



IN-HAS

Housing & Ancillary Services Employee Newsletter

Dear Colleagues,

The holidays are a special time at Western. The campus becomes quiet as operations wind down for the break, giving us all the chance to enjoy some festive cheer with colleagues before heading home to our families and friends to relax and rejuvenate for the year ahead.

As a Division, we have lots to celebrate. For the fifth year in a row, our Residences were ranked #1 in Canada in the Maclean’s University Rankings for student satisfaction. Hospitality Services also moved up in the rankings in the ‘Great Food’ category, coming in third nationally! This stellar achievement demonstrates our commitment to providing a top-notch experience for our students as we continue our record of excellence.

Thanks to the innovative work of our colleagues in the Campus Computer Store and HAS Computing Services, Western is one of the first universities in Canada to launch eSports facilities on campus. Students (and perhaps a few staff) have made great use of the eSports Arena in the UCC and eSports Lounge in Essex Hall already, with hundreds of unique games accessed and even some tournaments planned.

Fall Preview Day was a great success, as we welcomed 14,700 visitors to campus, with more than 600 HAS staff involved that included Housing, Residence Dining, Campus Eateries, Book Store, Off-Campus Housing, and student leaders coming together to showcase our top-notch facilities and student life program. Additionally, Perth Hall was reopened to tours, with 1,300 visitors visiting the building.

As we plan for the year ahead, I am excited to share that the WE SPEAK Employee Engagement Survey will open in January 2020. Please plan to set aside some time to provide your views on how we can continue to make our Division an engaging place to work. Your leaders will have a plan to make sure you have the opportunity to participate in this important, confidential survey. Your voice matters and it’s important to me to hear from you.

Best wishes for a joyful, relaxing holiday with your loved ones. I look forward to celebrating with many of you at our Divisional Festive Celebration on December 15.

Sincerely,

Chris Alleyne
Associate Vice-President

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Mark your Calendar!

Blade Capades Family Skate	Dec 8
HAS Festive Celebration	Dec 15
Residence closes.....	Dec 20
Residence reopens	Jan 5
Spring Reading Week	Feb 15–23

IN-HAS Newsletter Committee

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

Contact us at has_comm@uwo.ca

Graphic Design by Kelly Hunt



LEVELING UP ESPORTS ON CAMPUS

Stephen Cribar | Associate Director, Sales and Communications Retail Services

Calista Powell | Marketing and Communications Coordinator, Housing and Ancillary Services

eSports is gaining mainstream recognition by establishing itself in higher education among students and academics. A quick Google search of 'eSports' with .edu domain yields over 343,000 results. According to ESPC there are about 125 eSports varsity teams in the U.S. In Canada, St. Clair College is the first Canadian post-secondary institution that embraced eSports with its varsity teams and an eSports Administration and Entrepreneurship program. At Western, with about one year of study and preparation, two eSports related initiatives were launched by our Division in the fall.



ESPORTS ARENA IN UCC

On October 7, the Campus' first eSports Arena was officially opened by Western Retail Services.

The arena is located in the lower level of UCC, across from the Pharmacy, and includes 12 state-of-the-art gaming machines with access to over 20 of the most popular games. Gamers will be able to purchase 30 minutes (\$3) or one hour (\$5) time slots to use the gaming.

The Western League of Legends Team and Western Electronic Gaming Association (WEGA) will be using the room as well for tournaments, training, and tryouts.

A grand opening is scheduled for the New Year.



ESPORTS LOUNGE IN RESIDENCE

This past summer, with the help of our HAS Computing Service team, one of the floor lounges in the Essex Hall was converted to an eSports Lounge, to support the rising popularity of online gaming. Equipped with four TVs, five gaming computers, two Nintendo Switches, two Xbox Ones, two PlayStation 4s and a virtual reality station, this space is able to accommodate over 20 people actively playing games at the same time.

With no official communications being released to promote the space yet, this eSports Lounge has already become incredibly popular, with students occupying the room, accessing hundreds of unique games from the internet.

This eSports Lounge has also made it possible to launch a new eSports interest-based learning community in residence for the 2020-21 academic year.





Building Community & Engagement Through Food

Craig Clifford | Residence Dining Operations Manager

In Residence Dining, the one thing that we do throughout the academic year that receives the most positive reviews and gets our students and staff members engaged is, by far, our themed dinner events. We often hear comments from students about how the themed dinners reminded them of home and holiday dinners. Special foods that are traditionally served at some of the culturally diverse themed events we host, are often very comforting to an international student who may be a long way from home. Food is a great way to share and celebrate our cultural diversity here at Western, by bringing people together for a meal and perhaps sharing some insight into how others celebrate special events in their culture.

