



# IN-HAS

## Housing & Ancillary Services Employee Newsletter

### Happy Holidays!

Happy Holiday Season! As the 2017 year draws to a close, it's a great time to reflect on what we've accomplished. I feel fortunate to work with such a capable team of individuals who all contribute to Western's and our Division's overall success. I certainly value and appreciate each member of the Housing & Ancillary Services team and recognize we wouldn't be where we are without the contributions made by each of you. Thank you for all you do. My door is always open to you.

With your collaborative team work, we welcomed 5,100 new students to the campus this past fall. Our various areas including Health Services, Retail Services, Hospitality Services and Housing all assisted our students in settling into university life. We are pleased to have three new physicians to provide medical support to students and staff; an exciting new face-lift in shelving and displays in The Book Store; a brand new servery area in Perth Hall; and lots of ongoing renovations within the residences and apartments. While these physical changes are appealing, we take great pride in having earned a strong reputation over many years for being collaborative in, and supportive to many University-wide programs. Just to name a few, these include the provision of mental health support, crisis intervention, and campus entrepreneurial initiatives.

In the recent released Maclean's University Rankings 2018, Residence at Western has again been rated #1 for student living in the Medical/Doctoral category, third year in a row. Our Hospitality Services team was also proud to be ranked as #2 in Ontario and #4 overall in Canada for great food amongst 49 institutions nation wide.

We want our reputation for excellence to continue to grow. In 2018, we will be hosting the Ontario Summer Games and the Canadian College & University Food Service Association (CCUFSA) conference. Your knowledge and experience, combined with our values and commitment, are truly what enables us to grow and prosper, and best serve the students, faculty, and staff at Western. Sincere thanks for your commitment.

I wish you and your family a heartwarming holiday and a relaxing, well-earned break. I hope to see you at the HAS Festive Celebration on Sunday, December 17. If I don't see you in person, have a wonderful holiday season and best wishes for a Happy and Healthy New Year.

Peggy Wakabayashi  
Associate Vice-President (Acting)

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### Mark your Calendar!

- Festive Celebration..... Dec. 17
- Residence Closes .....Dec. 22
- Residence Opens..... Jan. 7
- Family Practice Clinic Opens..... Jan. 2

### IN-HAS Newsletter Committee

Stephen Cribar, Jim Dunkin, Cynthia Gibney, KD Grainger, Pam Kenward, Calista Powell, Claudia Mendez, Janet Smith and Lina Wang

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

Graphic Design by Kelly Hunt

# THE Value OF Pets

Alison Keeney MSW, RSW | Residence Counselling



## It is not hard to think of the value of pets!

Pets can offer unconditional love, support and acceptance, and this can help to combat depression and loneliness. Pets require someone to look after them which provides people with a sense of feeling wanted, needed and as though they have a purpose.

Studies have shown that owning a pet can help to get elderly people out of bed in the morning when they might not otherwise have a reason to get up and start their day. An animal's natural routine can help individuals to stay on track. Pets can also help to keep people active leading to better overall health. People are more likely to go for a walk and enjoy the outdoors when they have a pet anxiously awaiting an adventure!

Pets' fun and spunky personalities, combined with their affectionate nature, can lead to feelings of happiness. It is difficult not to have a smile on your face when you have an excited pet waiting to greet you whenever you walk through the door. Pets can also help to calm anxiety as having a pet lay by your side or fall asleep on your stomach can be soothing.

Researches have shown that the support from pets may mirror some of the elements of human relationships known to contribute to health. Ever noticed that being in the presence of a pet enhances social interactions with other people? Pets often act as social catalysts leading to greater social contact between people.

You have probably walked through a neighbourhood where individuals were out with their pets and stopped to pet a cute dog and ask the owner the name and breed. Studies have shown that owning a pet not only results in more socialization within neighbourhoods, but also a greater perception to observers that the neighbourhood seems friendly. People with physical disabilities, who may be more at risk of social isolation than their more able bodied peers, can also greatly benefit from the companionship of an animal.

