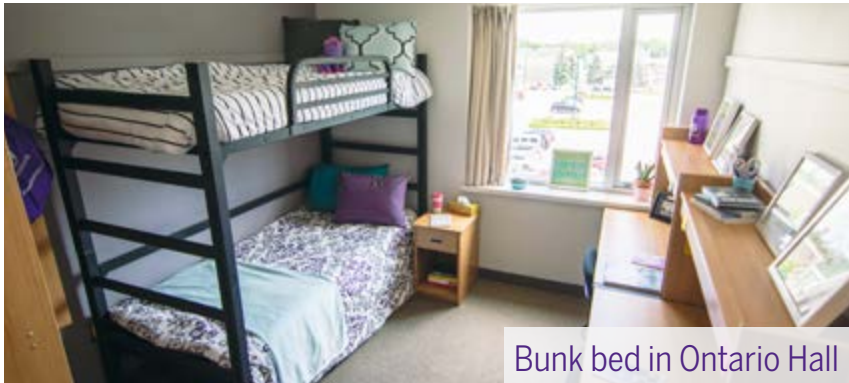




# IN-HAS

## Housing & Ancillary Services Employee Newsletter



Bunk bed in Ontario Hall

### Dear Colleagues,

It's that time of year. The holidays are quite often a time for holiday cheer, filled with family, friends, colleagues, and loved ones. As our operations begin to gear down for the break, it gives me a chance to pause and reflect on a few things that I'm thankful for, as part of Housing & Ancillary Services.

After 36 years at Western, our Associate Vice-President, Peggy Wakabayashi, has chosen to retire. More than half of that time was spent as our AVP or Director of Residences, shaping our Division and building a culture that valued innovation, collaboration, and student-responsiveness. I have some big shoes to fill, but know we have the right team in place to ensure we continue our record of excellence.

Case in point, our Residences were ranked #1 in Canada once again, in the Maclean's University Rankings. Hospitality Services also received a strong result in Maclean's, recognized as the fifth-ranked university food service operation in the country. Retail Services also punches above its weight class, having the third highest university bookstore revenues in Canada (even though Western is the seventh biggest university in the country).

Our units faced a multitude of challenges this fall: the Residences were overbooked, Hospitality Services were short-staffed, and Retail Services contended with distribution-channel issues. However, our staff's can-do attitude and focus on delivering an exemplary student experience ensured we handled these challenges in stride: the Housing team came up with a plan to accommodate 60 additional students, a Hiring Fair was organized and recruited about 60 new hospitality staff, and Retail Services have continued to grow our general merchandise and spirit wear sales to offset other areas.

I've begun to visit the different units of our division to meet our staff, and learn about the incredible work that you all do. Please make sure you introduce yourself and say hello! I hope to see many of you at the Divisional Holiday Party on Sunday, December 16. If you're unable to join us, I hope you have a wonderful holiday filled with joy, and surrounded by loved ones.

Chris Alleyne  
Associate Vice-President

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### Mark your Calendar!

Holiday Blade Capades.....	Dec 9
HAS Festive Celebration .....	Dec 16
Residence closes .....	Dec 22
Residence opens .....	Jan 6

### IN-HAS Newsletter Committee

Lindsay Arnold, Amanda Chung, Stephen Cribar, Pam Kenward, Calista Powell, Janet Smith and Lina Wang

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

Graphic Design by Kelly Hunt



## Coffee Day for United Way

Janet Smith | Employee Communications, Hospitality Services

Hospitality Services recently hosted our 14<sup>th</sup> annual Coffee Day for United Way. On Thursday, November 15, for every large or extra-large hot beverage sold in the Campus Eateries, we donated 25 cents to United Way. This year, we had a new addition to our line-up. The Tim Hortons Coffee Truck was on campus from 8:30 am–2 pm, serving, by donation, hot chocolate and coffee. What a huge success this was! We've already booked them for next year's Coffee Day.



To help us generate more awareness about Western's United Way campaign and the great work this organization does, we always invite guest coffee pourers from across campus to join us "behind the lines" at a couple of our Tim Hortons locations. This often becomes a bit chaotic for our staff—but also turns out to be a lot of fun. Some of this year's guests include Dr. Chakma, Kelly Zeigner (CEO, United Way), Chris Alleyne, Melissa Steadman, Glenn Matthews, Mark Daley, Elizabeth Krishe, Betty Anne Younker, Martin Belanger, Juan-Luis Suarez, and a constant supporter over the years, the Western Mustang football team!