German celebration of the harvest. It is always well received by our students—domestic and international alike.

In late October, we also honoured Diwali, the festival of lights. During this five-day festival celebrated by Hindus, Sikhs and some Buddhists, homes and work places are often illuminated with brightly-coloured lights; their finest clothes are worn and eventually, there is a family feast of traditional foods such as gulab jamun (donut-like pastry rolled in honey), kheer, samosa, pakora and aloo tikki, just to name a few. Domestic and international students love the complex spices and flavours of Indian cuisine.

In November, we featured Apple Week, a week-long celebration of a truly local gem and Canadian tradition. The fall season makes us reminiscent of picking apples, warm apple pie, and the smell of apple cider and cinnamon brewing on the stove.

International Week follows shortly afterwards in November. We celebrate international foods from several countries including: France, Mexico, the Middle East and Mediterranean, just to name a few.

Our staff members and students really get excited about our themed events. From the decorations in the dining halls to the featured specialty foods, a genuine sense of community is established within residence.

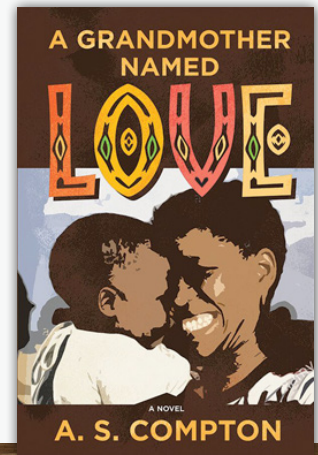
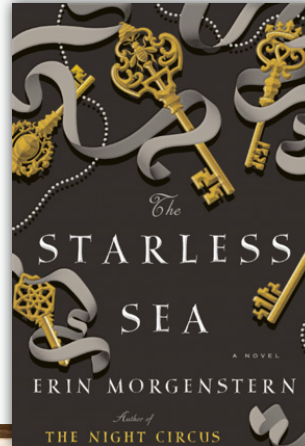
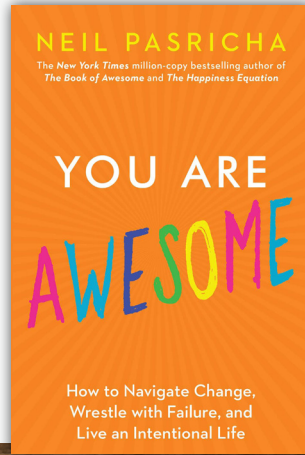
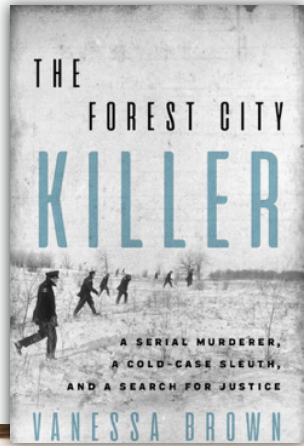


Most recently, we hosted our annual Thanksgiving themed dinner for residence students which featured traditional favourites such as roast turkey and gravy, ham, squash, mashed potatoes, cranberry sauce and, of course, pumpkin pie! We decorated our serveries with bales of hay and fall potted mums. We also hosted a separate International

Thanksgiving dinner on Thanksgiving Sunday for those members of the Western community who were not able to make it back home for Thanksgiving. Additionally, for some, it was a holiday that they would not typically celebrate in their culture and they wanted to learn more about Canadian culture and traditions. Later in October, we hosted our annual Oktoberfest themed event, a

IN-HAS Book Shelf

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



THE FOREST CITY KILLER

By Vanessa Brown

Dig deep into the unsolved murder of Jackie English and join the hunt for a serial killer.

Fifty years ago, a serial killer prowled the quiet city of London, Ontario, marking it as his hunting grounds. Homicide detective Dennis Alsop began hunting the killer in the 1960s, and he didn't stop searching until his death 30 years later. Combing through the files Detective Alsop left behind, researcher Vanessa Brown reopens the cases, and through her investigation, discovers the unthinkable: like the notorious Golden State Killer, the Forest City Killer is still alive...and a simple DNA test could bring him to justice.