Petting an animal can lower your blood pressure, decrease your stress level and boost levels of serotonin and dopamine. Therefore, if you are in need of a morale boost, find an animal to spend some time with!

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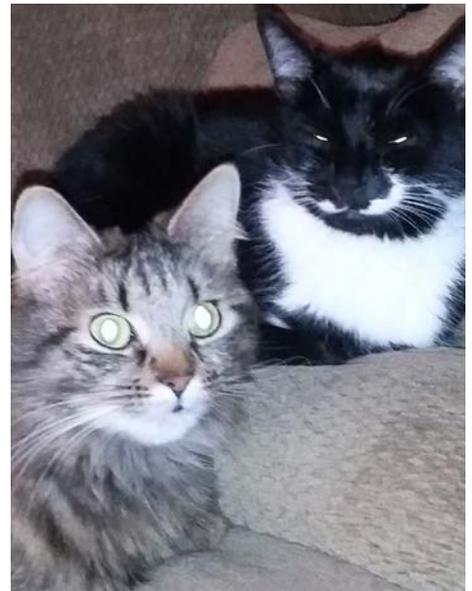
McNicholas J, Gilbey A, Rennie A. *Pet ownership and human health: a brief review of evidence and issues*. *BMJ* 2005; 331: 1252.



**Alison Keeney** is on the hunt for a Morkie! Morkies are a cross between a Yorkshire Terrier and a Maltese. They are a small breed dog and typically weigh around five to eight pounds when fully grown. Alison is currently an aunt to a sweet male Morkie named Bardo whom is pictured on the deck.



**Kylie Hilliard** and her fiancé adopted a dog named, Dorito, last winter from ARF Ontario (pictured outdoors). Dorito is very social. He looks forward to greeting new people while out on walks and laps up attention and praise. Dorito and Kylie are currently on the waiting list to be certified as a Therapy Dog and Handler. Dorito loves giving sloppy kisses and cuddles and Kylie is looking forward to sharing him with the community! Kylie also has a beloved cat named Pizza Pocket.



**Lisa Smith's** family owns two dogs—Charlie, a 12-year-old Jack Russell Terrier, and Olive, a four-month old Jug (Jack Russell - Pug cross). Olive came into Lisa's family's lives to help make Charlie's life more fun, but Charlie is still on the fence about that one! In addition, Lisa's family owns two cats, Maddie and Molly, who spend a lot of time together. Her animals are posing in the kitchen and on the couch.



**Brenda Simpson** has a cat named Kitty H. She is six years old and a rescue. Kitty H loves to spend time outdoors and is pictured on the stairs.



**Chris Mellon** lives happily with two multi-talented Cairn Terriers pictured on the chair – Brodie and Jake.

If you are looking to add a new and positive focus to your life, invest in a pet or spend some time with a friend or family member's pet, and remind yourself that you are valued and capable of doing more than you might think!



## Calling on Indigenous Students to Identify

**Amanda Viveiros** | Social Media and Communication Coordinator, Housing

The Housing team is always looking for initiatives and innovative ways to make our residences home and better service our students. This year, for the first time, Residence at Western is offering an Indigenous-focused living-learning floor called 'AYUKWANAKTIYÓHAKE' AND ALLY COMMUNITY' (Indigenous and Ally Community) for members of the First Nations, Métis and Inuit communities as well as their allies who want to learn about Indigenous culture, history and identity.

### It's all about inclusivity

There are about 36 Indigenous students living throughout the residences, and five of them live on this particular interest-based floor. In the past summer, Housing was able to contact the students who identified as Indigenous to the University, and chose Delaware Hall as their building preference, to invite them to live on the floor.

In the process of design this living-learning community, Delaware Hall was identified as an ideal location for its close connection with nature. Peggy Wakabayashi, Associate Vice-President of Housing and Ancillary Services, explains, "Delaware is situated on the banks of the Thames River and is surrounded by a wooded area. It is also the closest building to Indigenous Services located in the Western Student Services Building."

