

IN-HAS NEWSLETTER

ISSUE 19

WINTER 2021



MENU		VEG
<u>MEAT</u>		Naan
Bombay puri 12		Samosa
Kanani puri 12		Masala fri
		Simple fri
<u>Rice Bowls</u>		
Butter chicken 12		
Beef Keema 12		Eggplant 12
		100 pcs
<u>NAAN</u>		
Tandoori chicken 12		Falafel
Hot water 2		
CASH OR DEBIT		

# IN-HAS

Housing & Ancillary Services  
Employee Newsletter

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## Inside

- 3 OREP Affinity Based Welcomes
- 4 Western Eats!
- 6 Mental Health and Well-being Resources
- 8 Cowgirl Up!
- 10 Food Trucks Come to Western Campus
- 11 Help HAS IT, Help You
- 12 Under the Big Top: The Art of Unordinary
- 14 The Most Wonderful Time of the Year: Move-In 2021
- 15 Books to Look For

## Calendar

December 22	Residences close at noon for holiday
January 2	Residence re-opens
January 3	Winter Term classes begin
February 19–27	Spring Reading Week
April 8	Winter Term classes end

## IN-HAS Newsletter Committee

Evan Hamza, Brittany Salter, Lina Wang  
and Lindsay Wiley

Graphic Design by Ryan McLarty

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

Hello colleagues,

This fall our campus community did something extraordinary—we adopted an ambitious vaccination mandate for students, staff and faculty against the COVID virus. This decision was bold, but necessary. It positioned Western as a trail-blazing institution in the country and ensured our administrative policies and procedures were guided by scientific evidence. As of October 18, more than 98% of the campus community is fully vaccinated. This is incredible.

Thank you to all of you who have submitted your proof of vaccination and are following our protocols in order to keep one another safe. Your continued efforts enable all of us to work safely on campus.

With the fall term nearly over, I want to share with you some personal reflections and observations from the past few months. Our return to campus has gone well and we are excited to continue with in-person classes, programming, services and supports offered on campus in January.

I'd be remiss not to mention that the University continues to place the highest importance on health and safety. As is widely known, Western has put in place a wide variety of protocols and processes since the start of the pandemic to enhance safety on campus, including a pilot project for early detection of COVID in residence wastewater this fall.

In the Division, we saw some remarkable leaps of ingenuity from our staff. Just to spotlight a few here:

- Conference Services' smooth operation of the outdoor tents and seamless shift to a digital engagement platform.
- Housing's execution of a 4-day move-in circuit, which included the addition of COVID vaccination screening.
- Retail Services' efficient consolidation of the Campus Computer Store into the Book Store and successful relocation of Graphic Services.
- Hospitality Services' intrepid rollout of the WesternEats app, which stamps the dawn of mobile ordering on campus.

Regardless of your role in the Division, there is no doubt you have been presented with challenges and changes that none of us could have imagined. Your dedication to your work, our students, and each other has been the real headline of 2021. I am so proud of the way we have navigated this moment in time and I look forward to seeing many of you back on campus in January.

I recognize that stress is an inevitable part of our work and daily lives, yet some members of our community have experienced extra stress this year due to disturbing events across the country, on our campus and around the world. These events have prompted discussion on our campus about issues of racism, sexual violence, geopolitical bias and Indigenous discrimination. The conversations have been enlightening, yet challenging, even as they are vitally important to our campus and country. We will continue this dialogue, engaging respectfully with one another and listening with empathy as we strive to create a more inclusive campus.

On behalf of the HAS Leadership team, I'm grateful for everything you do for our community each and every day. I hope this winter break brings you lots of joy, rest and relaxation.

Chris Alleyne  
Associate Vice-President

# OREP Affinity Based Welcomes

## Alisha Moosajee

Community Development Coordinator, Office of Residence Education and Programs

Over the fall term, the Office of Residence Education and Programs has facilitated four affinity-based welcomes for students in residence. These included a Black and Racialized Student Welcome, Muslim Student Welcome, LGBTQ+ and Ally Student Welcome and an Ayukwanktiyóhake' (Indigenous & Ally) Welcome. Allies were also invited to attend all welcomes to encourage citizenship, community building, appreciation, celebration and learning. Research demonstrates that providing opportunities for affinity groups who share lived experiences to connect with each other leads to a sense of belonging on campus and helps to build capacity for personal resilience.

