

IN-HAS NEWSLETTER

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IN-HAS

Housing & Ancillary Services
Employee Newsletter

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Calendar

August 31– September 1	International Early Arrival to Residence
September 3–5	Domestic Move-In
September 5–10	OWeek
October 19–21	Fall Convocation
October 31– November 6	Fall Reading Week

IN-HAS Newsletter Committee

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Dear colleagues,

With the summer in full swing, I hope you are enjoying the sunny days outdoors with family and friends. Before you know it, our halls will be filled once again with students as they return for a new school year. I know that we are all in full prep mode for September while keeping the safety of our students and staff at the top of our minds.

This summer has been busy with the return of several events, including the beloved Western Farmers Market. Every Tuesday, we are seeing a variety of local products from fresh fruit and vegetables, flowers, syrups and more.

Not only have events on campus made a reappearance, but many members of our team have attended conferences across Canada and the U.S. to learn, share and reconnect with others for the first time since the pandemic began. Our Housing Equity, Diversity, Inclusion and Decolonization (EDI-D) Committee was awarded with the prestigious OACUHO Program of the Year Award for their Western Affinity-Based Programming—a very well-deserved accomplishment that we are all proud of! And, a few members of our Hospitality Services team were able to gather with campus culinary leaders across North America at the 2022 Chef Culinary Conference at UMass-Amherst to explore nutrition, sustainability, and the future of campus dining.

The beginning of each academic year means a new chance to grow and adapt to the changing environment. In support of the growing first-year class, work is underway to convert the South Wing of Bayfield Hall into a first-year residence, adding 231 beds for September 2022. On top of the expansion, we are also adding a team of 50+ Health and Safety Assistants/Coordinators to our existing nightly on-call system in order to meet the evolving needs of our students and provide a safe and welcoming place for all.

Campus Eateries is also excited to bring onboard a popular bubble tea concept, Chatime, expected to open in the newly renovated Weldon Library later this fall. Plus, keep on the lookout for several brand refreshes including a new look for CentreSpot.

If you haven't already heard the buzz around campus, the Book Store has secured an exclusive brand deal with the popular athleisure brand, lululemon. Not only does our store now carry trending products, we are also introducing a new line of Home Goods featuring bedding, bath and accessories.

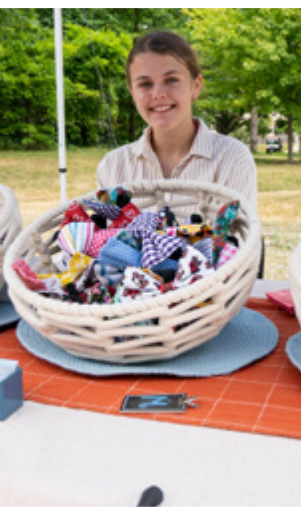
I'm looking forward to seeing you all soon! The best is yet to come, as we advance towards the 2022–23 school year.

Chris Alleyne
Associate Vice-President



WESTERN FARMERS MARKET Returns to Campus

Anne Zok
Nutrition Manager, Hospitality Services



Situated outdoors on the scenic boardwalk near McIntosh Gallery on Kent Drive North, the Farmers Market has once again returned to Western. Scheduled to run every Tuesday (11 a.m. – 2 p.m.) throughout the summer, the market makes it convenient for the University community to shop fresh and support local.

Expect to find a healthy array of fresh fruits and vegetables, honey, maple syrup, local crafts, wine, artisan bread and more. On weeks the Angry Goose food truck lands at the market, be sure to ask about the complimentary \$5 market voucher with the purchase of lunch at 'The Goose'.

Make the market a Tuesday afternoon destination where you can chat with local farmers, reconnect with friends and colleagues and enjoy the ambiance Western's Farmers Market brings. ●





Bayfield Hall Conversion: In Support of Student Enrolment

Chris Lengyell
Director of Housing

In support of the growing first-year class at Western, work is underway to convert the South Wing of Bayfield Hall from an upper-year student apartment into a first-year residence for September 2022.

