campus and in London. Signs made by Solveig Janitis, photo taken by Brian Fliss.



# Launching the First Ever Western *Lunar New Year Gala*

**Lindsay Arnold,**  
HAS Marketing and Communications Coordinator

In February 2019, an idea was formed in Housing and Ancillary Services to throw the first campus-wide Lunar New Year celebration. On February 1, 2020, this idea was made a reality as over 250 people from the Western community came together to kick off the Year of the Rat in the Great Hall. A fun-filled night of performances, food and music came to life through months of hard work by OREP, Great Hall Catering, Residence Dining, and HAS Marketing.

In the summer of 2019, the event planning committee met for the first time to set the goals for the event. These goals included giving international students and staff an event to celebrate the new year together, and domestic community members a way to experience this type of celebration for the first time. Through the décor, food and performances, and by seeing the smiles and laughter in the room, it's safe to say this goal was achieved.

## **Red and Gold Décor, Gifts, and Even a Dragon!**

Before even entering the Great Hall, the experience started with registration. Upon arrival each guest was gifted a bookmark keepsake in the symbol of 'good fortune' in Chinese. From there, they entered the doors and were greeted by a dragon made entirely of balloons. The dragon was a hit—and became a guest in many photos.

Throughout the hall, guests mingled amongst red and gold balloons, lanterns and fans. When they arrived at their tables, each guest found a red envelope with chocolate coins, and a box of chocolates provided to each table by Western International.



## An Authentic New Year's Feast

What's a Lunar New Year celebration without a feast? A custom team of chefs from the Great Hall Catering and Residence Dining was formed to dish up an elaborate 10-course buffet. With dishes inspired by Chinese, Korean and Vietnamese cuisines, guests enjoyed a menu of steamed lobster with ginger and spring onion, dumplings, pork belly, and more. And to cap it all off? A stunning display of mango jelly.

## Dazzling Entertainment by Student Performers

Between meal courses, guests were treated to performances put on by student clubs and community partners.

Performances included the traditional Chinese Tao Yao dance by Jayzee Dance Studio, K-pop dance covers by the Korean Students Association, song and dance covers by the Chinese Cultural Gaming Club, and a Vietnamese fan dance by the Vietnamese Students Association.

By working with student clubs for these performances, we were proud to showcase the student talents that we have on campus.

Finally, the night came to an end after much eating, music, and celebrating. To provide one final wish for our guests, the presidents from all three student clubs came on stage to wish everyone a happy new year in his or her home language.

From planning to execution, this event was a very special one to everyone involved. We worked with many campus partners and students to make our vision a reality, and would like to thank everyone involved in making it happen—whether you helped in planning, or joined in the celebration yourself! ●



# Making Memories with the Conference Services Video

**Lindsay Arnold,**  
HAS Marketing and Communications Coordinator

Many people remember the first time they laid eyes on Western's historic campus. From the beautiful grounds and courtyards to UC Tower, seeing Western leaves an impression on everyone. This is a feeling we wanted to convey in a video to the many event planners who work with our Conference Services team.

From the Ontario Summer Games to the International ACAC, and beyond, we have had the privilege of hosting many visitors at Western. Over the past few years our Conference Services team has been looking to bring more groups to campus from across Canada, and internationally. To help Conference Services grow awareness among Canadian and international event planners, HAS Marketing developed the idea to create a video that highlights the beauty of campus, the capabilities of our facilities, and the memories that guests make when attending an event at Western.

The planning stages started at the end of 2018, with shooting happening over of 2019. Throughout the year we captured footage from key events in the summer, and outdoor shots of campus in the spring. We also interviewed on- and off-campus contacts who have worked with the Conference

Services team, and gave glowing testimonials to be featured in the video.