The team received positive feedback from all

attendees as well as upper-year mentors present, expressing their gratitude toward creating safe spaces to share and express their authentic selves. At the Black and Racialized Student Welcome, Michelle Young, the co-founder of the Black Students' Association at Western nineteen years ago, was delighted to see continuous affinity community building on campus.

The team is excited to continue their successes year-long with more community gatherings for students in residence to connect with like-minded peers and resources, and to develop their sense of belonging at Western. Staff looking to get involved and offer mentorship are encouraged to look out for an OWL announcement with more details. ●





# Western Eats!

**Craig Clifford**

Operations Manager, Hospitality Services

Hospitality Services launched its new mobile ordering app “WesternEats” in September. This app can be downloaded from the App Store and Google Play and to date, over 4,500 users have done just that.

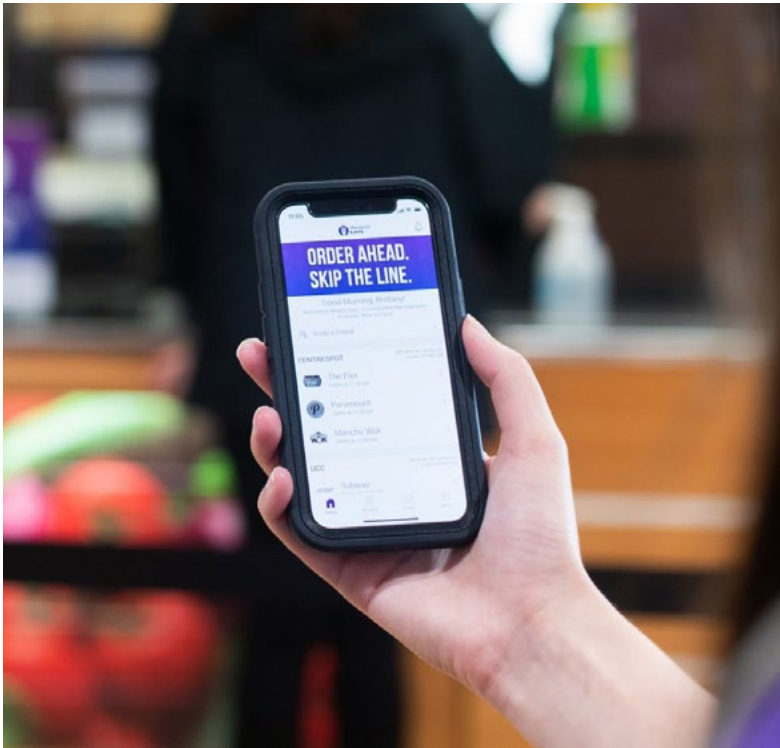


The app allows customers to “Skip the Line” by ordering ahead and paying for their food and beverages from a wide variety of Campus Eateries including Starbucks on UCC’s lower level, Subway, Centre Spot (The FIXX, Pita Pit, Paramount, Manchu Wok) and Lucy’s (Quesada, Noodle Box and Bento Sushi). This lineup will continue to expand across campus once the overall benefits of the program become clear.

This user-friendly app offers easy payment options for meals, snacks and beverages including debit, credit, or campus meal plan and provides an order history that allows customers re-order their favorite meal with just one click! Eventually, the app will also feature a loyalty program that offers users future discounts on select items and eateries.

Given the reduced capacity for indoor dining and the need for social distancing due to the pandemic, food ordering apps have seen an explosion in popularity over the past year and a half. Additionally, the hospitality industry overall has been hit hard with labour shortages furthering the need for simplified food ordering and payment options.





When ordering online with WesternEats, the customer is told that their order will be ready and available for pick-up in seven minutes. In an extremely busy time, the supervisor of the unit has the ability to push that time back by up to 15 minutes. On the other hand, the user can also order at any time early in the day and ask for a specific pick-up time for their order. The program catches this, then provides the order at the location seven minutes prior to pick up. A very slick experience for both hospitality services and the customer.