YOU ARE AWESOME

By Neil Pasricha

Written in Pasricha's trademark high-energy and takeaway-laden style, YOU ARE AWESOME is a 288-page hardcover from Simon & Schuster which offers a smacking takedown of our never-good-enough cell-phone culture and helps us develop resilience to shift from:

- change-resistant to change-ready
- failure-prone to failure-proof
- thin-skinned to thick-skinned
- and anxious to AWESOME

THE STARLESS SEA

By Erin Morgenstern

From the New York Times bestselling author of *The Night Circus*, a timeless love story set in a secret underground world—a place of pirates, painters, lovers, liars, and ships that sail upon a starless sea.

Far beneath the surface of the earth, upon the shores of the *Starless Sea*, there is a labyrinthine collection of tunnels and rooms filled with stories. The entryways that lead to this sanctuary are often hidden, sometimes on forest floors, sometimes in private homes, sometimes in plain sight. But those who seek will find. Their doors have been waiting for them.

A GRANDMOTHER NAMED LOVE

By A.S. Compton

Lorato lives a comfortable but lonely life in her retirement years, alone in the home her husband had built in their rural village on the Kalahari in southern Africa. She becomes a grandmother when she adopts Lesedi after the death of a neighbour from HIV-related causes. Then six more children come into Lorato's care, four of whom are biological grandchildren, two more are adopted. Now primary caregiver for seven grandchildren, she struggles to feed them all, to teach them right from wrong, and traditional ways of life in a world shifting and modernizing. We see how AIDS as well as cultural changes disrupt traditional life when Lorato's son dies of the disease.

A.S. (Susanah) Compton is a Western grad.



Saugeen-Maitland Hall Celebrates its 50th Anniversary

Calista Powell | Marketing and Communications Coordinator, Housing and Ancillary Services

On October 19, the Saturday of Homecoming weekend, approximately 200 alumni flocked to Saugeen-Maitland Hall to celebrate its 50th year. The festivities kicked off at 10 a.m. with Rick McGhie's rendition of John Denver's 'Country Roads', where alumni, students and staff alike sang along without missing a beat.

As always, Hospitality Services provided an impressive range of bite-size food and refreshments. From local-fare charcuterie to fresh sushi, the spread was set up alongside décor in Saugeen's iconic red, yellow and green colours.

To commemorate the 50th year, the HAS Marketing team partnered with The Book Store to recreate a limited edition sweater with the letters 'SMH' embroidered on the front in a collegiate design, reminiscent of a vintage sweater made by residents. These crew neck sweaters and hoodies were sold at the event, and are still being stocked on shelves in the store and online.

Displays were set up to show the extensive timeline of Saugeen, detailing the renovations that were completed and the traditions that were created over the past half-century. It was a sight to see alumni flipping through yearbooks, pointing out photos of themselves to their children. Conversations about 'what life was like back in the day' were overheard, and two alumni—John Blackwell and Don Hambley recalled being a few of the first residents to move in when this building opened its doors in 1969.

Overall, it was an exciting day to see reunions play out, and the Western community come together to celebrate this building's rich history.





Project RE-GREEN



Kristian Crossen | Executive Chef and Food & Beverage Manager, Great Hall Catering

As we all recognize the changes in our own eating habits, looking for more plant-based, healthful choices, eating less or even no animal proteins, we have also seen this demand from our guests here at Western.

Hospitality Services experienced this firsthand at our Plant Forward training session in collaboration with the Humane Society. Further, I personally attended a Plant Forward Conference at the CIA in Napa, California, where all areas of the hospitality industry, from high-end dining to fast casual chain restaurants, were finding creative ways to keep up with this growing customer demand. This change in customer demand was referred to as a 'sea change' in our industry by many at the Conference.

In Great Hall Catering, we have experienced a major upswing in this direction for some time now. For example, we have been asked to provide full menus for two- and three-day conferences

that are fully vegan and vegetarian. Our Buddha bowl catered menu option has become our most popular menu choice since we introduced it, with Ivey changing their Homecoming menu to a packaged version for 800+ visiting guests. For many years, this was a pasta buffet before making this change.

For all of these reasons and more, we decided to make this the menu focus for our Great Hall Catering-operated Green Leaf Café. It was dubbed "Project Re-Green" and a team was assembled to pull the refresh concept together. It was determined that we would flip the traditional make-up of the café menu offerings, which would typically be 70–80% traditional animal protein-based, with the remaining 20–30% vegetarian options. For the refreshed concept, we flipped this break down.