After some tabulating by our Accounting team here at Lambton, the totals are in. Happy to report that between the Coffee Truck and the Hospitality Services donations, we will be presenting United Way with \$1544.25!

Thanks again for your support!

# OACUHO Fall Business Meeting

**Melissa Steadman** | Associate Director, Residence Engagement

During Fall Reading Week, Western University hosted Ontario Association of College & University Housing Officers (OACUHO) annual Fall Business Meeting, welcoming 64 delegates from 16 institutions across Ontario.

The planning committee chose to celebrate Indigenous culture and teachings, aligning educational sessions with the recent development of our Ayukwanaktiyóhake, Indigenous and Ally Community in residence.

After consultation with a local Oneida cultural teacher, the name was selected as a representation of the environment where students could feel safe and at peace. Derived from the Oneida word, -nakt-, the translation suggests a bed or a place where we find security and peace. The evolution of this root word highlights the importance in providing a safe place for students to rest, and be well as an individual in order to be a positive contributor to the community. The name of Ayukwanaktiyóhake reflects

Western Housing's commitment to supporting our Indigenous students, and incorporating their culture, teachings and ceremonies into our practice.

The Fall Business Meeting kicked off with keynote speaker, Dr. Stephanie Waterman from the University of Toronto. A leading expert in her field, Dr. Waterman shared some of her research on the Indigenous student experience, the role staff can play in student retention, and her personal recommendations to improve the housing student experience.

We were also honoured to have Elder in Residence, Liz Akiwenzie, with us for the whole day. Elder Liz shared stories about personal resiliency, her work with students at a post-secondary institution, and her appreciation for those in the field looking for opportunities to engage settlers and Indigenous students, moving us towards reconciliation.

To ensure concurrent sessions targeted specific functional areas, learning experiences were developed to address the various needs of all OACUHO members. Topics included "Residence Staff Compensation & Legislation in Practice", "Student Housing & Civil Liability—A Legal Point of View", "The Mythology of Saugeen-Maitland Hall—Facilities Tour", "Indigenous Students in Residence", "Hot Topics in Residence Admissions", and OACUHO 2018 Best in Show winner, Brian Cunha, facilitated an encore presentation of "The White Elephant in the Room: How to identify, understand, and use your white privilege to enact social change within your department".

The day was rich in learning, networking and ended with a social at The Spoke with Rick McGhie. A special thank-you goes out to our Western Housing Staff, Residence Dining, Great Hall Catering, and our student staff volunteers for helping make the day such a success.

## Payroll Information

**Kris Worton** | HAS Payroll Coordinator

As tax season is quickly approaching, we would like to take this opportunity to remind everyone to verify their mailing address in My Human Resources. This information is important as this will be where your T4 will be mailed in February. At the same time, please update any new contact details as well as emergency contact information.

In the event that you or one of your team members does not receive a T4, please contact Human Resources at [hrhelp@uwo.ca](mailto:hrhelp@uwo.ca) or extension 82194.

This year, Payroll Drop-In Sessions were offered for Hospitality Services staff to answer any general payroll related questions. Kris Worton visited eight units and met with over 50 employees, answering a variety of questions ranging from pay rates to statutory holiday calculations. Our HAS HR team is looking forward to offering more drop in sessions in the future.