In the end, we produced a video that captures why to host an event at Western. From the stunning grounds, state-of-the-art facilities, and truly hospitable team, every event organizer and attendee is given an experience to remember. While we may not see as many visitors to campus in the coming months, the Conference Services team looks forward to once again hosting events on campus when it's safe to do so. ●



## By the Numbers Tech Support During COVID-19

by HAS Computing Services



**34+**

new laptops set up in less than a week, to enable HAS staff members to work from home (including purchasing, receiving, sanitizing, imaging etc.)



**10+**

new remote support initiatives introduced, including remotely supporting users working on campus and at home, porch pickup, home delivery, end user documentation including Zoom, Teams, OneDrive, etc., onboarding new staff members with equipment, transitioning with retirees, etc.



**250+**

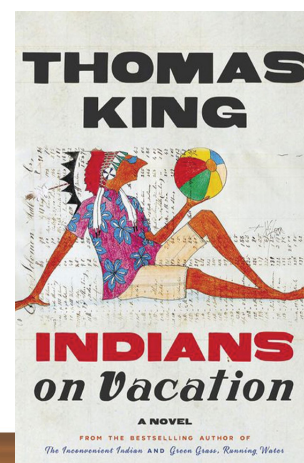
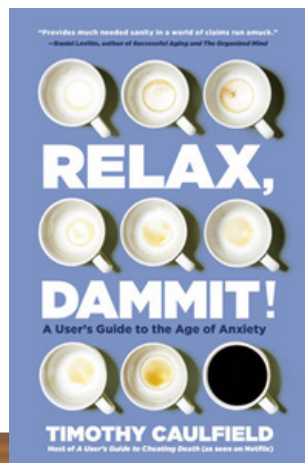
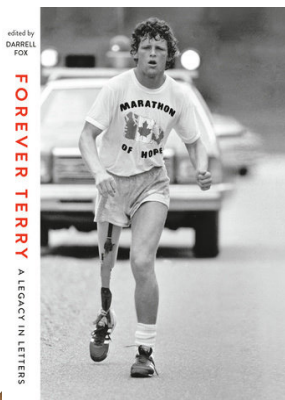
support requests responded to by Client Support, Web Team, and Server Operations during the first week of the essential services model



**1,000+**

students remotely supported by the RezNet team across main campus residences, University Apartments, Brescia, and Huron throughout March and April.





## Books to Look for

**Stephen Cribar,**

Associate Director, Sales & Communications, Retail Services

### FOREVER TERRY

By Darrell Fox

Forever Terry: A Legacy in Letters, marks the 40th anniversary of the Marathon of Hope and is comprised of 40 letters from 40 contributors who give voice to the inspiration, dedication, and perseverance that Terry Fox embodied. Edited by Terry's younger brother Darrell Fox on behalf of the Fox Family, contributors range from Margaret Atwood, Bobby Orr, Jann Arden, and Christine Sinclair, to those who escorted Terry on his run. Forever Terry is a testament to the influence Terry Fox has had on the shape of Canadian dreams, ambitions, and commitment to helping others.

### PULL OF THE STARS

By Emma Donoghue

In an Ireland doubly ravaged by war and disease, Nurse Julia Power works at an understaffed hospital in the city center, where expectant mothers who have come down with the terrible new Flu are quarantined together. Into Julia's regimented world step two outsiders—Doctor Kathleen Lynn, a rumoured Rebel on the run from the police, and a young volunteer helper, Bridie Sweeney.

In the darkness and intensity of this tiny ward, over three days, these women change each other's lives in unexpected ways. They lose patients to this baffling pandemic, but they also shepherd new life into a fearful world. With tireless tenderness and humanity, carers and mothers alike somehow do their impossible work.