With the success of the Buddha bowl concept for catering, we decided to take this idea and expand

on it as the foundation of the new café refresh. Having the buffet set up in-house, allowed us to offer many more items for the customers to choose from; we 'blew up' the bowl concept, and renamed it the 'build a bowl' buffet. We added new items such as house-made chick pea 'tofu', many pickled items, a variety of seasonal vegetables, and assorted grains and dressings, to name just a few. For this station, we purchased beautiful new earthenware ceramic bowls to accent the concept.

Adding to this, we created daily fresh and changing entrées, both plant-based and traditional, and daily featured desserts. To our espresso program, we also added 'affogato', an Italian dessert of good quality French vanilla ice cream, drowned in espresso.

With the refresh of the menu selection, we needed to look at the café space as well. We decided to move the entire buffet out of the corridor and into the main dining area. This allowed for easier access to different areas of the buffet without the need to form a line and file through the whole set up, relieving some of the congestion in the entrance way. This was not without controversy with some of our repeat customer base; however, as we have moved into the busier season, we are all seeing the benefits of this decision. Adding to this, we refreshed the cabinets with a fresh coat of paint and added new décor pieces to the room.

Client response has been positive all around, and the message is spreading around campus. Many of our guests recognize the initiative for what it is; a respite lunch venue with smiling, attentive staff and a nice variety of healthful, plant-based lunch offerings for our busy campus community including faculty, staff, students and guests.

Interested in trying our new plant-based offerings?

Book a reservation at Green Leaf Café!

greenleafcafe.uwo.ca



Western

Lunar New Year Gala 2020

\$39 per ticket

Saturday, February 1
The Great Hall
Somerville House

Get your tickets
has.uwo.ca/lunarnewyear



New Entrepreneur Merch Available at the Book Store

By **Stephen Cribar** | Associate Director, Sales and Communications, Retail Services

The Book Store has been a long-term supporter of student entrepreneurs at Western. We're proud to partner with Propel, Western's Entrepreneurship Centre, by stocking student-created merchandise in our store as well as donating to the Seed Your Startup event every year. This year, the products from the following six young entrepreneurs are available at the Book Store. You're welcome to stop by and check them out.

EVELYNN *Notte Sobelen*

*Winner of the 2019 Spark Award at BBB's 22nd annual Integrity Awards!

EvelynnBNS is a Canadian made clothing line (the Book Store carries infinity scarves) that prides itself on being a social enterprise that gives back to children.

They volunteer their time to meet with sick children and make their dream dresses and superhero capes come to life! A portion of sales covers the cost of materials for their program called The Abby Fund!

www.evelynnbns.ca



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hairstrong.ca



Orgashell is a Canadian travel accessories brand driven to design products for the modern traveler. We believe in finding the harmony of function and style.

orgashell.com



Products designed for your zero waste lifestyle. Reusable straws, utensils, sandwich bags, food wrap.

reimagineco.ca

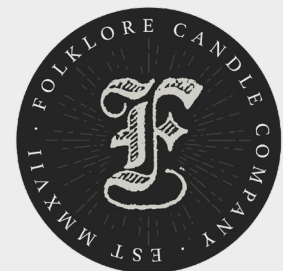


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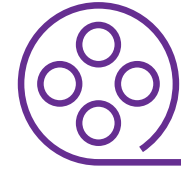
Welcome Back Mustangs Video

Calista Powell | Marketing and Communications Coordinator, Housing and Ancillary Services



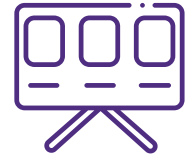
It takes a village to prepare for a new school year. During the past summer, staff members across our Division worked hard to get ready for residence move-in days and the beginning of classes. This included everything from preparing course packs to reopening Campus Eateries, and more. From everyone in Housing, Hospitality Services, and Retail Services, we were excited to give everyone a warm welcome (or welcome back) to Western.

LINK TO VIDEO: <https://youtu.be/WqWDVzMO-hA>



2

weeks of filming
and production



2

storyboard
drafts



25

set locations



45+

calendar invite
recipients



9,000+

views on social media

Your Voice, Your Team, Your Western

By Claudia Mendez | Human Resources Coordinator, HAS

We want to hear from you! The 2020 WE SPEAK Survey is coming January 28 to February 14, 2020. While participation is optional, we encourage you to use this opportunity to express your views and have your voice heard. The survey is confidential and conducted by an external Canadian company. No individual results will be provided to Western.