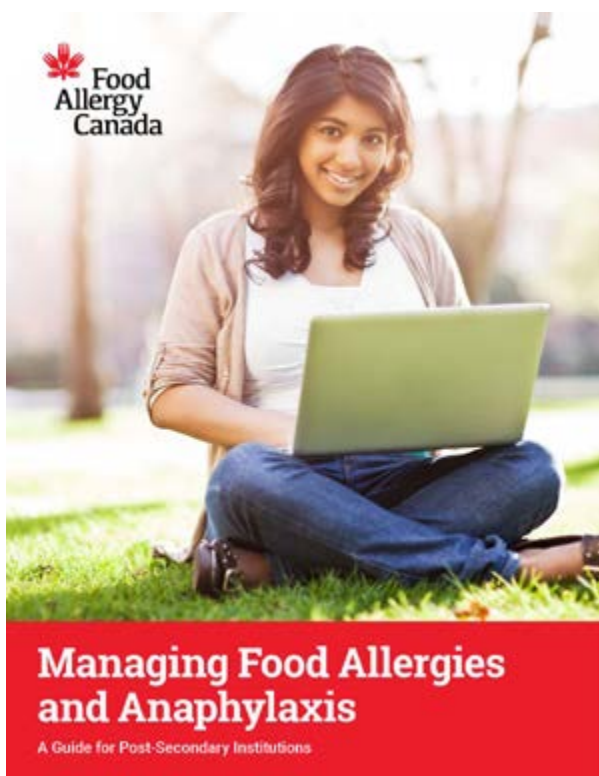
If you have any payroll inquiries, you can also set up an appointment anytime with Kris Worton at 519-850-2959 or [kris@housing.uwo.ca](mailto:kris@housing.uwo.ca).





# Nutrition Bits & Bites

Anne Zok | Nutrition Manager, Hospitality Services



## Food Allergies

Food Allergy Canada (FAC) officially launched a comprehensive guide for post-secondary institutions called "Managing Food Allergies and Anaphylaxis". With the help of Nutrition Students enrolled at Brescia, the document helped further develop Hospitality Services' Allergen Risk Management Plan. The resource also provides information that can assist areas pertaining to Student and Emergency Services. [A copy can be found here: foodallergycanada.ca/resources/post-secondary-guide/guide-post-secondary-institutions](http://foodallergycanada.ca/resources/post-secondary-guide/guide-post-secondary-institutions)

Anyone on campus with a food allergy, dining in our Campus Eateries, is asked to speak with the Supervisor on duty. They will be able to help identify safe options.

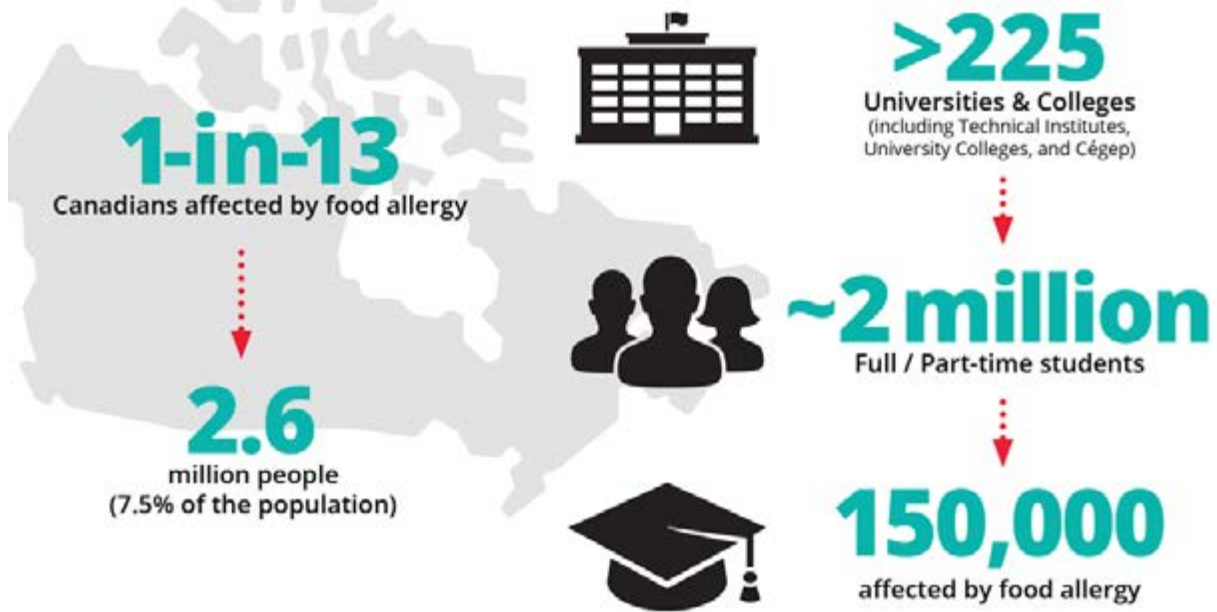
## Vegan Options

The demand for vegan options (among students, staff and faculty) is on the rise. In an effort to help meet the needs of our vegan customers, we have created a resource which lists the plant-based option by Unit. You can find this document on our Campus Eateries website: [eateries.uwo.ca](http://eateries.uwo.ca). For additional suggestions, feel free to contact us at [foodcomments@uwo.ca](mailto:foodcomments@uwo.ca).