Wakabayashi says that over the past 10 years there has been a steady increase in Western's Indigenous population, nearly doubling. "Though not every Indigenous student has come forward to let us know of their ancestors, so it can be hard to track."

Indigenous Services Program Coordinator, Sean Hoogterp explains why students might not identify. "They're either embarrassed by their culture because of societal constructs. They're afraid because they might not have grown up in a spiritual community, but are seeking more cultural understanding. Or, possibly, they are just private people." Hoogterp encourages more students to come out because Indigenous Services is here to support them.

The floor is not exclusively Indigenous, there are non-native students living on the native level to promote cultural living and the sharing of values, something that we are all striving for in the greater community, which is more cohesiveness and understanding. "We are living in a time where more students are identifying than ever before, and that's because society is slowly changing what it means to be an Indigenous person," explains Hoogterp. The hope is that this Indigenous living-learning community floor will encourage more students to identify with their culture, even if it means students are learning about it for the first time.

### Meet Grace Swain

Grace Swain is a first-year Indigenous student living on the floor. She identified as Indigenous and accepted Residence's offer to live on the Indigenous and Ally floor. She has confirmed the students living there have opened up to a new appreciation and understanding for the culture. Smudging in Residence is also allowed for students, as long as they let their Residence Manager know ahead of time.



Grace Swain

"It's a really great opportunity because where I live I didn't have any friends that were Indigenous. It really opened up a conversation and made a lot of people in our Residence realize a lot about what we do in our culture, such as smudging. All these supports make it feel just like a big family here," shares Swain.

Currently, Swain is applying to be a Rez Staff for her second year at Western. She hopes to become a Residence Advisor on the Indigenous floor so the values and experiences on this floor can live on. We're excited about this new initiative and the inclusive opportunity to show students that they should be proud and can identify here at Western.

# Communication is Key

Carrie Schnurr | Culinary & Training Manager, Hospitality Services

Our meeting is finished;  
Our menu has been read.  
Good work supervisor,  
Was nicely said.  
Our team has been waiting  
to say our cheer;  
So come on team  
Let's be loud and clear.  
GO TEAM!!!

If you happen to walk into Saugeen Maitland Hall around 4:10-ish, this is just one of the boisterous renditions you may hear thundering throughout the servery. The same might be said of our other Dining Halls daily between 11:15-11:30am and 4-4:15pm. This marks the wrap-up to the Pre-Service, Daily Lineup or Pre-Shift meeting. It goes by a different name in different units, but the purpose is the same. Communication is so very important to our business and having a pre-service meeting creates some structure to ensure the team knows what's going on.

This fall, we introduced a daily communication sheet which is emailed out to all Unit Managers, Supervisors, Chefs and FSA IIs at 9am every day. We believed having a template could help ensure a smooth and consistent pre-service meeting with relevant and current content. What does this look like?

Each Daily (well actually there are two, a lunch version and a dinner version) contains a customer service or food safety piece, food education piece, news and recognition.

The first portion reinforces the vision, values, culture of our Department and all components of customer service by reiterating one key theme a day.

The menu or food education piece gives detailed information about each menu item - more than just a portion size. This arms our staff with basic knowledge so that they can answer questions from customers confidently and gives our staff a starting point for conversation with customers, which in return bolsters our staff's confidence, giving them a sense of security.

Saturday Oct 21st, 2017

Cycle 4 Dinner

Use Yes Rather Than Yeah or Yup

"Yes" sounds professional and respectful. Let's save "yeah" for personal conversations and get into the habit of always using "yes" with our valued customers.

**Yeah Baby**



## Menu Items

- Striploin grilled with Chimichurri, a wonderful green sauce made with parsley, cilantro, garlic and touch of chili flakes.
- Churasco Chicken Thighs are all dark meat with a Latin American sauce made with lemon, cilantro and Piri Piri bird's eye chili paste.
- Smokey Vegetable Feijoada is a black bean vegetable stew with smoked paprika and citrus. This is a vegetarian version of Brazil's national dish which typically contains meat.
- Beef Empanada is a beef and cheese pastry pocket, a hand held treat popular in Latin American countries.
- Roasted Squash Rings are seasoned with olive oil and salt and pepper.
- Quinoa is a considered a super food because it contains more protein than any other grain.

