

IN-HAS NEWSLETTER
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IN-HAS

Housing & Ancillary Services
Employee Newsletter

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Calendar

April 7	Good Friday
April 10	Winter term classes end
April 13–30	Final exam period
May 1	Residences close at 12:00 p.m.
May 8	Western Summer Accommodations open until August 19

IN-HAS Newsletter Committee

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Hello Colleagues,

The days are getting longer, brighter and the feeling of spring is in the air. Warmer weather isn't the only reason I have a 'pep' in my step...the angry geese are back, which requires me to sprint to and from my car.

We have a lot of great accomplishments that happened during the first quarter of 2023 and I'm excited to share some of the highlights with you:

Congratulations to Carrie Schnurr, Manager of Culinary Training in Hospitality Services for receiving a Western Award of Excellence. This is a tremendous honour that we all share with Carrie as a shining member of our division. We are fortunate to have Carrie on our team, being such a positive role model in a position that allows her to mentor staff and lead by example. I would also like to acknowledge Jane Doran, Julie Forsythe, Jessie Karn, Tegan Pfaff, Stephen Cribar, Rachel Sandieson & Vicky Hickmott from the Bookstore who were nominated as team in recognition of their exceptional customer service and creation of an amazing retail experience for our students.

I'd be remiss not to thank the Housing, Hospitality Services, Bookstore, Off-Campus Housing and Marketing teams for another successful — albeit busy — Spring Open House. We greeted more than 7,000 visitors to campus and toured hundreds of families through our residences. It really takes a village with a lot of organizing, planning and hard work to ensure prospective students have an excellent experience while on campus.

Our colleagues in Hospitality Services onboarded nearly 100 new part-time, culinary support employees in January following a two-month hiring blitz. Even with the success of this campaign, the team continues to recruit staff for the upcoming academic year! On the topic of recruitment, I am happy to report the Ukrainian newcomer work/learn pilot project within Hospitality Services is planning another intake for the fall.

The Bookstore renovation is progressing well, with an anticipated reveal in June — just in time for Convocation. Retail Services teamed up with Hospitality Services on a couple of exciting projects, one of which involves purple ice cream! We look forward to sharing more information in the coming months about this exciting (and delicious) venture.

Chris Alleyne
Associate Vice-President



A New Brew: Coffee Collaboration

Craig Clifford

Operations Manager, Procurement, Hospitality Services

The pandemic certainly made us think about how we do business on campus and how we might do things a bit differently moving forward. One silver lining that I found coming out of the pandemic was some of the collaborations that occurred between Hospitality Services and the Bookstore that presented inter-departmental partnership.

Hospitality Services, the Bookstore and the HAS Marketing team recently collaborated on a line of Western branded ground coffee beans, soon to be available at the Bookstore. Fire Roasted Coffee — a local coffee bean roaster and long-standing partner with Hospitality Services — were very eager to participate in the new branding venture. They are committed to high quality, sustainable and ethically sourced coffee. We currently offer freshly brewed Fire Roasted Coffee at several campus eateries including Einstein's, DaVinci's Cafe and the Talbot College Eatery.

The original idea for the coffee branding concept came from an ask from the Western Alumni Association who saw a similar collaboration at another university. They wanted to offer the packaged ground coffee to their alumni as a small token of appreciation. This idea grew from there into several different blend concepts including the Angry Goose Blend, the Exam Jam Blend, the Holiday Blend and the Western

Mom & Dad Blend (only available in the Bookstore). The new blends will be featured at selected campus cafes each month until the end of May.

Hospitality Service, the Bookstore, and HAS Marketing team continue to seek new opportunities for unique and delicious collaborations! ●



SOPH RECRUITMENT

A New Generation of Leaders

Melissa Steadman

Associate Director, Residence Engagement





“First year out of the car, first year out of the car!”

While they may look a little more subdued — no masks, wigs or items to disguise personal appearance — our Residence Sophs still brought spirit, leadership and strong role modelling to the 2022–2023 residence experience. This year, our new to Western students had a safe, inclusive and fun Orientation Week by the focusing our efforts on changing culture, leadership development, creation of opportunities for accountability and support and promotion of interaction with their Sophs throughout the year.

With a team of two dedicated student leaders at the helm, Bailey Holmes (Orientation Special Projects Assistant) and Tracy Gerges (Residence Orientation Coordinator) alongside the Programming Coordinators (Alisha, Michelle and Samantha), the OREP team worked directly with our Residence Leadership Soph Team (LST) in a state of change and have most definitely stepped up to the challenge.