So far, the feedback from staff and students utilizing the program has been great! On November 8, we went from soft launch to hard launch with financial incentives to download the app and a social media campaign that let's our customers know about the incentives. Step aside Uber and USC, WesternEats is ready to take over!

Visit [food.uwo.ca/westerneats](https://food.uwo.ca/westerneats) for more details ●

# Mental Health and Well-being Resources

**Lindsay Plaisant**

Manager, Employee Well-being, Human Resources

No matter where you are on the mental wellness continuum, there are programs, services, and resources here to support you.

The **Living Well @ Western** program was launched in 2015. Since then, we've seen growth of the program through a lunch-hour fitness class, on-site wellness breaks, lunch and learn workshops, and special events. More recently there have also been outdoors wellness activities, offering yoga, open track and music coffeehouses at Western Alumni Stadium. The past 18 months have brought opportunity to meet more employees where they are at—physically—through virtual programming. Recorded sessions are available through the Living Well @ Western website which also features additional links and resources within Western and within our London community. [uwo.ca/hr/safety/well-being/wellness/living\\_well](https://uwo.ca/hr/safety/well-being/wellness/living_well)

**LifeWorks** (Employee (and family) Assistance Program) is

available to all Western employees and offers confidential clinical and non-clinical supports around counselling, dietetic services, naturopaths, and legal services. As an adjunct, LifeWorks also has a wellness platform. The wellness platform is customizable in the content you receive, so that it is relevant to your interest and needs. Resources come in all formats—articles, videos, and podcasts. If you are looking to make a positive change in your personal life, you can also launch an Individual Habitude Challenge. These challenges are also customizable, and you can choose the behaviours you want to track. [uwo.ca/hr/benefits/eap](https://uwo.ca/hr/benefits/eap)

The **Internal Wellness Rewards** Program was launched this year and it is an opportunity to supplement points earned on the LifeWorks wellness platform; you can also participate in this program independent of LifeWorks. If attending a wellness event, you may receive a participation code that can be entered on the MyHR portal. Earning points on the LifeWorks platform and through the Internal Wellness

Rewards Program increases your chances of winning a prize from one of our great internal partners through our weighted monthly draw. [uwo.ca/hr/benefits/eap/rewards](https://uwo.ca/hr/benefits/eap/rewards)

A **Mental Health E-Module** was launched this fall. This module is 15 minutes in length and provides participants with a basic understanding of mental health issues and of available campus and community resources. It covers the signs that you may see in someone who is experiencing mental illness and the steps to follow to support them. It is available to all Western students, faculty, and staff. [owl.uwo.ca/x/ea7K55](https://owl.uwo.ca/x/ea7K55)

The office of **Employee Well-being Western** encompasses both supportive and proactive services and programs to help you be your physical and mental best and aims to assist employees returning to or staying at work. If an employee is experiencing challenges outside the scope of EAP, Employee Well-being can help employees navigate other resources,

and the office is also working to develop service agreements with community agencies to ensure timely access to services that are inclusive and representative of our diverse Western community. Furthermore, through advocacy, promotion and education, Employee Well-being is supporting the adoption of The National Standard of Canada for Psychological Health and Safety in the Workplace. [uwo.ca/hr/safety/well\\_being](https://uwo.ca/hr/safety/well_being)

The **Western Workplace Health Clinic** provides occupational health surveillance, occupational and non-occupational medical care and treatment, and a safe space to share both work and personal health concerns and/or issues. [uwo.ca/hr/safety/well\\_being/workplace\\_health](https://uwo.ca/hr/safety/well_being/workplace_health)

Mental and emotional health is health. If you are looking to be proactive, are feeling less like yourself or are struggling with your mental well-being, you do not have to go it alone. ●

“

*The absence of mental illness doesn't mean the presence of mental health. Even if you're not depressed or burned out, you might be languishing—feeling a sense of emptiness and stagnation. Meh. Naming it is a step toward lighting a path out of the void.”*

– Adam Grant





# COWGIRL

# UP

**Tegan Pfaff**

General Merchandise Buyer, The Book Store

One of the many rewarding aspects of working in retail services is developing new and exciting partnerships with local and sustainable suppliers. Since 2019, the Book Store at Western has collaborated with the locally based company, Cowgirl Up with Green. Established in 2016 by equestrian and entrepreneur, Tanya Waltoo, Cowgirl Up is more than a brand; it's about a lifestyle. Continually expanding her line, the company sells stock clothing, accessories, spa products, and more, but will collaborate with groups and retailers to cobrand or source particular offerings. Regardless of stock or custom products, the focus for Cowgirl Up is always on versatility and high-quality garments that can keep up with anyone's active lifestyle (without sacrificing fashion!).