New job postings went up on the Working at Western site on Friday and will be posted until Thursday, October 26. The following are the positions currently available:  
#11437- Food Supervisor 11 - Great Hall Catering (1 Full Time Continuing vacancy)  
#11436- Food Supervisor 11 - Residence Dining (1 Temporary vacancy)

## Homecoming is here!

Thanks to all our staff who embraced the Oktoberfest spirit and created another memorable experience for our Residence students this past week.



News, well everyone likes to know what's going on whether that be special events, fun staffing functions or occasions for celebration.

The recognition piece can be used to motivate. We can get staff excited about their job and publically praise good work by individuals.

These short, positive and interactive meetings open the lines of communication. This gives us an opportunity to make clear what our expectations are and also allow an avenue for staff to give some feedback. In addition, our Supervisors can use the moment to give a quick once over of staff to make sure they are presentable and can deal with any surprises before they happen. GO TEAM!

## Protect Yourself Online – Use 2FA!

**KD Grainger** | RezNet Services Manager, Housing

Do you worry when you read news headlines about popular services and online retailers being hacked? Many popular online brands such as Google, Facebook and Amazon now offer their users the ability to better protect the information they store online with Two-Factor Authentication (2FA). 2FA is a security method that requires two layers of authentication. In addition to your username and password, you are asked to provide a second piece of information such as a one-time PIN sent via text message. By enabling 2FA on your favorite sites, you can protect all of your private information from hackers – even if they know your password.

Once 2FA is enabled, you enter your login information as you usually would, but then you'll be prompted to enter a security code or PIN. You can receive this code in a variety of ways, depending upon the option you select during sign up, including text message, voice call, or authenticator app.

For your convenience, you may designate some of your devices, such as a home computer, as "trusted" and turn off 2FA for that device. There is only one catch with this version of 2FA – don't lose your phone!

Using 2FA wherever possible is a simple and effective way to provide more protection for your online accounts. Further, Western Technology Services plans to offer 2FA for Western accounts in the near future.



For more information about enabling 2FA on popular sites, check out the links below:

[Amazon: Turning on Two-Step Verification](#)  
[How To Enable Two-Factor Authentication on Gmail](#)  
[How To Turn On Two-Factor Authentication on Facebook](#)

For more campus resources on information security, visit [uwo.ca/its/cybersmart](http://uwo.ca/its/cybersmart)

## Bring Your MPP to Work Day

**Cynthia Gibney** | Director of Health Services

This summer, Health Services (SHS) took advantage of the Registered Nurses Association of Ontario's *Bring Your MPP to Work Day* and invited Deb Matthews for a visit. Most of the conversation focused on the mental health of students and how SHS can better serve the ever growing volume of individuals in need of support. After reviewing the clinic mission, values and goals, we also discussed the staggering statistics around the state of mental health and students in post-secondary education.

Matthews was interested in hearing about how a student's mental health can significantly impact the academic success of that student, and how important the preservation of local campus delivery of health care is to students. With that in mind,

we reviewed the numbers of practitioners we have helping students all over campus, as well as the unique partnerships we are forming with one another, and with our local community resources.

The Canadian Mental Health Association (CMHA) attendees introduced the Crisis Supports they are bringing to campus during the especially stressful times and about the impact this is having on the very vulnerable.