## NetNutrition

For those dining in one of our seven residence operations, you may be interested in NetNutrition. This is a convenient online nutrition tool which provides nutrition information on the foods served in residence. For those of you tracking calories, this may be of interest to you: [nutrition.uwo.ca](http://nutrition.uwo.ca)

# THE NUMBERS



## FRESH

FRESH (Food Resource and Education for Student Health) was proud to announce that a recently published research paper by a team of professors, graduate students and Hospitality Services staff has showed that FRESH-approved healthier items in Western’s residences are less expensive, more often available and consumed more frequently by students. The study also assessed the impact of the FRESH Reward Card (FRC) program on fruit sales, pre- and post- implementation. The analysis showed that fruit sales increased, offsetting the cost of the free fruit or milk that the student received for redeeming a fully stamped card. Overall, the reward program incentivized students to eat healthier. FRESH is a multi-strategy nutrition education program that improves knowledge, builds skills, and influences the campus food environment at Western University. It is a joint initiative between Hospitality Services at Western and the School of Food and Nutritional Sciences at Brescia University College.

The full paper is published on the Canadian Journal of Dietetic Practice and Research: [dcjournal.ca/doi/abs/10.3148/cjdr-2018-009](http://dcjournal.ca/doi/abs/10.3148/cjdr-2018-009)

### BE FOOD ALLERGY AWARE SIX THAT SAVE LIVES

- 1 THE SYMPTOMS**  
 Signs of a severe food allergy reaction (called anaphylaxis) are 2 or more of:
  - Breathing difficulty, wheezing or coughing
  - Vomiting, diarrhea or cramps
  - Hives or widespread skin redness
  - Swelling of tongue, lips or throat
  - Feeling very faint / drop in blood pressure (if only this 1 symptom or with just severe wheezing, it is still anaphylaxis.)
- 2 IN ANAPHYLAXIS:**  
 Use the auto-injector right away. Call 911 and report an emergency.  
Epinephrine is considered a safe drug. Antihistamines are for mild symptoms only, and will not halt anaphylaxis. For on the side of using the auto-injector.
- 3 TIME IS OF THE ESSENCE**  
 In studies of those who have died of anaphylaxis, they did not receive epinephrine, or they got it too late. Prompt use of the shot is vital.
- 4 GO TO THE HOSPITAL**  
 A person who's had an epinephrine shot must be taken to hospital to ensure the reaction is under control. If symptoms have not improved in 10 to 15 minutes, a second auto-injection should be given.
- 5 RECLINING IS BEST**  
 In the ambulance, the person having the reaction should be lying down, with the legs raised (this improves blood flow).
- 6 DON'T GO IT ALONE**  
 No person should be expected to be fully responsible for self-administering epinephrine. Assistance during anaphylaxis is crucial.

**Allergic Living**  
From AllergicLiving.com. Based on information from the National Institute of Allergy and Infectious Diseases and FARE.

## Hospitality Services Hiring Fair

**Amanda Chung** | Human Resources Coordinator



On October 10, Hospitality Services hosted an extremely successful Hiring Fair at Essex Hall! Almost 150 job-seekers came from all over London wanting to join the Hospitality Services team. Candidates were guided along the application and pre-screening process by employees from Hospitality Services, HAS Human Resources, and Central Human Resources.

Thank you to everybody who made this event a huge success, from the initial marketing and promotion, to the second day of interviews and support, to onboarding all of the successful candidates afterwards. Make sure to say hello to all of the new faces in Hospitality Services when you see them around!

## Congratulations to James Walker, our Olympic Medalist

**Stephen Cribar** | Associate Director, Sales and Communications

James Walker, a valued member of the Book Store team since 2007, has competed in the Special Olympics Canada Summer Games this past summer. He did a wonderful job and brought home four medals: one gold, two silver and one bronze, all in power-lifting.