An outside eye may not recognize the overhaul to processes in the world of Orientation, so let's break it down:

Soph Selection

This year we moved further into our competency-based hiring process, ensuring that candidates have the opportunity to share transferable experience and highlight their strengths.

We are currently in the process of selecting the 2023–2024 Residence Soph team with a total of 1055 new Soph applications and 151 returning Soph applications for residence alone!

We heard loudly that change was needed — and Western, with the University Student's Council, responded.

To help new students build connections and feel safe, we made significant enhancements to the Soph training focused on developing leadership skills, having difficult conversations, supporting a harm reduction approach and experiential learning opportunities.

Soph Names

An independent review recommended that the Soph naming tradition be discontinued as this tradition became problematic and hindered connection.

Programming for All

This year, the diverse programming that was developed featured signature events on main stage with smaller satellite venues throughout campus.

Intentional Programming

This provided opportunities for students to socialize — we are partnering with faculty members to ensure that faculty-specific resources are highlighted during Soph training and throughout OWeek.

Orientation Week and Housing's transitional support to new to Western students impacts all our work in some way. If you would like to learn more, provide ideas and/or suggestions or celebrate a student leader for their support, please feel free to email orientation@uwo.ca — we're happy to chat! ●

Hitting the Greens: Glenn Matthews Retires From HAS After 40 Years

Marketing & Communications, Housing and Ancillary Services



Glenn Matthews first came to Western campus when he was just 10 years old. Fast forward to 1978 when Glenn returned to campus as a student. "When I came to Saugeen, there were 1252 students — 60% of my hometown's (Wiarton) population. This was both terrifying and exciting". He spent four years living in Saugeen (including two years as a residence staff), six and a half in Medway as a "residence proctor" (RLC nowadays and actually called "Warden" back in the 60's!) and then a whopping thirty-three years as Housing Mediation Officer.

Over the years, Glenn maintained many of his friends from those early days as a student and subsequent years as an employee. "My favourite memories are about the people I have met along the way. They have taught me so much about the job, life and experiences, especially individuals from other countries". He also fondly remembers experiences as a student like late-night discussions at the Elbow Room (a pub in the basement of the UCC), tobogganing on food trays during snowy times and Rick McGhie playing Saugeen in his first week before he was a Western legend.

"Two of the things that I am most proud of are the creation of the Off-Campus Advisor role (established in 2000–01) which has employed more than 500 students and the only program of its kind in Canada and received two provincial awards, along with a personal win of an Helping Hands Award, offered by Western in recognition of outstanding service to the University".

Some of the biggest changes Glenn witnessed over his time at Western (aside from the obvious changes in technology) involve the food in our residence dining halls going from "passable to amazing". "I joke that Hospitality has better food than my mother and this is why their staff have a particular place in my heart!".

When asked about his next steps, Glenn is looking forward to lots of reading (along with the support of the Bookstore to source copies of books that are out of print or not easily attainable), travelling, golfing and curling.

During his tenure, Glenn directly and indirectly supported thousands upon thousands of students. Thank you so much, Glenn, for all that you've done for the Division, our students and Western! ●

Did you know...

Glenn is an avid sports fan and participant?

He has seen the Blue Jays in 43 parks...#44 in Texas this June!

The Maple Leafs in 31 arenas...5 more to go

And, he has played about 50 golf courses and hopes to hit 100.

The Bookstore's Dynamic Duo

Jessie Karn and Tegan Pfaff

General Merchandise Buyers, Western Bookstore

You have salt and pepper, peanut butter and jelly — now you have Tegan and Jessie. We are the dynamic duo general merchandise buyers that work in the Western Bookstore. We toil behind the scenes ensuring that we have enough purple Western hoodies, analyze fashion trends and create custom orders like welcome kits for our new staff.

Between the two of us, we have worked in the retail industry for a total of 30 years with experience in purchasing, visual merchandising and operational excellence in big box stores. At the Bookstore, we are the official source of Western clothing, giftware and product. Our goal is to contribute to Western's school spirit and culture. We are service driven and the revenues from the Bookstore support student services, facilities and programming.

2022 was a spectacular year bringing in brands such as lululemon, Roots, Columbia, Adidas and Hydroflask to name a few. We even partnered with different student focus groups to research what brands and styles they are looking for. For 2023, we will continue the student focus groups and expand them to include faculty and staff.

Currently, our focus is to expand our sizing and increase the types of silhouettes within our product selection so there is a fit for everyBODY. We are also looking to incorporate different shades of purple such as lavender, periwinkle purple or even orchid. We want to offer not only basic sweatshirt fabric but polar fleece, sherpa, sustainable materials, luon (from lululemon) and many more.