The WE SPEAK Survey is designed to provide Western staff and faculty members with an opportunity to answer important questions about their day-to-day work experience in order to identify what is working well and where there is opportunity for improvement. Questions will focus on your work, your department and the University. The higher the participation rate in the survey, the more reliable the information becomes. Your answers will help

to understand employee engagement within Housing and Ancillary Services and across Western.

The last WE SPEAK Survey was conducted in 2017. Since then, based on the survey outcomes, a number of 'We Act' initiatives have been developed and implemented across different departments in our Division to improve internal communications, employee development, etc.

Your views are important to make the Division of Housing and Ancillary Services the best it can be. Your participation in the survey is highly valued and appreciated. So please, don't miss this opportunity!



Why I Give...

Janet Smith | Manager, Employee Communications, Hospitality Services

I consider myself lucky... I have a great career here at Western; I have a strong supportive family; my children are happy in their lives, and I have an incredible group of friends who are there for me no matter what. Unfortunately, not everyone in our community is as lucky and sometimes may need a helping hand. That's where United Way comes in. After learning more about United Way over the years and the incredible work they do within our community, I knew I wanted to get involved, show some local love and make a difference in our London community.

I don't know about you, but I find the fact that London has the 3rd highest child poverty rate in Canada extremely disturbing. That translates to one in every five kids lives in a household where the family struggles between being able to pay rent and put food on the table. The number of youth experiencing homelessness in our city is also growing—and they're getting younger all the time. Barriers to education is another huge issue in the London area.

How can we help? First off, personal

pledges via payroll deduction—can't get much easier than that! Did you know that \$365 (\$1 per day) provides a year of nutritious snacks for two kids?

Like many departments on campus, our Division has also become very involved with United Way over the years. We host and support a variety of events around campus. It's important to note that all funds raised in London, stay in London.

On October 10, the Show Your Local Love Fest kicked off the Western 2019 United Way campaign on the UCC Concrete Beach. It was a perfect day... the sun was shining and there was excitement in the air. After the formalities, participants were able to listen to live music while enjoying a bowl of chili and a cup of hot chocolate, and do some shopping with the local community-minded vendors. They could play jumbo board games, follow the chalk artist, and learn about the first annual Student StairClimb at Saugeen while enjoying some cotton candy, compliments of our Housing team. There was certainly a buzz in the air and a great feeling of community.

Next up was the annual ScotiaBank StairClimb. This year, 18 teams from Western participated including a couple of HAS teams, raising a total of over \$10,000. We tackled the 472 stairs at One London Place, some in just over three minutes and others in about ten minutes. I'll let you guess which one was me. :)

Since the ScotiaBank StairClimb fell during Reading Week, our Housing team, in

one in every five kids live in a household where the family struggles between being able to pay rent and put food on the table.

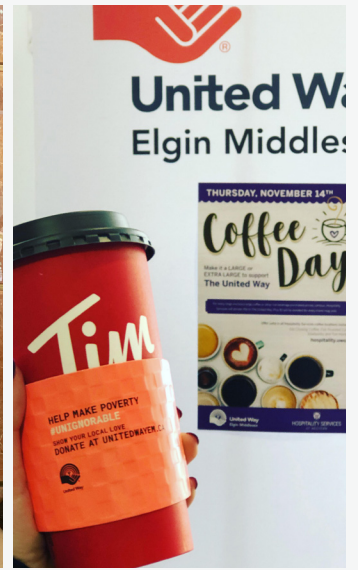
partnership with United Way Elgin Middlesex, organized a student StairClimb right here on campus at Saugeen-Maitland Hall Residence, the week when the students were back. It was a great turnout, with over 150 climbers. Fun was had by all.

For the past 17 years, Hospitality Services has hosted Coffee Day for United Way in our Campus Eateries. For every large or extra large hot beverage sold, we donate 25 cents to the United Way. To help us generate more awareness about United Way, we invite different members of the Western community to give us a hand behind the counters in some locations, serving coffee. This is always a bit chaotic for our staff, but also so much fun! This year's recruits included President Alan Shepard, the USC and SOGS Executives, Kelly Ziegner (CEO, United Way Elgin Middlesex), members of our Western Mustang Football team and of course, some of our HAS leaders—Chris Alleyne, Lina Wang, Glenn Matthews and Chris Bumbacco. Hmmmm... now we know who to call if we're in a staffing shortage! So grateful for all of our "recruits" and our HS staff and management, who always make this a successful and fun event.