This renovation project will add 231 beds, increasing our total residence capacity to 5,831 for fall 2022. Each Bayfield Hall suite will be fully furnished with a double-occupancy bedroom, a kitchen, living space and a washroom. This coming September, students will have access to an upgraded wireless infrastructure, front-desk service, laundry and common spaces. Alongside this conversion comes a robust residence life program, residents' council, residence sophs and live-in residence staff. An optional meal plan for use across campus, including nearby Saugeen-Maitland Hall, is also available.

As a supportive measure, upper-year tenants living in the affected areas of Bayfield Hall were provided with a wide variety of options to meet their needs, including the opportunity to continue to live in another unit in Bayfield Hall or move to another University apartment building.

Similar to the conversion of Lambton Hall into a first-year residence in the summer of 2021, this change will provide

interim capacity to continue to honour the first-year residence guarantee, while we consolidate longer-term plans to expand housing options for first-year, upper-year and graduate students on campus. This phased conversion of Bayfield Hall into a fully first-year residence will be complete by the summer of 2024, bringing Western's total number of first-year residence buildings to 11.

Driven by the University's Towards Western at 150 Strategic Plan, Housing remains a core element of our institutional growth and success. With the goal of expanding student enrolment to 50,000 by 2030, the provision of on-campus living options for both undergraduate and graduate students is integral. Our intent is to continue to offer strong, accessible, and culturally diverse residential communities that enable students to engage in active learning, civic engagement, exemplary leadership and the personal development necessary to become global citizens.

We're looking forward to continuing to provide our industry-leading standard of safe, secure and community-focused living environments for the students in Bayfield Hall. If you haven't had a chance to see for yourself, feel free to explore our [virtual tour](#) and join us as we welcome students to our newest residence community in September. ●

The Newest Additions to Campus Eateries

Jacqueline Hassall

Associate Director, Hospitality Services

Craig Clifford

Operations Manager, Hospitality Services

The summer months offer Hospitality Services an opportunity to consider... opportunities.

Chatime

The newest opportunity is the exciting new brand addition to Campus Eateries, Chatime, expected to open in the Weldon Library early fall 2022. With the incredible and soon to be completed Weldon renovations, we are thrilled to be reopening a café inside the library. Surveys have told us that bubble tea is a menu item and concept students wish to see on campus. Chatime features signature milk teas, jelly and juice drinks which include both pearls and coconut jelly. Specialty drinks, milk smoothies, and icy slushies are perfect for those wanting something extra or a frosty chiller! Chatime will also offer decadent desserts to satisfy your sweet tooth, as well as some grab and go salads, sandwiches and snacks.

Lucy's

A focus this summer includes several brand refreshes in the eateries on main campus. This includes a much-needed paint job in Natural Sciences, and the introduction of "We Proudly Brew Starbucks" at Lucy's in Somerville House. Lucy's re-opened fall 2021 following completion of renovations in Somerville House. This included a refresh in the spacious dining room and the addition of a study lounge adjacent to Lucy's—a popular destination for students. In addition, Thames Hall reopened next door to Somerville House following extensive renovations. As a busy future food hub in the centre of campus, Lucy's is host to three popular food concepts including Bento Sushi, Quesada and our own in-house concept the Noodle Box which features our famous Pad Thai, and build your own Asian-inspired noodle dish. On your way to classes or the office in the morning, stop by for a hot

breakfast sandwich, fresh pastries, and Starbuck's drip coffee.

CentreSpot

Re-branding of CentreSpot in the UCC is another opportunity to re-introduce the Western community to our main campus food hub. To promote and familiarize our campus community with the eateries, the focus will be on naming the franchises found in each building and identifying the food hubs by their building names (e.g. UCC Food Court). As part of this initiative, the food hubs will experience a refreshed look and feel as visitors enter the space. An update to the pasta bar has a focus on increasing throughput for customers. The FIXX will see a new, yet familiar, addition to the menu mix, with the introduction of The Goose's popular Nashville Chicken Sandwich. A little cross-promotion if you will. We are also offering a new Crispy Chicken Wrap and a Spicy Crinkle Cut Fry as a second French fry option for customers, in addition to our popular fresh cut fries. The main food hub also features campus franchise favorites Manchu Wok Asian Foods, Pita Pit fresh pita wraps and bowls, Paramount Middle-Eastern inspired cuisine, as well as our salad and soup bar.