Up next will be the grand reveal of the Bookstore renovation. We cannot wait to show you what we have in store next from a new jewelry counter to a Zen Den — the sky is the limit. Check out our next IN-HAS feature to find out more! ●



BUILDING A STRONG



ING BACK STRONG TEAM:

Hospitality Recruitment Success

Marketing & Communications, Housing and Ancillary Services

The pandemic threw the entire hospitality industry for a loop — Western was no exception. As things started opening up again, we saw a great number of staffing shortages across the board. In fact, the entire hospitality sector in Canada experienced a staffing drain with a 14.2% decrease since the start of the pandemic, according to Statistics Canada.

Since our focus in Hospitality Services is on providing the best culinary experience, we needed to upstaff our eateries with individuals with a passion for food and a desire to work in a collegial environment. In addition to the job fair in the summer, promo posters in the community including libraries, high schools and city-wide billboards, we turned our attention to the students studying and living on campus. In December, we reached out directly to the students in our residences who could benefit from part-time work on campus.

Our approach entailed several methods, both digitally and in person. We sent two emails to first-year students in residence in December as well as one email to their parents and included articles in our all-resident eNewsletters in December and March. On Thursday, February 3, we had a presence at the Career Fair held by Student Experience and another on Wednesday, March 8, at King's University College. We also engaged our Street Team in connecting directly with students in residence and around campus.

The response to these tactics was incredible. The December emails alone garnered over 150 applications and nearly 100 hires.

We still have room to grow our teams and are keen to build on the success of this campaign in the spring. If you have any family members or friends who might be interested in working on campus as a Culinary Production (Cook) or Culinary Support, you may direct them to our employment webpage for job numbers and other information at hospitalityservices.uwo.ca/employment.cfm •



Keeping Afterhours Safer in Residence

Erica Fearnall

Residence Area Manager, East Neighbourhood, Housing



The afterhours residence safety team plays an instrumental role within the division of Housing and Ancillary Services while supporting many key strategic goals and plans for the year. Currently, the afterhours team is comprised of 34 Residence Safety Assistants (RSA) and 6 Residence Safety Coordinators (RSC) who contribute to the promotion and creation of a safe living and community space within their assigned neighbourhood and residence building(s).

The team assists in mitigating risks to students and others by upholding the residence contract, completing rounds of the residence building, addressing concerning behaviour as well as responding to calls for emergencies or crises. Staff promote a sense of safety within the residence by creating and maintaining positive relationships with students, having supportive and educational conversations and ensuring health and safety standards are adhered to. For the most part, their working hours are 10:00 p.m.–6:00 a.m. from Tuesday–Saturday.

For our Residence Dons, the addition of RSAs to the team resulted in a reduction of calls, fewer reported instances of burnout, better focus on administrative work and community development, as well as increased capacity for relationship building with students. For Residence Life Coordinators (RLC), they experienced fewer on-call interruptions (overnight), an increased focus on committee work, community development and professional assistance for students and staff during the overnight hours. Another noteworthy achievement is the reduced emergency response time to incidents in residence.

Behind the scenes, the RSAs prove helpful in responding to building damages, prepping for Fall Preview Day and developing collaborative relationships with residence teams and campus partners.

We are so grateful to have the addition of this team to support our community. ●

Western Summer Accommodations

Marketing & Communications, Housing and Ancillary Services

As we move forward from the past few years of COVID-19 affecting so many aspects of the University, we are happy to offer options for summer accommodation. While we aren't yet open to the general public, we have rooms and suites in London Hall and Ontario Hall for students, staff, faculty and their referred guests.

With a newly revamped website that's easier to navigate and streamlined information, booking space in the summer months is now a cinch! From May 8–August 19, we offer budget-friendly options to stay in London.

We shared the new process and openings with the Western community at the beginning of February and we are already seeing a lot of bookings happening!

Remember, your referred guests can also stay in Western Summer Accommodations. If you have guests visiting from out of town, are looking for a space for conference attendees or have your own student looking to for the summer, you can book now.

Ontario Hall – offers short-term stays in semi-private and private suites with two lockable bedrooms, one washroom and a large closet. Room — \$99/night + HST. Suite — \$169/night + HST.

London Hall — students only — long-term option with choices of shared and private suites featuring two or three lockable bedrooms (each with a double bed), full kitchen, living room and washroom. \$850/month.