### RELAX DAMMIT! A User's Guide to the Age of Anxiety

By Timothy Caulfield

Timothy Caulfield is a Canada Research Chair in Health Law and Policy, a Professor in the Faculty of Law and the School of Public Health, and Research Director of the Health Law Institute at the University of Alberta. Relax Dammit! takes us through a regular day—from the moment we wake up to when we go to sleep—and shows the underlying science behind our actions and habits. What he reveals is that we make decisions that are based, to a lesser or greater extent, on misinformation. Whether he's studying cell phone use, bike commuting, or raw-milk cheese consumption, Caulfield shows that many of the things we believe to be healthier, safer, or just better, simply aren't. With solid grounding in current and reliable scientific findings, the author points to a less stressful way forward—which means we can all afford to relax a lot more.

### INDIANS ON VACATION

By Thomas King

Indians on Vacation is a novel by Thomas King, Cherokee/German/Greek, and one of Canada's foremost authors. Meet Bird and Mimi. They are Inspired by a handful of old postcards sent by Uncle Leroy nearly a hundred years earlier, Bird and Mimi attempt to trace Mimi's long-lost uncle and the family medicine bundle he took with him to Europe. This is the unforgettable tale of one couple's holiday trip to Europe, where their wanderings through its famous capitals reveal a complicated history, both personal and political.

# Working Securely from Home

## KD Grainger

Manager of RezNet Services, HAS Computing Services

COVID-19 has introduced an endless number of changes to our work lives including, but certainly not limited to, the way we conduct meetings, how we connect with colleagues, and even where we complete our workday. For many in Housing and Ancillary Services (HAS), working from home comes with its own unique challenges—many of which are technical in nature.

The Computing Services Department has collected some information to assist with these challenges and ensure HAS staff are able to work efficiently and securely from home:

### Avoid using personal devices for work purposes wherever possible

Computing Services has spent considerable time and care securing University-owned equipment by ensuring that hard drives are fully encrypted, security templates are applied, Windows updates are being pushed out and anti-virus is installed and functional. This is done to protect Western's network and mitigate risk to confidential and sensitive data that many of us work with every day.

If you must use your personal device for work, ensure that you only connect to secure wireless networks, use Western's Virtual Private Network (ROAMS), encrypt the hard drive on your device, apply operating system updates in a timely manner, install anti-virus, and store all work files on Western's One Drive.

*Are you working from a personal device and would like to discuss acquiring a work device? Send us an email at [hasit@uwo.ca](mailto:hasit@uwo.ca)*

### Secure your Zoom meetings

You've likely held online meetings using this helpful tool. To ensure that your Zoom meetings are as secure as possible when scheduling your next meeting, we strongly encourage the following:

- Don't publicize your meeting info beyond the meeting attendees

- Require a meeting password when setting up your Zoom meeting
- Use the 'Waiting Room' feature
- Cover your camera when not in use

*If you have questions about how to access any of these settings we'd be happy to help—please email [hasit@uwo.ca](mailto:hasit@uwo.ca).*

### Secure your home network

Now that we are working from home regularly, it's even more important that your home wireless network is secured. Here are a few simple guidelines to increase your home network security:

- Change the password that was provided by default, and make the new password as long as possible
- Change your network name and hide it from others in your router's settings
- Create a guest network separate from your main wireless network

*Looking for help to make these changes? Send RezNet an email at [reznet@uwo.ca](mailto:reznet@uwo.ca) and we would be happy to assist.*

### Use OneDrive or ROAMS to share files

When working collaboratively with other HAS staff, use Western's OneDrive and/or ROAMS to share files. Confidential/sensitive information should never be sent over email.

Computing Services is here to help and love hearing from you! Are you having difficulty with Zoom, Pulse, Office 365, etc? Do you have questions about procuring equipment to work more securely from home? We would love to help with all of these queries.

Contact us by sending an email to [hasit@uwo.ca](mailto:hasit@uwo.ca) or leaving a voicemail at x86664. ●



# Our Commitment to Health and Safety

**Calista Powell,**  
HAS Marketing and Communications Coordinator

Let's face it—wearing masks and keeping a two-meter distance from others has quickly become our new normal in these 'COVID times'. But, these measures have helped us feel safer carrying out life's everyday activities, and it's important that we communicate our enhanced safety protocols so incoming students can rest assured too.