WesternEats

WesternEats is expanding! The pre-order, pre-pay app will soon include menu offerings found in Natural Sciences, including Pizza Pizza, Made In Japan and our own Casa Burrito. If you haven't taken advantage of the WesternEats app yet, look for special promotions coming this fall to help you get started and save money on your first order. WesternEats offers in-app promotions throughout the year at various featured eateries to encourage patrons to download the app and skip the line! ●





The Book Store lululemon Collab is Here!

Tegan Pfaff

General Merchandise Buyer, The Book Store

Jessie Karn

General Merchandise Buyer, The Book Store

Have you heard the news through the grapevine yet? The Book Store will be carrying lululemon clothing and accessories starting this summer!

Within the last year, lululemon has expanded into the Canadian Campus Bookstore market. Previously their strategic sales team focused on reseller partnerships with athletic and fitness-focused retailers. Once the opportunity to partner with lululemon was on the table, conversations began in November 2021, to ensure Western could secure a spot in their limited openings for new sales partners in 2022.

Why lululemon?

Considered one of the pioneers of the athleisure trend, lululemon provides everyday wear that can take you (stylishly) from the gym to work and to wherever else you're headed! Since the pandemic, one of the most consistently growing apparel categories has been athleisure and active wear. According to Digital Journal, the athleisure market is expected to grow from US\$ 411.02 billion in 2021 to US\$ 793.46 billion by 2028.

For the last 24 years, lululemon has prioritized value; always focusing on quality, innovation, and reliability for the end user. lululemon is continually looking at ways to improve and diversify their selection, recently adding footwear, a Hike Collection and workout hijabs. Their focus on inclusivity and sustainability mirrors Western's values as it continues to grow with our campus community.

It's not only lululemon—Partnering with Columbia, Roots and Adidas

Currently, the Book Store has introduced more Columbia co-branded apparel into the product mix. Options include the Flash Forward Windbreakers in unisex and fitted versions, and the Give and Go fleece jacket and Fast Trek II full zip jacket. We are also carrying an exciting lineup of Adidas product, including amplifier tees, shorts, track and training pants, as well as Tiro track jackets and sports bras.





In the fall, keep an eye out for a Roots Award Jacket pop-up shop where customers will have the opportunity to order their own custom Western leather jacket. Sample sizes will be available to try on during this event.

Enhancing the Western Residence Lifestyle

As we all know moving into residence has many moving parts from fridges to shower flip flops! It can be very overwhelming that first move-in day ensuring students have all the necessary items. Back in February 2022, Housing and Ancillary had a simple idea; bring residence product to The Book Store. After doing extensive research, partnering with new vendors and solidifying where the product could be sold, the idea turned into reality.

This year a new collection that the Book Store will be offering is product that will complement the residence lifestyle. There will be a pop-up shop that will have single/double-sized comforters, sheets, mattress toppers, mattress protectors, shower caddy's, towels, pillows and more to amplify the residence life. There is a range of prints, solids and even sherpa comforters to keep our students feeling at home. The Book Store has also sourced Western branded decor pillows, fleece blankets, branded bath towels, and even shower sandals. Having this product on campus will make it easier for our students. One stop shopping will be in full throttle for the back-to-school season at Western. All the product is at competitive prices across large retailers. Students will be able to pre-order product and have it delivered right to their residence if ordered before August 23. If our students miss the opportunity to pre-order, have no fear, as the pop-up show will be here, located on the lower level of the UCC across from The Book Store until September 16 or while supplies last. ●

What can you expect to see?

Western branded lululemon selection includes their bestselling Align Pants and Define Jacket. All options are available in body inclusive size ranges. Other product options will include shorts, backpacks, hoodies, tees and more.