The first Cowgirl Up garments introduced at the Book Store were high ponytail caps and toques. Tanya developed her high ponytail headwear to meet the needs of her long workdays. Riding racehorses in the morning meant she needed headwear that could keep her looking fresh and ready to continue meeting clients, head out to gift shows, etc. Since 2020, our offerings from Tanya have expanded into cobranded crop tops, and by 2022 will include versatile full-zip hoods, leggings, and shorts. Like all her products, quality and functionality is key as the shorts and leggings include many pockets and can withstand an active lifestyle. ●







# Food Trucks Come to Western Campus

**Craig Clifford**

Operations Manager, Hospitality Services



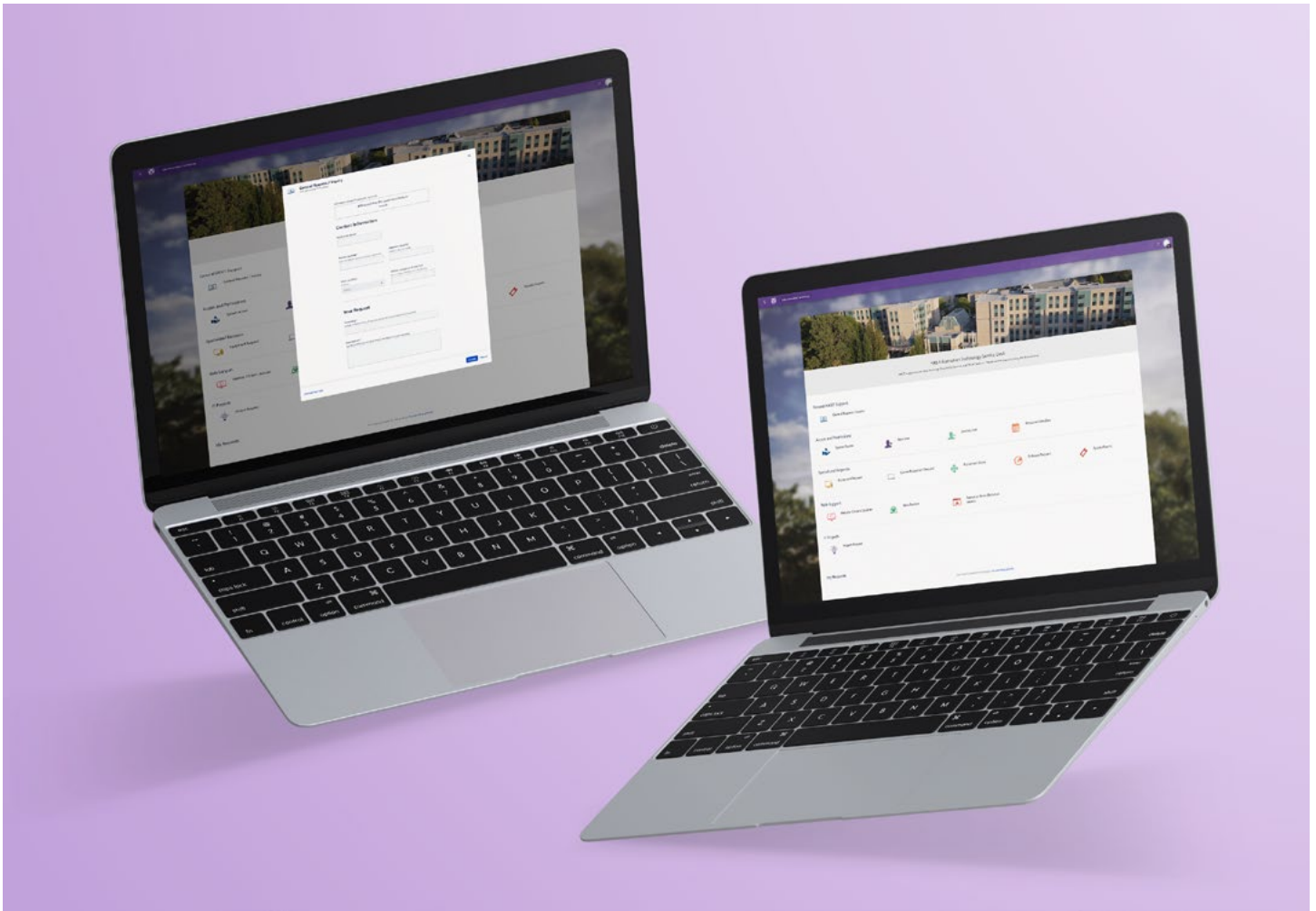
The food truck phenomenon has certainly been wildly popular in the local community, at special events, even weddings and now Western campus! There is something about eating indulgent foods from a truck that lures us in, whether it's that gooey poutine with squeaky cheese curds and savoury gravy, or if you have a sweet tooth, maybe it's the ice cream man, Beavertails or the Donut Diva that tempts you.