James was also named the 2018 Male Athlete of the Year and Rick Walker (James' Dad) captured the President's Award, from Special Olympics Ontario.

We are all very proud of you, James!





## Holiday Meal Kits Offered on Campus

With the holiday season approaching, Great Hall Catering is currently offering Holiday Meal Kits, a custom box full of fresh, hand-selected local ingredients and step-by-step recipes—you'll be able to skip the grocery store, and put together a gourmet holiday dinner in your own kitchen.

Each dinner kit starts at \$136 for 4-6 people, and is \$34 per person after that. You also have the option to add additional salads to your kit.

**Order online before December 14**, and pick it up at Somerville House on December 21. You won't have to pay for parking.

[greathallcatering.ca/holidaymealkit](http://greathallcatering.ca/holidaymealkit)



**HAS Annual Family**  
**Holiday "Blade Capades"**

**Lace up your ice skates and come celebrate the Holiday Season with your family & friends!**

**Who?** Housing & Ancillary Services Staff & their Families

**When?** Sunday, Dec. 9<sup>th</sup> ★ 4 pm - 6 pm

**Where?** Thompson Recreation & Athletic Centre (TRAC @ Western)

- **Parking:** Parking available at South Valley or Huron Flats
- **Helmets** recommended

**Bring a donation of a non-perishable food item, and you could WIN a family prize!**

**What else?**

- Pizza & hot chocolate for everyone!
- Face painting
- Goodie bag for children (12 & under)

**Register by Thurs. Dec. 6<sup>th</sup>...**  
[hospitalityservices.uwo.ca/bladecapades](http://hospitalityservices.uwo.ca/bladecapades)  
 or [rsvp-hospitality@uwo.ca](mailto:rsvp-hospitality@uwo.ca) or Ext. 82726



## From Concept to Production: Launching the Upper-Year Recruitment Campaign

**Andronicus Wu** | Marketing Projects Assistant, HAS Marketing and Communications

As the 2017–18 academic year came to an end, our Marketing team once again set out to plan residence recruitment initiatives for 2019–20 upper-year students. Three months later, after pitching, producing and editing, we were ready to launch our most elaborate campaign to date. Targeted primarily at the current residence students, our upper-year recruitment campaign is an initiative aimed at encouraging them to return and live in any of our nine residence buildings during the next school year.

In the past, our focus for the campaign had revolved around educating students on the many benefits that upper-year residences provided. It took life through billboards and bus shelter ads, with a few social media graphics. This year, however, we understood that a change in our approach was necessary to cut through the noise and keep up with our target audience's heavily digitized lifestyle. With this shift in mind, we set out to create a campaign that tackled two goals: 1) Use a story-telling narrative to evoke a response; 2) Increase integration between print and digital mediums, with an emphasis on video.







Consistency in details like ensuring outfits didn't clash, and making sure the photo and videos would work for every medium also proved difficult. Despite this, the assistance of many helpful individuals (shout out—Kris Worton), together with the commitment of the team, made this all a reality.

We're pleased to say that the campaign is now live, starting with billboards and bus shelters that are currently up across campus. We're also in the process of rolling out on social media, and the video is currently shown as a trailer before movies at Western Film. If you happen to come across the campaign in any shape or form, let us know what you think!

For a sneak peek of the video, click the play button on photo or watch here: <https://youtu.be/zTq1ptMZQAO>

During brainstorming sessions, we worked on developing a narrative that every student could relate to. This eventually brought us to the idea of basing our storyline on a commodity that binds us all: time. Time is often the scarcest resource for students, and with so many opportunities on campus and academic obligations, it's seemingly a resource they never can have enough of. In a life off-campus, time is often taken by everyday tasks that we don't often think of. Grocery shopping, cooking and commuting all take up valuable time. In residence, we aim to bring the liberty of time back into the students' hands, by providing everything they need right in residence. Consequently, it allows them more time for valuable learning opportunities like picking up a hobby, advancing their academic studies, or simply making memories with their residence community.

The team felt that the best way to highlight the objective differences between an on- and off-campus student lifestyle would be to show them side-by-side. Using the split-screen as our main visual element, the core of our campaign is a video, and its peripheral assets range from prints (like billboards) to digital pieces such as animated cinemagraphs.