- Align High Rise Shorts
- Power Stride Tab Socks
- Festival Bags
- City Adventurer Backpack
- Everyday Backpack
- Everywhere Belt Bags
- Oversized Scuba ½ Zip Hoodies
- Scuba Full Zip Hoodies
- Uplifting Scrunchies
- Metal Vent Tech Short Sleeve Tees
- ABC Joggers
- Swiftly Tech Long Sleeve Tees
- Swiftly Tech Racerbacks
- Oversized Crews
- Pace Breaker Lined Shorts
- Hotty Hot Shorts
- City Sweat Full Zip Hoodies
- Energy Bras Medium Support

Ramping up the Night Game

New after-hour staffing in residence

Rachel Cabunoc

Associate Director, Residence Life



As with many industries, the COVID-19 pandemic has pushed Housing to reconsider how we engage with our work. Since last fall, we have been exploring how our on-call system is operating and how much work is taking place outside of typical office hours. Through on-call log data collection, it became clear that there are no “calm” nights in residence when you are serving a system of around 5,300 residents, most of whom had spent the past two years missing out on important life events like graduation and prom. The current after-hours model relies on a team of rotational on-call made up of Residence Dons, and Residence Life Coordinators, whose roles focus primarily on community development and student support. As we looked to re-envision the work, we identified five main priorities: enhance resources dedicated to safety and security in residence, increase the physical presence of scheduled professional staff in residence, minimize personal and institutional risk, improve feelings of safety in residence and shift the focus of student staff positions from incident management to community development.

Largely driven by our need to adapt to the ongoing impacts from COVID-19, and the evolving landscape of student transitional needs, the residence experience has gone through a number of changes over the past few years. With the difficult events experienced on our campus regarding gender-based and sexual violence this past fall, the University community has responded by implementing a number of measures to augment existing resources in order to provide a safe and welcoming place for all.

Within residence, one of the initiatives that was piloted was the introduction of the Residence Health & Safety Advisors to provide an increased physical presence of scheduled staff to enhance our overnight community management and

support system. The intent here was to continue to provide our industry-leading standard of student support and service delivery by strategically expanding our staff complement within our increasingly 24/7 operation. Broadly speaking, this pilot was successful, and can be built upon as we look to continue to develop this model for the 2022–23 academic year. Among the lessons learned, it is evident that these roles must be integrated into the community from the beginning of the academic year, including high-impact touch points such as training, move-in & orientation week. As we take steps to move through the COVID-19 pandemic, roles like this have the capacity to shift their focus from pandemic restrictions to further enhance our comprehensive approach to safety & security in the residences.

For 2022–23, we will be introducing a complement of ‘Residence Safety Assistants’ to reinforce support for students and staff. By leveraging the existing strengths of our training, reporting and emergency response protocols, our intent is to enhance the safety & security of our residence experience by augmenting our overnight support resources. Working alongside Residence Dons and Residence Life Coordinators, these Residence Safety Assistants will play a pivotal part in our approach to community management and student support during the overnight hours when our students are most active. Working 7 days a week, from the early evening until the early morning, these roles will play a leadership role in support of Residence Staff on duty to engage with students, conduct regular rounds, respond to calls, address challenging behaviour and escalate concerns, e.g., mental health, as necessary. Residence Safety Assistants will be assigned to specific buildings or areas to ensure familiarity with facilities and to build rapport with staff and students.

Recognizing the immense value of peer-support, Residence Dons will continue to play integral roles in our overnight support system by participating in the duty rotation. However, the added complement of Residence Safety Assistants will help reduce the frequency of duty shifts and severity of complex incidents for Residence Dons. This change will enable Residence Dons to further dedicate their attention to community development, co-curricular learning and relationship building with their residence communities.

As an additional layer of support, Residence Safety Coordinators (RSCs) will be in place to supervise the Residence Safety Assistants and provide leadership in escalated incidents. Supervised by the Residence Area Managers, the RSCs will augment the level of professional support that is available to students outside of typical office hours. Working similar hours to the Residence Safety Assistants, the RSCs will respond to elevated concerns in residence, including mental health concerns, disclosures and

reports of gender-based violence, and building damages. They will collaborate with campus and community services like Campus Safety and Emergency Services and CMHA's Crisis Response Team in order to best support students in the moment and prioritize their wellbeing. The Residence Life Coordinators will continue to play a role within an on-call rotation, but this added resource is intended to create more capacity within their work to focus on community development and student leader supervision and engagement.