In 2020, we introduced Western's very own food truck, the Angry Goose, operated by Great Hall Catering. Synonymous with the territorial geese that don the Western grounds, we thought it was an apt name for the food truck which offers a variety of menu items that change every few weeks. With a number of buildings across campus currently under construction this fall, including Somerville House (Lucy's) and Weldon Library, the eateries at these locations were not ready to open until later this term or early the winter term. Additionally, pandemic safety measures also contributed to longer wait times at some eateries (hand sanitizer, physical distanced lines, capacity limits). Like many other sectors, Hospitality Services is also trying to recruit staff to fill vacancies that were created over the pandemic, which has been a challenging process.

Considering these factors, we decided to supplement our campus food operations by bringing in a number of popular food trucks from the London community, in an effort to offer more food options during the very busy lunch period.

To date, we've heard nothing but positive remarks about the food trucks. We've noticed students posting (on social media) the pictures of their lunch from these food trucks and sharing with their friends. The vendors have also commented about how wonderful and courteous the students have been. Our campus community has certainly embraced the concept of these additional food trucks on campus.

The University is currently developing Kent Walk North (in front of McIntosh Gallery and Physics & Astronomy). This new 'walkway' will be utilized as a food truck alley in the future. ●



# Help HAS IT, Help You

## Ross Beatty

Manager of Software Development, HAS Information Technology

The HAS IT team is launching an online helpdesk to modernize how we receive your IT requests, small or large. This solution is a key strategy to support the continued delivery of high-quality IT service and support to the Division of Housing & Ancillary Services in a timely manner.

The challenge to maintain high standards of service and support is increasingly difficult. Numerous technologies are leveraged each day as our businesses innovate and adapt to enhance the student experience. Our digital ecosystem is highly complex and continues to grow. This technology dependence clearly identifies a core need to streamline engagement between HAS IT and departmental users.

HAS IT is leveraging the Jira Service Desk ticket system, currently used by WTS and many other campus partners, to meet this need. It provides better insight into the status of requests and facilitates efficient communication as your request progresses.

HAS users can quickly submit requests using one of the many online forms at [hasit.uwo.ca/servicedesk](https://hasit.uwo.ca/servicedesk). These forms guide users through the details of many common requests (e.g. requesting new hardware or software, adding or removing a user, communicating website updates, proposing an IT project). There is even potential to develop an accompanying knowledge base specific to the technology issues and systems in our division.

A group of employees selected from various HAS units started piloting the service desk in mid-November. A full launch of the system will begin in the new year when Jira Service Desk will become the primary contact for all HAS IT requests.