Ironically, the biggest challenge in the process was getting the timing and juxtaposition right for the parallel scenes.



**Live on campus after first year.**

Residence in your upper years means having more time for what truly matters.



Western

## IN-HAS Book Shelf

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



### NOTES ON A NERVOUS PLANET

*Matt Haige*

The instant #1 international bestseller from the beloved author of *How to Stop Time* and *The Humans*.

The societies we are part of are increasingly making our minds ill. It very often feels that the way we live is almost engineered to make us unhappy. Whether it is our attitudes toward sleep, the marketing messages that inundate us daily, the constant and hysterical news cycle, social media or even the way we educate our children, we are programming ourselves to put our bodies and minds at odds and setting ourselves up with expectations for our lives that prevent our happiness.

When Matt became ill with panic disorder, anxiety and depression, it took him a long time to work out the ways the external world could impact his mental health in positive and negative ways. *Notes on a Nervous Planet* shares his journey back to happiness and all of the lessons that Matt learned along the way.

### THE POWER OF KINDNESS WHY EMPATHY IS ESSENTIAL IN EVERYDAY LIFE

*Dr. Brian Goldman*

As a veteran emergency room physician, Dr. Brian Goldman has a successful career setting broken bones, curing pneumonia, and otherwise pulling people back from the

brink of medical emergency. He always believed that caring came naturally to physicians. But time, stress, errors, and heavy expectations left him wondering if he might not be the same caring doctor he thought he was at the beginning of his career. He wondered what kindness truly looks like—in himself and in others.

In *The Power of Kindness*, Goldman leaves the comfortable, familiar surroundings of the hospital in search of his own lost compassion. A top neuroscientist performs an MRI scan of his brain to see if he is hard-wired for empathy. A researcher at Western University in Ontario tests his personality and makes a startling discovery.

Powerful and engaging, *The Power of Kindness* takes us far from the theatre of medicine and into the world at large, and investigates why kindness is so vital to our existence.

### FIT AT MID-LIFE: A FEMINIST FITNESS JOURNEY

*Tracy Isaacs, Samantha Brennan*

On the eve of their forty-eighth birthdays, Samantha Brennan and Tracy Isaacs (Western University) set out to achieve a daunting feat: to become the fittest they'd ever been in their lives by the age of fifty. To chart their progress, they created their blog *Fit is a Feminist Issue*, dedicated entirely to the unique challenges, questions, and issues they would face as

women seeking fitness after the age forty. Soon, they had a community of thousands following their story. Women, it was clear, were looking for something different: a new approach to fitness that would champion strength, health, and personal accomplishment over weight loss and aesthetics.