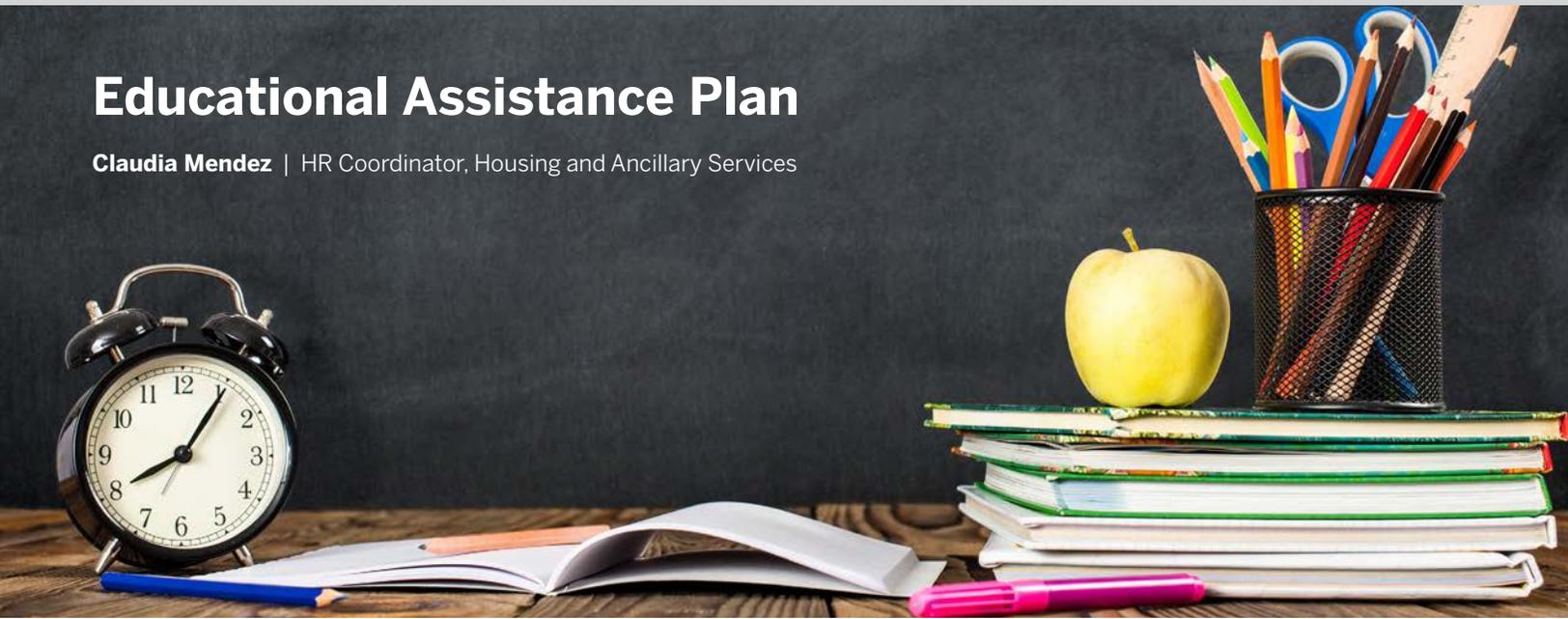
Matthews left us with hope around Ministry funding. This funding has come through and we are in the process of hiring another social worker to assist students in collaboration with SDC.



Left to right: Dr. Sonya Malone, Medical Director, Health Services; Julie Bogart, RN, Manager, SHS; Layla Assaf, RN, Canadian Mental Health Association; Deb Matthews, MPP, London North Centre; Cynthia Gibney, RN, Director, Health Services; Kathy Dance, PhD, Acting Director, Student Development Services.

# Educational Assistance Plan

**Claudia Mendez** | HR Coordinator, Housing and Ancillary Services



Western University provides eligible staff members with financial assistance for a variety of opportunities relevant to current or future career aspirations at Western.

Funding is provided for credit courses at Western or from any other accredited Canadian university or college. Other funded courses include professional development through Western Continuing Studies programs and computer training from Western Technology Services.

The educational assistance funding amounts vary by employment agreement and employee group. The 2017–2018 Educational Assistance Amounts can

be found on Western Human Resources website. It is important to note that the educational assistance plan runs on an annual basis from June 1 to May 31 and any unused funding cannot be carried forward to future years.