We plan to engage in ongoing assessments and conversations with major stakeholders affected by these changes and are hearing positive feedback from those we have been able to consult with thus far. We look forward to welcoming these new roles and team members to Housing and Ancillary Services and seeing the positive change they will bring to the Residences. ●

Tickets Please! The New HAS IT Online Help Desk

Jennifer Pontes

Manager, Client Support, HAS IT

In February 2022, Housing and Ancillary Services IT launched our online ticket system – Jira Service Desk. Successfully transitioning IT requests from email inboxes and voicemail boxes to Jira tickets has increased operational efficiencies and enhanced the delivery of IT services across our division. Our HAS partners have already started to experience the benefits:

Faster incident resolution

- Request forms reduce back and forth communication by prompting users to include the necessary information to complete standard IT requests
- Previous requests and issues establish a searchable knowledge base, empowering end users with a solution
- Difficult or ongoing problems are easily escalated to another HAS IT team member, WTS, or vendor and a history of previous troubleshooting steps are documented

Streamlined communication and collaboration across different teams

- Multiple stakeholders can easily stay up to date on the status and progress of a project or request

- Users are automatically notified when their ticket is updated

Single point of reference

- Seamlessly view and interact with all of your IT tasks, problems, and projects
- Issues are easy to find and are no longer lost in individual's email inboxes

Let's look at some numbers! Housing, Hospitality Services, and Retail Services generate a high volume of requests for IT support. Since transitioning to Jira, there have been:

4200+ tickets created

3000+ tickets closed

100 to 150 requests submitted weekly

100+ projects tracked

A huge thank-you to the individuals involved in our pilot group; your participation contributed to a successful launch! We'd also like to thank all users for adopting Jira Service Desk as the primary contact for all technology requests.

Looking for IT help? Submit a ticket, or call x86664. ●



OACUHO Program of The Year Award Goes to Western

On June 21–24, members of our Housing team attended the Ontario Association of College and University Housing Officers (OACUHO) Spring Conference at UOttawa to learn, share and reconnect with hundreds of higher education housing staff across Ontario. Our Housing Equity, Diversity, Inclusion and Decolonization (EDI-D) committee was awarded with the prestigious OACUHO Program/Service of the Year Award with their Western's Affinity Based Programming—congrats on your well-deserved award, team!

The OACUHO Spring Conference theme this year was 'We Reconnect', centered around encouraging OACUHO members from all areas of housing to share ideas, successes, challenges, best-practices, and thought-provoking questions. UOttawa hosted this year's Spring Conference, allowing members across Ontario to network and connect in person, a refreshing opportunity after a long line of virtual events during the pandemic.

Each day was filled with opportunities to learn and network through keynote addresses, learning experience and social events. Seminars covered several essential housing matters including support models, safe spaces, front desk training, cancel culture, student staff training and more.

Many members of Western's Residence Staff lead learning experiences and roundtables including:

Rachel Cabunoc, Associate Director, Residence Life, co-hosted a discussion on Strategic Imperative on Anti-Racism and Indigenous Sovereignty.

Jacob Clarke, Residence Life Coordinator, lead a session targeted to new professionals looking at the Implications of Childhood and Adolescent Trauma in Post-Secondary Housing.

Melissa Ostrowski, Residence Area Manager, and **Miranda Hueston**, Residence Life Coordinator, looked at the Re-integration of Life Skills in a Post Pandemic World.

Samantha King and **Michelle Lidka**, Programming Coordinators, discussed Rebuilding in the Gaps: United Visioning Through a Curricular Approach.

Mark Mariner, Residence Area Manager, co-hosted a discussion on cancel culture as a barrier when resolving conflict.

Not only did members of our Housing team in attendance delve into deeper learning but also our Affinity Based Programming in residence was awarded with the OACUHO Program/Service of the Year Award.

The EDI-D Committee, Samantha King, Erin Peterson, Monica Khoshaien, Jacob Clarke and Alisha Moosajee, worked diligently to introduce and offer affinity-based programming based on the needs identified by students and within cited research around thriving and a sense of belonging.