We look forward to supporting the continued success of our division to provide the best student experience in an increasingly digital world. ●

# UNDER THE BIG TOP - THE ART OF UNORDINARY

Cliff Fielder  
Conference Services Manager



## JULY 1, 2020 – TENT STRATEGY TAKE I

**Vision: Set up outdoor gathering spaces across campus for staff and students to safely gather. Identify space, equip with furniture and operationalize.**

During the summer of 2020 in response to the emerging pandemic, leaders from across Western wanted to encourage outdoor gathering spaces for staff, faculty and students.

Over an eight-week period, we identified a tent supplier, secured permits, created fire safety plans and began sourcing furniture from across North America. The ten campus and residence tent spaces needed to be in place for the start of the academic year, so that safe gathering habits would be created from the beginning.

Tables began arriving from as far away as Quebec, North Carolina and Alberta. Adirondack (Muskoka) chairs were sourced locally from a manufacturer in Stratford, but their inventory was spread across Southwestern Ontario. Sixty chairs arrived from eight different locations from Kitchener to Grand Bend.

As the tent project began to take off, it came to a screeching halt as we felt the full thrust of another COVID wave.

## JULY 1, 2021 – TENT STRATEGY TAKE II

**Vision: Learn from 2020... review tent locations to encourage usage, set up outdoor gathering spaces across campus for staff and students to safely gather, equip with furniture and operationalize.**

As Western prepared for a full return to in-person learning and the health and safety practices remained in place, we were reminded by a senior leader that, “this could be for an extended period of time”. No one could fully predict with certainty what the fall would look like, but the tent strategy would support the desired outcomes. Thirteen tent locations with almost 500 socially distanced seats began to take shape to support safe gathering spaces. This provided a way forward to once again host in-person events.

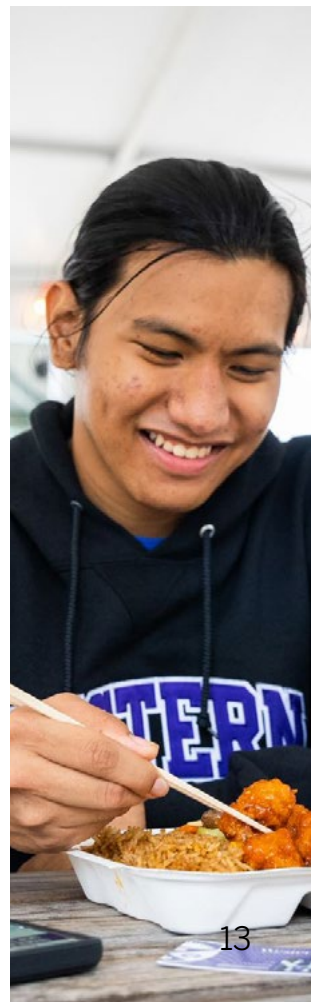
As we educated the campus community about what was allowed and acceptable, we began planning outdoor meetings and events, supported by Facilities Management, Great Hall Catering and HAS IT. Tent restrictions were limited to a maximum of 100 people which was more than we had seen in over a year. The weather co-operated! It was a beautiful fall, and from mid-August through October we were able to host almost 50 staff and student events. Over 2,600 people visited the main campus tent locations and countless other events took place at the residence and stadium locations.

Key learning: people want to be outdoors, students wanted to be outdoors studying, and you would rarely walk by one of the campus tents and not see dozens of students studying or connecting with friends over lunch and enjoying the Western student experience.

There is nothing unordinary about what we can support or do. Conference Services can help the vision come to life and we're thrilled to be able to support the tent strategy.

## JULY 1, 2022 – TENT STRATEGY TAKE III

..... to be continued ●



# The Most Wonderful Time of the Year: Move-In 2021

**Allie Brosel**

Housing Operations Coordinator

Move-in has unsurprisingly looked different over the last couple of years, but the pandemic hasn't stopped us from providing the best welcome we can to our new students and their parents/guests. Despite being a larger group moving in this year compared to last, we were able to uphold public health measures to ensure the health and safety of all involved.

Over an extended 4-day period, we welcomed a full first-year class of 5,235 students and their helpers. With pre-booked timeslots, two helpers per student, 60 walkie talkies, and an energetic group of Dons and Sophs, each day was a great success. This success was also greatly due to the cross-functional group of leaders meeting bi-weekly, and eventually weekly, throughout the summer. This group was on their toes up to the last hours before move-ins began with COVID-19 provincial regulations being finalized.