As our teams take a phased approach to return to campus, you'll notice floor decals, sanitizer stations, capacity restrictions, among more health and safety strategies in residence. Watch the following video to see how we've focused our efforts so our students feel safe in the place they call home. ●



# The Residence Experience Makes Western a Home

**Calista Powell,**  
HAS Marketing and Communications Coordinator

Move-in days are always an exciting time for everyone in HAS. Personally, my favourite part is seeing the students arrive, completely unaware of the journey they're about to embark on. It makes me think back, laugh, and vividly recall my first steps out of my Grandma's Ford Taurus and on to King's campus soil.

Coming from a small town with a population that is nearly double that of Saugeen's building capacity, I was next-level nervous. But, I got out of the car with my UGG boots and really bad bangs, and smiled—even though I was visibly shaking when I was handed my room key. I can empathize with the students that come to Western today, and it makes me proud to see those same nervous students become Sophs, confidently leading the charge to welcome the new cohort.

I think this is why I felt a little nostalgic when I read the Western News story about Moiz Rajwani, a student who has held multiple leadership positions in residence. Coming from Mumbai, India, Rajwani shared how his residence experience and the community helped him feel at home, even amidst a global pandemic.

Read Moiz's story here: <https://news.westernu.ca/2020/05/student-lauds-residence-experience-in-pandemic/> ●



It may have been a decade ago...but my memories with floormates during Orientation Week feel like yesterday!



Moiz Rajwani, right, and his mother on the day he moved into student residence at Western.



# Western's Sixth Annual CHOPT Student Culinary Competition

**Craig Clifford,**  
Residence Operations Manager, Procurement Manager

Bobby Flay—step aside! In January, budding student chefs from Western's residences participated in the sixth annual CHOPT Student Culinary Competition, based on the popular Food Network show CHOPPED Canada. This event enhances the residence life experience by creating lasting memories for students, and building a sense of community through food. It also helps provide students with a foundation for food literacy.

With the rise in popularity of the Food Network amongst our student demographic, we wanted to create a themed event that mimicked the popular TV reality show CHOPPED as closely as possible. It was complete with videographers, photographers, an MC with live commentary, and themed music to enhance the event. We transformed the dining rooms and set the stage with banners, competitor prep stations, a judges' station, pantry items, awards and a photo table—all set to a black backdrop. A customized CHOPT logo

was developed by our HAS Marketing team which was printed on custom aprons that the students got to keep.