The educational assistance funding is offered in two different ways:

- **TUITION ADVANCE** – Applicable to credit courses at Western, Western Technology Services courses and some of Western Continuing Studies courses.
- **REIMBURSEMENT** – Applicable to courses at Canadian universities

and colleges different from Western University.

Despite how the funding is provided, it is mandatory to present a successful completion of the course(s) in order to receive (for reimbursement) or maintain (for tuition advance) the funds.

More information about the educational assistance plan and its process can be found at Western Human Resources' website. Specific inquiries can be sent to [hrhelp@uwo.ca](mailto:hrhelp@uwo.ca) or extension 82194.

## T4 Reminder

**Kris Worton** | Payroll Coordinator, Housing and Ancillary Services

As tax season is quickly approaching, we would like to take this opportunity to remind everyone to verify their mailing address in PeopleSoft My Human Resources. Western Human Resources issues T4s by the end of February each year and they are mailed to the home address that is registered on My Human Resources. If you have moved recently, please make sure your address is updated by going online.

For more information on T4 slips, please visit the Human Resources website or contact the Human Resources at [hrhelp@uwo.ca](mailto:hrhelp@uwo.ca) or extension 82194.



21-23

# SAVE THE DATE!

## 2018 Western Staff & Leaders' Conference

### February 21, 22, & 23, 2018

# Perth Hall Offering Exciting New Dining Experience

**Niki Vermeulen** | Unit Manager, Residence Dining



Students at Perth Hall were delighted to see the newly-renovated food service location as they moved into Residence this past September.

Over the summer, the kitchen, servery and dining room underwent a complete renovation creating a more aesthetically appealing space, as well as allowing more functionality. Walls and fixtures were removed to open up the space and allow for an expansion to create fresher cooking.

One key feature is a new interactive station where the students can make their own selection, and then watch their fresh food being prepared right before them. This station comes complete with a new pizza oven, glass lids that double as breath guards and wells that have the ability to function as either hot or cold. This allows the culinary team to employ different cooking methods and offers increased flexibility with recipes. The students enjoy the one-on-one interaction with the Chef and Cooks, making them feel more comfortable in making special requests and notifying the staff of any special dietary needs.

A popular addition that supports the fresh cooking concepts that we value, is the new smoothie bar. Utilizing unique ingredients such as kale, spinach, ginger, avocados and plenty of fruit and Greek yogurts, the students have diverse options to create a full meal out of a smoothie, or a healthy drink to go along with breakfast.



The improved servery comes complete with a new salad bar and soup station, improved steam table with wells, upgraded deli, brand new dessert stations, built-in self-serve fridge and freezer to accommodate more space for the FRESH program.

The employees are extremely excited to be part of the growth. They have adjusted well to the change in processes and structure, and have been working as a team to get through the renewal process. Their excitement in being a part of something new and different is evident in the interaction between the staff and the students.

# Supporting Students Living Off Campus

**Amanda Viveiros** | Social Media and Communication Coordinator, Housing



You've probably heard the stories of how we manage to move over 5,000 students into residence every year during the Labour Day weekend. Did you know that Western Housing also provides supports to students living off campus? Our Off-Campus Housing (OCH) service team helps foster positive renting experiences when students move off campus. OCH will help them search and narrow down housing options, provide second opinions when entering a leasing agreement, as well as assistance when problems arise between students and landlords for example. And Yes—Western Staff are also welcome to leverage this service!

## Off-Campus Rental Listing

Our OCH Rental Listing website is the #1 place that Western students find their rental options and seek advice. OCH staff work hard to keep this listing up to date with over 5,000 listings per year. They are sorted by price, location and distance for the ease of browsing and searching.

## Housing Mediation Service

Roommate conflicts? Disagreements with your landlord? That is completely normal, which is why OCH has a Mediation Service to help! It offers a free confidential resource to help communicate between residents, landlords, and/or roommates.