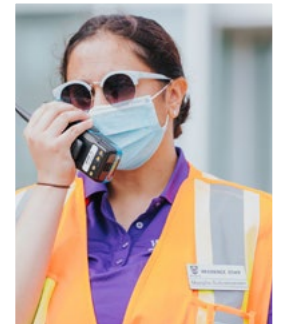
The first step in the move-in process this year was the most unique—vaccination verification. Students are required to be fully vaccinated to live in residence. Each student was directed to a specific parking lot at the beginning of their pre-selected timeslot. Here, nurses from Student Health checked their vaccination status. If students were not fully vaccinated, they were provided further direction for completing the process.

From there, students drove to their assigned residence where they were greeted by Dons and enticed out of their cars by excited Residence and Faculty Sophs. During the following check-in process, they received their Western ONECard, room key, laundry card, OPass wristband, and a fanny pack with disposable masks and hand sanitizer. Communication via walkie talkie between Dons at the vaccination lots and Dons in residence kept the process at the residences running smoothly.

The pre-booked timeslots helped ensure physical distancing and our own staff's ability to sanitize frequently. Some times were certainly slow, though, with the 4-day spread. Long and slow 9:00 a.m. to 9:00 p.m. days at buildings like Saugeen had Front Desk Staff, Dons, and Sophs sometimes drained of their typically high levels of energy. Not as many first-year students were arriving at certain times of the day, creating a lull in excitement and motivation.

Lulls at some times of course meant long lines at vaccine verification lots during others. It was interesting for those of us who planned the new process to see how it all played out. It was overall successful and we appreciated the positive attitudes of students and parents. The vaccination requirement helped ease the minds of both parents and the students as they began this new life chapter.

Without knowing exactly what next years' move-in holds, I think we can say that, like any year, we learned some lessons that will guide improvements. We may have some shorter days, or fewer days. The pre-booked timeslots are certainly here to stay. Even without physical distancing requirements in the future, regulating how many students are moving in at certain times has great benefits for all. ●





## Books to Look For

**Stephen Cribar**

Associate Director, Sales & Procurement, Retail Services

### Atlas of the Heart Mapping Meaningful Connection and the Language of Human Experience

By Brené Brown

In her latest book *Atlas of the Heart*, Brené Brown dives into a range of human emotions: anguish, wonder, awe, anxiety, envy, jealousy, resentment, compassion, and more. She explores eighty-seven of the emotions and experiences that define what it means to be human and walks through a new framework for cultivating meaningful connection. This is for the mapmakers and travelers in all of us. It has been picked up by HBO Max for an 8-episode series.

### Speed and Scale

By John Doerr

To solve the seemingly insurmountable climate crisis, we have to take collective action, drive societal change and accelerate the net zero economy using a plan of speed and scale. And we have to start now. In *Speed and Scale*, award-winning author and investor John Doerr convenes the world's foremost change-makers to show us how we can, if we fully commit to a high-stakes action plan, cut carbon emissions in half by 2030 and reach Net Zero by 2050.

### Fight Night

By Miriam Toews

From the bestselling author of *Women Talking* and *All My Puny Sorrows*, comes a compassionate, darkly humorous, and deeply wise novel about three generations of women. Alternating between the exuberant, precocious voice of young Swiv and her irrepressible, tenacious Grandma, *Fight Night* is a love letter to mothers and grandmothers, and to all the women who are still fighting—painfully, ferociously—for a way to live on their own terms.

### The Apollo Murders

By Chris Hadfield

Colonel Chris Hadfield is one of the most seasoned and accomplished astronauts in the world and *The Apollo Murders* is his debut thriller. Full of the fascinating technical detail that fans of *The Martian* loved, and reminiscent of the thrilling claustrophobia, twists, and tension of *The Hunt for Red October*, *The Apollo Murders* is a high-stakes thriller unlike any other. Hadfield captures the fierce G-forces of launch, the frozen loneliness of space, and the fear of holding on to the outside of a spacecraft orbiting the Earth at 17,000 miles per hour as only someone who has experienced all of these things in real life can.