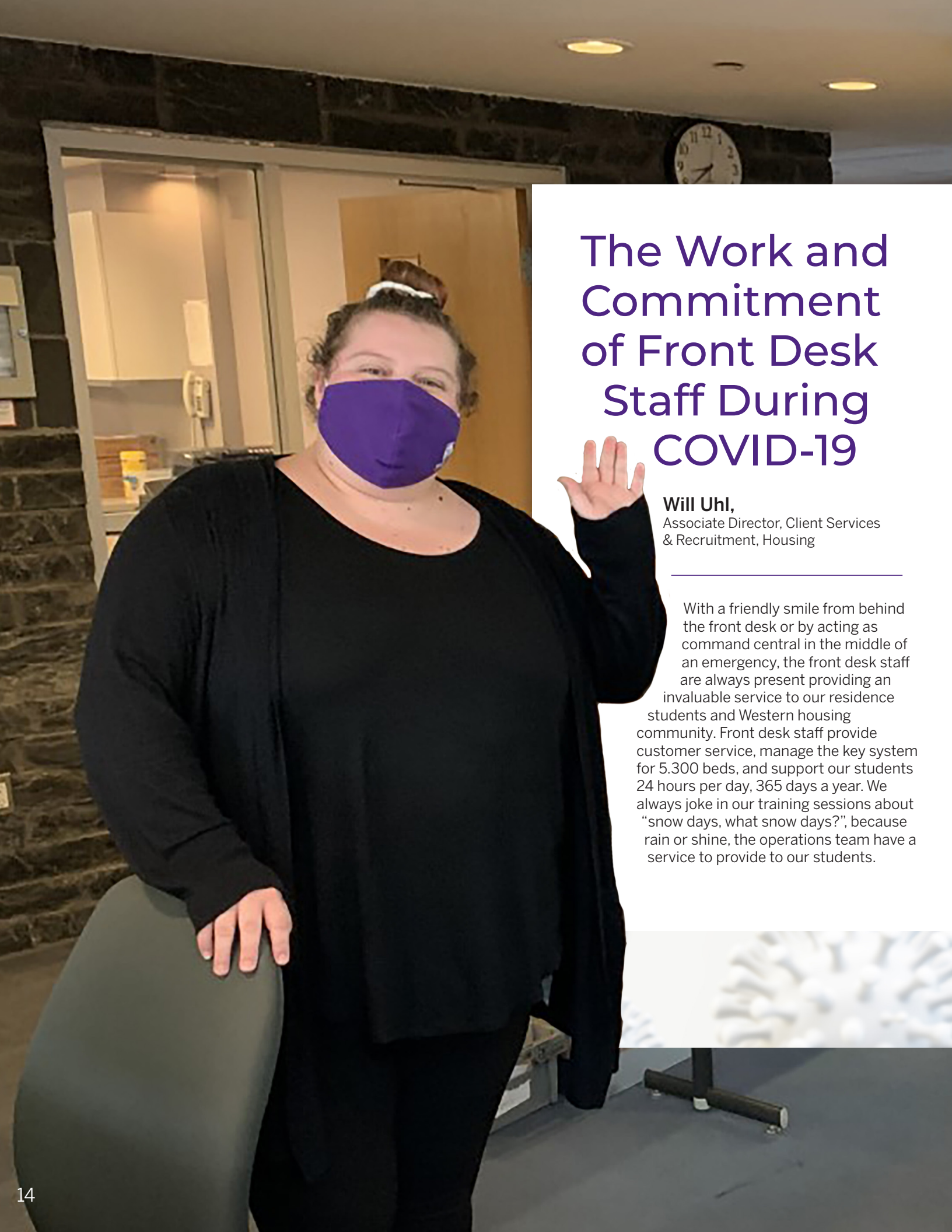
Under the pressure of a countdown and live boisterous audience, our student chefs used their ingenuity and culinary skills to create vibrant plates which showcased their own artistic design and personal flair. Competitors were given a black box of mystery ingredients which they had to use in the preparation of their entrée, plus a pantry table overflowing with chilled proteins, local market fresh produce and extensive dry goods. The students got busy chopping, toasting, sautéing, steaming and deep frying their way to winning dishes. Students composed plates with elements of crunchy and creamy, hints of spice and heat and touches of personal panache, all eager to win over the judges and fellow students with their recipe for success.

The judges were amazed at the creativity of these budding culinarians and the quality of the dishes that they were able to create in such a short time, including sushi three ways, vegetarian tacos and Middle Eastern spiced lettuce wraps—to name just a few.

teamwork and collaboration. What made this event most special though, was that it unified and brought students together. Needless to say, our students are food savvy and find food not just a sustenance, but view dining as an experience and source of entertainment! ●

The record number of applicants and the impressive student audience turnout was a true testament to the power of