The Affinity Based programming was developed in collaboration with campus supports and student groups at Western such as Ethnocultural support services, Black Students Association, African Students Association, as well as working closely with Dr. Opiyo Oloya, the newly appointed Associate Vice-President of Equity, Diversity and Inclusion. Black and Racialized student leaders and staff were also included to support the initiatives.

This included events such as the Black & Racialized Student Welcome, Black Students' community dinners and Racialized Students' Community dinners. Each of these events was well attended and allowed students to connect with peers within the residence community as well as meet executive members of different clubs and student groups around campus. We are so proud of our EDI-D Committee as they continue to strive to make Residence at Western an inclusive environment for first-year students.

Next up on the OACUHO event calendar is the 2022 Residence Life Conference, hosted by us! We are excited to welcome members on campus from November 18–20 for this year's theme, 'Engaging Your Core.' Attendees will be encouraged to foster their personal strengths, who they are, and go back to the basics of what we all collectively try to accomplish for our students. ●



5

Taryn Cherman

Residence Training Coordinator, Housing

Looking back at my career, most of which was not in the Housing realm, I rarely felt that I fit the mold. In hindsight, I often feel guilty about how willing I was to conform to society's subscription of what it means to be "professional." I use the word "willing" loosely because I'm not sure I perceived it as a choice.

There was and still is this pervasive messaging of how to speak, look, and be, in order to be successful in your career. Even the path to success is so mapped out that it hardly leaves room for off-roading. I, like so many others, internalized these definitions; the process of unlearning is challenging and non-linear.

The optics in our society suggest that we are having more of these conversations now and as we do, the landscape is slowly changing. At the very least, we have the language now to navigate it with more clarity. My rearview mirror holds a panoramic snapshot of how my thinking, behaviour and silence have helped to perpetuate these distorted messages. We have all had those moments when we thought to ourselves "Ugh, I wish I would have said..." or "why didn't I question that?"

Over the years, I have been a part of a few interactions, the memories of which have become pebbles in my shoes when I think about them. It is my hope that sharing these now will create the space for others to do some self-reflection and in an ideal world, create some open dialogue.

Things I Wish I Had Said Earlier in My Career

Am I Supposed to Be Here?

How many of you have been asked "how are you?" by your leader and responded "I'm good" when you're absolutely not good? I think it's safe to say that every professional has felt the pangs of imposter syndrome, whether at the start of their career, following a promotion or transitioning into something new. Adding identity, can make it more complicated to overcome. Imagine being the only person that looks like you on a team. Maybe you have a lot in common with everyone there anyway. Great! But what if you don't. What if you don't share the same customs, celebrations, interests or hobbies? What if you haven't been exposed to similar experiences and don't understand certain references? What if you simply feel like you don't belong? Being able to voice those concerns with your leader is something that can open the door to feeling heard and included. However, the leader also has to be open to having discussions about how identity can impact your work and put the pieces in place for everyone to be successful. This includes being invested in the response to "how are you?," ensuring onboarding into new roles allows for building meaningful connections but also that realistic expectations are set and that the leader is ready to really listen to the human behind the role.

Being Myself Makes Me Feel Exposed

I'm embarrassed to admit that for most of my career in Canada, I subconsciously hid my accent. I say subconsciously because it became automatic for me to sound "Canadian" at work. Half the time I didn't even think about it. So much so, that colleagues would comment about how different I sounded talking to my family. And of course, they were right! To give some background I was born and raised in the Eastern Caribbean. While my first language is English, some words do sound a bit different, and we have a bit of a dialect that most people outside of the Caribbean might not understand. I only learned in the last few years that there was a term for this – Code switching! This is something I still struggle with today and takes a very conscious effort to unlearn. Some of you might read this and think – how strange. I get that. But I challenge you to also ask the question: what makes it difficult for people of different backgrounds to show up as themselves to work? We hear all the time that everyone should bring their authentic selves to work. In an ideal world, that would be amazing, but it may feel/be riskier for some people to show up authentically. Again, this is where being open to starting this dialogue but also having a leader who will sit in that space with you to help you feel more secure, is really important.