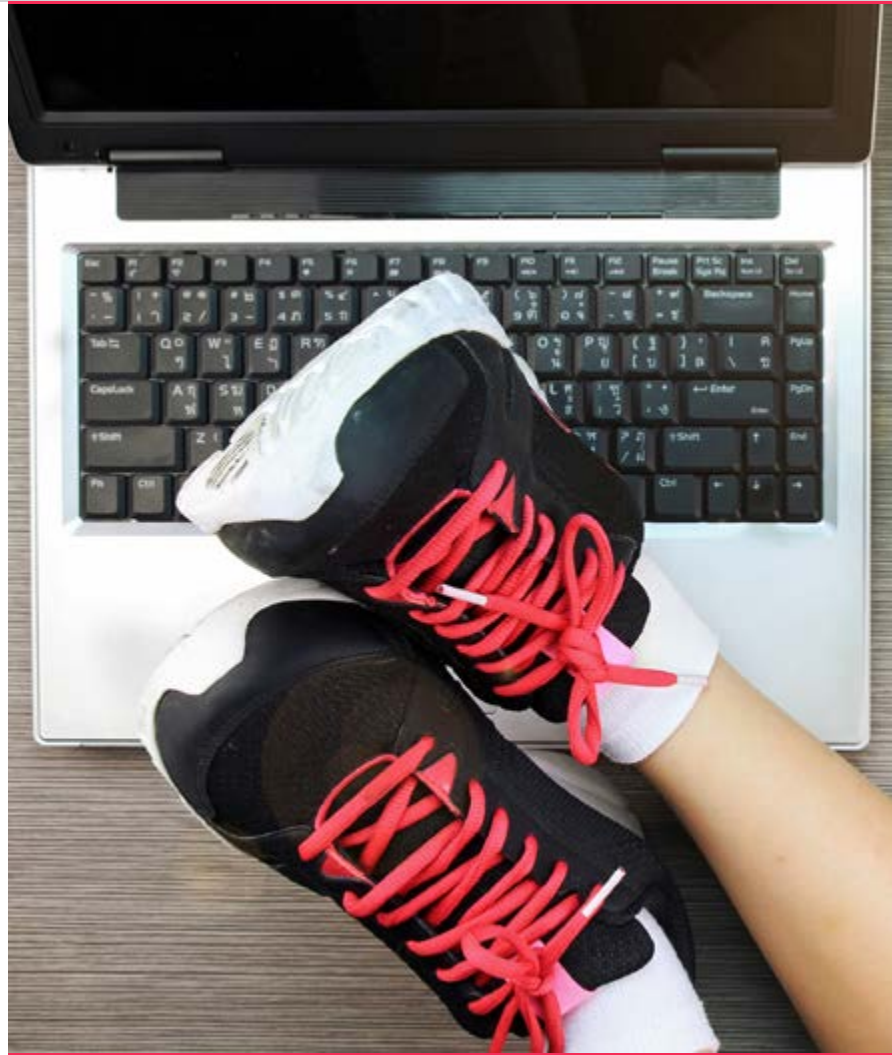
In *Fit at Mid-Life*, Brennan and Isaacs provide exactly that, offering a more practical, realistic path to getting active later in life. Drawing from their personal experiences as well as the latest research, they deliver a wealth of concrete advice on everything from how to keep bones strong to what types of fitness activities give the biggest returns. But *Fit at Mid-Life* is more than just a fitness book. Taking a feminist perspective, the authors challenge society's default whats, whys, and hows of every aspect of getting fit, whether it's why women avoid free weights at the gym, how personal trainers talk to their female clients, or why dress size is so often considered a benchmark for fitness. Empowering and relatable, the book shows how women can best take charge of their health and be active—no matter their shape, size, age, or ability.

### **DARE TO LEAD: BRAVE WORK. TOUGH CONVERSATIONS. WHOLE HEARTS**

*Brené Brown*

Four-time #1 New York Times bestselling author Brené Brown has spent the past two decades studying the emotions and experiences that give meaning to our lives, and the past seven years working with transformative leaders and teams spanning the globe. She found that leaders in organizations ranging from small entrepreneurial startups and family-owned businesses to nonprofits, civic organizations, and Fortune 50 companies all ask the same question: How do you cultivate braver, more daring leaders, and how do you embed the value of courage in your culture?

In *Dare to Lead*, Brown uses research, stories, and examples to answer these questions in the straight-forward style that millions of readers have come to expect and love.



## **Living Well**

**Amanda Chung** | Human Resources Coordinator

Don't let the winter blues get you down! Taking care of your physical and mental well-being is a year-round commitment. Living Well @ Western is a cross-campus initiative designed to encourage and promote a wide variety of physical, cultural, and intellectual activities at Western, and is available to all staff, faculty, and students. Not only are they good for you, but many sessions are free!

[Click here to check out the activity calendar for lunch-time sessions of Kickfit, Yoga, Meditation, Campus Walks, and more!](#)

If the idea of heading out into the cold is too much to bear, contact Adam Craig at [acraig7@uwo.ca](mailto:acraig7@uwo.ca) or ext. 85562 to set up on-site wellness breaks, such as stretching, group walks and postural strengthening, right in your office.

## London Business Cares Food Drive



London's Business Cares Food Drive was launched on November 30 at London Hall on campus. The suppliers of Hospitality Services are always extremely generous in supporting us to kick off Western's campaign.



## Chris Alleyne Awarded for Top 20 Under 40

Congratulations to our own Chris Alleyne who received the 2018 London Top 20 Under 40 Award on Wednesday November 28 at London Music Hall. There are seven other Western Alumni included among this year's recipients.



## United in the Stair Climb



On November 8, two teams took on 472 stairs (28 storeys) at One London Place for the United Way Stair Climb. Job well done everyone!