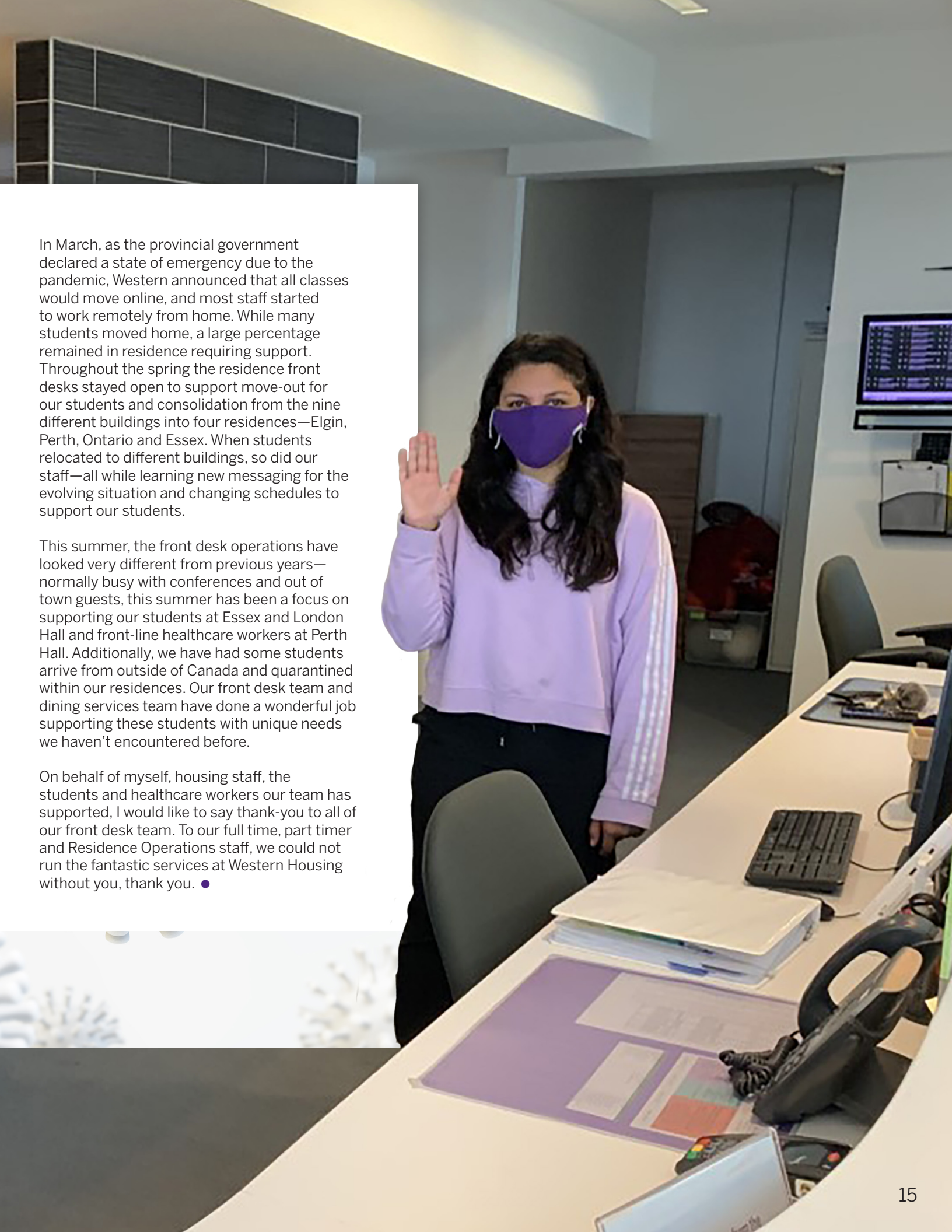


# The Work and Commitment of Front Desk Staff During COVID-19

**Will Uhl,**  
Associate Director, Client Services & Recruitment, Housing

---

With a friendly smile from behind the front desk or by acting as command central in the middle of an emergency, the front desk staff are always present providing an invaluable service to our residence students and Western housing community. Front desk staff provide customer service, manage the key system for 5,300 beds, and support our students 24 hours per day, 365 days a year. We always joke in our training sessions about “snow days, what snow days?”, because rain or shine, the operations team have a service to provide to our students.