I Have Too Much On My Plate

One of my employers a long time ago used to say I was like a duck – calm above water but working hard underneath. I used to think that was a good thing. I remained calm in times of crisis and stress. What's wrong with that? But the problem with it is that I almost burned out. I am just getting to a point where I can share vulnerable moments at work and ask for help. This isn't something I learned in my culture and to be honest I'm not sure it was valued. You worked hard and you got the job done or someone else did. But if you don't feel safe to say that you have too much on your plate or that you need help, what is the likelihood that you will stay long-term or thrive in that role? Sentences like "I don't have the capacity" or "I need help with this project" should not be seen as weakness or lack of dedication. Leaders have the ability to influence this by modeling vulnerability to their team. Team members take their cues from you. If you don't take your lunch, leave on time, or ask for help, consider what messages you might be sending to those who look up to you.

That's Not Funny

I'm sometimes amused by the plethora of microaggressions I allowed colleagues and leaders to get away with at the start of my career. I remember one leader at an organization I worked for calling me Tanya for weeks despite correcting her multiple times. Whether it was comments about my hair (which is curly), indirect jokes about my ethnicity/country of origin or a case of mistaken identity based on assumptions, I wish I would have challenged their thinking in those moments. I'm amused not because it was funny but more so about how unbelievable it was. If I think about my reaction to some of these comments (not all) and the fact that I let it go (again another risk I was trying to avoid) or remained silent about my discomfort, I absolutely did not do myself or the other person any favours. There is no guarantee that when you give feedback it will be heard, absorbed or incorporated. But there is a 100% guarantee that if you say nothing, nothing will change. The person who offended you will not have learned anything and you will continue to hear those offside comments. These are some of the moments that irk me the most. We often feel like we don't want to make others uncomfortable, create conflict or be the one unable to take a joke but what makes their comfort more important than your own?

Something About This Feels Icky to Me

Have you ever been part of a work conversation that didn't feel right? Maybe you were talking about your personal lives, exchanging thoughts about your clients, or in a meeting discussing a policy or process. I would describe this feeling as a tingling in your gut, a sudden level of discomfort or feeling like somehow the figurative camera had just zoomed in on you. It's not easy being the only one speaking up or being the contrarian in the group. But from my experience, I have had more regret about the things I didn't say than those I did. It can't hurt to get more information, right? Asking things like "can you share the context behind creating this policy/process?" or "can you help me understand that reference?" might simply let you know it's a non-issue. But you won't ever find out if that icky feeling you're having is justified, if you don't question it or give others a chance to share their perspective. And guess what? You don't have to address it in a group setting at that time, if you're not comfortable. It's okay to come back to a topic and share your thoughts after the fact.

I am not an expert in Equity, Diversity, Inclusion and Decolonization, but this has been my experience. My hope is that these lessons support both BIPOC students and staff in creating their own positive narrative and career journeys, but also help employers and organizations become more aware and make space for some of this dialogue. As a final thought, representation is important. It has become an overused buzzword lately and we need to be careful that representation does not become tokenism or something shiny that distracts from the underlying issues. Representation is so much more than a box you check to sell an image. Optics and reputation are important, but my hope is that we are all pushing our organizations to go beyond the surface and implement real change, starting with ourselves and the choices we make. It will take time, and it could be a long road ahead of us, but those road trips are sometimes the best ones.



Innovate, Elevate, Celebrate.

A gathering of culinary leaders at the UMASS Chef Culinary Conference to explore food through nutrition, sustainability and the future of residence dining

Ryan Wishak

Unit Manager, Residence Dining

Having just recently joined Hospitality Services at Western, I was thrilled at the opportunity to join some of my new colleagues at the 2022 Chef Culinary Conference at University of Massachusetts for some professional development and networking opportunities.

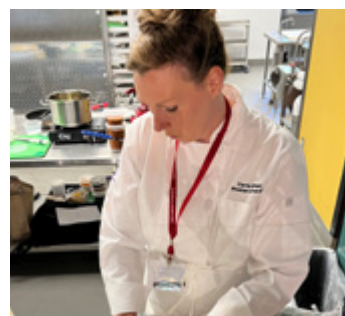
From the minute we stepped onto the beautiful campus, a perfect blend of traditional and modern, not unlike Western's, we were blown away at the organization and attention to detail of the conference. It was easy to see why UMass is a North American leader in campus hospitality services.