On Saturday, November 16, we hosted the 8th Annual Beach Volleyball Tournament for United Way, at Spikes Indoor Beach Volleyball. In total, 13 teams from campus and the London community participated in this extremely fun event. Lydia Poutney, Development Officer of United Way Elgin Middlesex, kicked things off with a warm welcome and a brief talk about United Way. Then it was time to play some beach volleyball. There was some competitive volleyball and some not-so-competitive (again, I'll let you guess which category I fell into!).

There were a lot of laughs, a little exercise and some great camaraderie, all while raising money for a very worthy cause. Please consider joining the fun next year!

There are lots of other initiatives happening within our Division over the next couple months. I encourage you to speak to the United Way Champion in your Department to find out how you can participate and get involved. Remember, every little bit helps and together, we can make a difference in our community. unitedway.uwo.ca



Elimination of Plastic Bags

By **Stephen Cribar** | Associate Director, Sales and Communications, Retail Services



Western Retail Services (WRS) will begin eliminating plastic bags from our operations starting in 2020. This move will take away about 25,000 large Book Store bags and 50,000 small t-shirt bags that were given out at the Book Store, Computer Store, and Books Plus every year.

Customers will have the options to bring their own bag, or purchase a reusable bag. The Book Store is looking into offering a bag priced at under \$1, and already have a number of options from \$1.29–\$2.50 available in the store.

A Community Bag program is being developed, inviting customers to bring in their excess reusable bags and leave them for other customers to use. We'll also partner with businesses to provide reusable bags as a form of marketing.

WRS will be working closely with Sustainability at Western and EnviroWestern in the implementation and communication of the initiative. By incorporating responsible practices like this into our operations, we're making our contribution to minimize the impact on the environment.



About Your T4

By **Kris Worton** | Payroll Coordinator, HAS

As tax season is quickly approaching, we would like to remind everyone that your T4 Form will be available online through [My Human Resources](#) no later than February 28, 2020. Electronic delivery is fast, secure, and allows printing tax slips at your convenience.

Should you prefer a paper copy mailed to your home, please follow the next steps:

1. Login to [My Human Resources](#)
2. Select the T4 tile from your home page
3. Select T4 Consent
4. Select the box "Check here to withdraw consent"

This is also a good opportunity to make changes in [My Human Resources](#) such as address, phone number and emergency contact information. We suggest that you take the time to do so.

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

Employee and Family Assistance Program

By **Claudia Mendez** | Human Resources Coordinator, HAS

The Employee and Family Assistance Program (EFAP) is a voluntary support service, provided by Morneau Shepell that can help you to optimize your current wellbeing, or to take the first step towards change.

EFAP services are available to ALL Western employees, including part-time staff. At no cost, you and your family members can access immediate support to find solutions to the challenges you face at any age and stage of your life. Services are confidential and can be provided in a wide variety of languages.

EFAP services fall into two categories: counselling services and work-life services

- Counselling is a professional service that provides confidential personal assistance for work, health and life issues such as addiction, anxiety, depression, relationship problems, or work stress. The services are provided by experienced, Masters-level counsellors. In-person counselling locations are available in London and surrounding communities. Counselling can also be provided through telephone, e-counselling, video, online chat, online group, online programs, and app-based.
- Work-life services may be offered in conjunction with counselling services or on their own. These services provide guidance for common life problems such as financial and legal issues, family support, child and elder care, nutritional concerns, health coaching, or naturopathic support. Work-life professionals, such as lawyers, advisors, and coaches, are accredited or certified in their field. While consultation-based services are usually delivered over the phone, many work-life services can be accessed independently through reading material and online tools.

How to access EFAP?

You or a family member can contact Morneau Shepell by phone at 1-844-880-9142 or through the My EAP app to be connected with appropriate support. Identify yourself as a Western employee or if a dependent is calling, they should identify you as a Western employee to access services.

If you are experiencing a crisis situation, you can speak to a counselor right away. Otherwise, a meeting will be scheduled within one to five days. To access online EFAP services:

- Go to www.workhealthlife.com and choose your organization—Western University.
- Look for the Register link.
- Complete the registration page, creating a password.

Western knows that when you and your family are well, you can bring your best self to work. EFAP is part of the efforts to continuously support you and your family's well-being.