In March, as the provincial government declared a state of emergency due to the pandemic, Western announced that all classes would move online, and most staff started to work remotely from home. While many students moved home, a large percentage remained in residence requiring support. Throughout the spring the residence front desks stayed open to support move-out for our students and consolidation from the nine different buildings into four residences—Elgin, Perth, Ontario and Essex. When students relocated to different buildings, so did our staff—all while learning new messaging for the evolving situation and changing schedules to support our students.

This summer, the front desk operations have looked very different from previous years—normally busy with conferences and out of town guests, this summer has been a focus on supporting our students at Essex and London Hall and front-line healthcare workers at Perth Hall. Additionally, we have had some students arrive from outside of Canada and quarantined within our residences. Our front desk team and dining services team have done a wonderful job supporting these students with unique needs we haven't encountered before.

On behalf of myself, housing staff, the students and healthcare workers our team has supported, I would like to say thank-you to all of our front desk team. To our full time, part timer and Residence Operations staff, we could not run the fantastic services at Western Housing without you, thank you. ●

# Second-Annual Keep it on Campus Open House

**Calista Powell,**  
HAS Marketing and Communications Coordinator

On January 21, over 125 members of the Western community stopped in to Somerville House for our second annual Keep it on Campus Open House event. The incredible menu from Great Hall Catering was certainly a motivation to attend, but once guests arrived, eight booths staffed with Keep it on Campus partners educated them on their services. This collaborative effort featured Great Hall Catering, Conference Services, The Book Store, Graphic Services, The Computer Store, Campus Meal Plan, Ontario Hall Suites and Western Summer Accommodations.

In February 2019, we hosted the inaugural open house event, and the goal then was simple—raise awareness of HAS services, and connect the service providers to the campus community. Led by our marketing team and supported by representatives from each portfolio, our committee developed a brand and collaborated on creating key messages.

The success that we saw in the first year indicated that we should continue the momentum and host again in 2020. This time, the goal was to connect to a relevant audience and improve the odds of generating leads. With each Keep it on Campus partner's help, we developed a master guest list that included those most likely to benefit from one-on-one face time with our booth attendants. This included Administrative Coordinators, Communications Officers, Faculty Deans, suppliers and past clients. This strategic approach paid off, because here's what our attendees had to say! ●



“ I had attended all the tables set up by the organizers. The face-to-face contact with the booth attendant was a great network and added ambience while bringing people together. After chatting, I only had 10 minutes to get the food, but the catered sampling and tasting of food was beyond this world! ”

“ It's important to know that different services will work with you on planning and managing your budgets when needed. ”

“ I didn't know Graphic Services also offered graphic design (not just printing). Already used them for design work this week! ”

“ I enjoyed seeing the new products offered by the Computer and Book Store and learned about accommodations offered throughout the year by Ontario Hall Suites. ”

“ There is a lot of honey produced on campus. who knew!? ”



# All it Takes is a Smile

**Calista Powell,**  
HAS Marketing and Communications Coordinator

Every March, while the students prepare for exams, HAS teams get ready to bid students farewell and make the switch to summer conferences and planning for September. But this year, COVID-19 had other plans for us. Once the pandemic hit in full force, classes moved online and we started to see students move out of residence early. But with residence still being home to 500 students, some HAS employees remained on campus to ensure these students were taken care of. Despite the uncertainty of how things would play out with the virus, our front-line workers came together to take care of our own—and they did so with a smile.

Filmed on an iPhone and edited in a day, I had the pleasure of meeting these inspiring individuals to hear their stories and

capture their contagious smiles. If you haven't seen the video yet—check it out below! ●



## Helpful Links for Safety Measures During COVID-19

Compiled by HAS HR

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](#)

## Have you heard?

We changed our social handles!



Follow [@westernhousing](#) on Instagram, Facebook and Twitter to keep up to date on all things residence life.