I was joined by Culinary Training Manager, Carrie Schurr, Residence Dining Manager, Tina Smith, and Chef Manoj Kumar, as we spent the next six days participating in intense culinary demonstrations, workshops and talks from industry moguls and culinary icons including Alice Waters, Jacques Pepin, and Martin Yan.

Of course, being a culinary conference, our hard days of work were rewarded each evening with outstanding dinners including a traditional New England clambake with chowder, fresh lobster, and steak. Each dinner focused on hyper-local and seasonal ingredients.

A personal highlight of mine from the conference (besides meeting Alice Waters!) was participating in the Tournament of Champions hosted by celebrity chef, Jet Tila. Chef Manoj and I teamed up against six other chef teams from other universities in a fun (and chaotic) cooking competition. It followed similar guidelines to the Food Network competition show Chopped, and included five randomizer wheels. Each wheel featured a particular category (protein, produce, equipment, cooking style, and sponsor) with 12 options per wheel. Jet Tila spun each wheel as we eagerly awaited what we would need to create—secretly hoping he did not land on canned tuna! We ended up with: wagyu beef, dried cranberries, a spiralizer, taco night, and a produce sponsor. With 30 minutes on the clock, we created three identical plates for the judges to sample. I was quite proud of our mini tostadas with seared beef, tomatillo salsa verde, jicama slaw, and corn, poblano and cranberry relish on top. In the end we were bested by two amazingly talented chefs from California...but I wouldn't have changed a thing.

I feel extremely privileged to have been able to take part in this opportunity and cannot express my gratitude to both Western and the University of Massachusetts for a fantastic week. I look forward to hopefully being able to accompany a group of chefs myself and passing on the UMASS torch. ●





Books to Look For

Stephen Cribar

Associate Director, Sales & Procurement, Retail Services

Son of Elsewhere: A Memoir in Pieces

By Elamin Abdelmehmoud

Told with wit and incredible insights into what it was like growing up in Canada during the 2000s, this is an enlightening collection of essays on Blackness, faith, pop culture, and the challenges—and rewards—of finding one's way in the world. He reflects on navigating his Blackness in a glaringly white city, being Muslim in a post-9/11 world, and generational conflicts with his parents, brought to a head by his dating in college. Elamin Abdelmehmoud is a culture writer for BuzzFeed News and host of CBC's pop culture show Pop Chat.

Carrie Soto Is Back

By Taylor Jenkins Reid

Taylor Jenkins Reid's latest offering gives centre stage to a character first encountered in *Malibu Rising* in this gripping portrayal of life and drama at the top levels of tennis. When the legendary Carrie Soto retired from her glittering career in tennis, she had won every accolade going, claiming a record-breaking number of 20 grand slams. But six years after her retirement, Carrie watches her record be taken from her by a new phenomenon named Nicki Chan. At thirty-seven years old, Carrie makes the monumental decision to come out of retirement for one last year in an attempt to reclaim her record.

How to Solve a Cold Case: And Everything Else You Wanted to Know about Catching Killers

By Michael Arntfield

In *How to Solve a Cold Case*, Western University Associate Professor (Department of English and Writing Studies), Michael Arntfield outlines the history of cold case squads in Canada and the US. Despite advances in DNA evidence and forensic analysis, almost half of murder cases in Canada and the US remain unsolved. Weaving in case studies of cold crimes from across Canada and the US, as well as a chapter on how armchair detectives can get involved, *How to Solve a Cold Case* is a must-read for mystery fans and true crime buffs everywhere.

Fairy Tale

By Stephen King

In Stephen King's new novel *Fairy Tale*, a 17-year-old boy named Charlie Reade inherits the keys to a parallel world where good and evil are at war. When Charlie is 17, he meets a dog named Radar and his aging master, Howard Bowditch, a recluse in a big house at the top of a big hill, with a locked shed in the backyard. Charlie starts doing jobs for Mr. Bowditch and loses his heart to Radar. Then, when Bowditch dies, he leaves Charlie a cassette tape telling him a secret he kept all his long life, that inside the shed is a portal to another world.

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