## The Mediation Service is great for support with:

- Roommate concerns
- Landlord and tenant issues
- Conditions inside and/or outside of the property
- Parking arrangements
- Noise complaints

Housing's Mediation Service proves that communication is the key to harmonious living through counselling

and educating! OCH has proactively combined forces with different parties within the community to best prevent neighbourhood disputes. We are well connected with student governments, faculty councils, neighbourhood associations, fraternities, the police and fire department and of course, London's City Councillors.

## Off-Campus Advisors

Off-Campus Advisors are students' "go-tos" for any questions about living off campus. For most students it is their first-time renting a home, so whether it's questions about rights as a tenant, subletting, getting out of a lease, concerns about pets in the home, or help budgeting, our team of 18-20 OC Advisors are here to help—they are available to answer calls every day until midnight!

Here are a few examples of the many programs that the OC Advisors do for the Western community:

- Sending out 18,000 mailings with garbage schedules, and giving away garbage bags in neighbourhoods.
- Creating off-campus monthly newsletters, delivering them to homes and sending out as e-news.
- Hosting about 40-50 residence info nights and landlord info nights every year.

- Promoting good neighbour practices through engaging contests, for example, random acts of kindness, and spring clean-ups.
- Handling the Mediation Services' phone calls at night.
- Organizing the 'TAKE IT OR LEAVE IT' furniture exchange event at the end of the school year.

## DID YOU KNOW?

Landlords must give at least 24 hours written notice before entering a rental property.

Tenants can wait to give landlords a notice to leave, as long as there's 60-day notice.

There's no rush to look for housing because 50% of rentals become available after March 1 every year.

Decorating the inside and outside of the home with Western signs and flags make your home a target for thieves as a student home.

Spraying garbage bags and cans with Windex helps keep critters out of the trash.

Signing a separate lease if you're living with a roommate you don't know, so you aren't legally liable for them.

London has a 24/7 bylaw, which means you can be fined at any time.

Or that it's a myth that landlords can kick residents out for simply having pets!

Off-Campus Housing even pays for additional resources to give back to the community, such as extra policing at

events like Homecoming, the street sweeper that follows the float at Homecoming, and even extra garbage trucks and staff.

The Off-Campus Housing office is located at Room 3C1 in Ontario Hall and operates from 8:30am–4:30pm from Monday to Friday. There's even a computer in the lobby available for searching off-campus listings [offcampus.uwo.ca](http://offcampus.uwo.ca).

If you are interested in knowing more about Glenn Matthews, the face behind our Off-Campus Housing service, click [here](#) to read this article published by the Gazette in November.



## IN-HAS Book Shelf

Stephen Cribar | Associate Director, Sales & Communications



### LEONARDO DA VINCI

Walter Isaacson

The #1 *New York Times* bestseller. Based on thousands of pages from Leonardo's astonishing notebooks and new discoveries about his life and work, Walter Isaacson weaves a narrative that connects his art to his science. He shows how Leonardo's genius was based on skills we can improve in ourselves, such as passionate curiosity, careful observation, and an imagination so playful that it flirted with fantasy.

### HERE WE ARE NOTES FOR LIVING ON PLANET EARTH

Oliver Jeffers

Oliver Jeffers offers a personal look inside his own hopes and wishes for his child—a missive about our world and those who call it home.

### BELLEVUE SQUARE (GILLER WINNER)

Michael Redhill

From award-winning and bestselling author Michael Redhill comes a darkly comic literary thriller about a woman who fears for her sanity—and then her life—when she learns that her doppelganger has appeared in a local park. Jean Mason has a doppelganger. At least, that's what people tell her.

### TURTLES ALL THE WAY DOWN

John Green

Sixteen-year-old Aza never intended to pursue the mystery of fugitive billionaire Russell Pickett, but there's a hundred-thousand-dollar reward at stake and her Best and Most Fearless Friend, Daisy, is eager to investigate. So together, they navigate the short distance and broad divides that separate them from Russell Pickett's son, Davis.