Learn more by visiting stayatwestern.uwo.ca. ●



A HELPING HAND TO UKRAINIANS FLEEING THE WAR

Svitlana Stoiko-Hota

Special Projects Coordinator, Housing and Ancillary Services

A year ago, in February 2022, forty million Ukrainians were awoken to the sound of wailing air raid sirens and bomb explosions. Their worst fears were coming true and millions of Ukrainians were forced to hastily flee their homes. Their initial reactions of fear and despair were soon replaced by acceptance of a new reality and the challenge of starting a new life.



There is a silver lining in every dark cloud and Ukrainian allies aligned to offer support. Canada, having the largest Ukrainian diaspora, was one of the first countries to jump in and offer help to Ukrainian citizens affected by the war.

Relocating to a new country across the ocean is stressful beyond words. With the added layers of learning a foreign language and not having many employment opportunities, Ukrainian newcomers faced many challenges. "We found ourselves on a totally different planet, where we felt like aliens," they admitted.

A hybrid program for new Ukrainian hires

Western University stepped in to support numerous newcomers arriving in Middlesex County. In September 2022, Hospitality Services announced an unprecedented project for displaced Ukrainians and hired eleven new team members for Culinary Support positions and started their onboarding program. The unique hybrid program allowed them to combine work in dining halls with an intensive course of English as a Second Language (ESL).

This is an entirely new initiative for Western and had to be developed from scratch and adjusted as it was unfolding. The program was initially designed to cover only the fall semester in terms of the ESL course but as the program was underway, it became obvious that three months is not long enough to master a difficult foreign language like English. Based on these findings, the decision was made to expand the program for the whole academic year.

As the new hires worked on their language skills, they were initially assigned to backline positions in dining halls in food preparation, cleaning and dishwashing. As the ESL program was progressing and started to garner results, Ukrainian team members grew their capacity of interacting with customers and are currently serving students on the frontlines as well.

What's next?

Currently, the Ukrainian crew is split between three residence dining halls and Great Hall Catering. The Ukrainian staff members are proving to be excellent additions the team — hardworking, dedicated, good team players and fast learners.

Based on the success of the pilot project, Hospitality Services is exploring a second intake beginning this fall. The first-round participants are enthusiastic about welcoming other Ukrainians to join their teams and encouraging newcomers to apply. They are excited to share their experience and support new hires all along their transition, because they know all too well what it feels like to be "on a different planet". ●

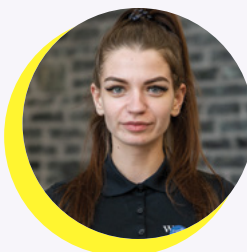


Lots of Love for Western



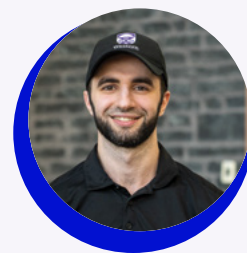
VLAD SELISHCHEV

I like working here at Western because of the team support and friendliness. There is no competition or rivalry — everyone comes and works like one big, friendly family bringing joy and satisfaction to the students.



JULIA KARELINA

What I appreciate most about working at Western is the opportunity for development. You can be sure that Western will always support you in your endeavors. The management team finds time for each of the employees to make sure they feel confident and comfortable.



LAZO MELADZE

Regardless of their position, everyone is kind-hearted and no one has ever refused my requests for help. The whole community has been incredibly supportive and friendly to us.



MARYNA RAVCHEIEVA

Working in the Hospitality Services team has given me valuable experience in food handling and customer service, along with the opportunity of learning English on top of that! I have made great progress since the beginning of the program and it has given me additional motivation for self-development.

HAS Staff Represented with Western Award of Excellence and Nomination

Marketing & Communications, Housing and Ancillary Services



Each year, Western University recognizes staff members who demonstrate exceptional commitment to the University's values and contribute in a demonstrable way to Western's reputation as a leading institution of higher education. The Western Award of Excellence provides meaningful and enriching recognition, offering appreciation to outstanding staff and administrative leaders.

This year, Housing and Ancillary Services is proud to have one of our own win an award and another team nominated.

Winner: Carrie Schnurr, Manager, Culinary Training, Hospitality Services

Carrie Schnurr truly embodies the best of Western's core values. She acts with the most integrity and fairness — whenever a special project is being considered or a solution is needed, the go-to response is "let's ask Carrie." She puts on her Western best and with a bright smile, represents the University at the welcome tables during Fall Preview Day and Spring Open House, attends the stadium to lend a helping hand and works behind the scenes at catering functions and at conferences and competitions.

Carrie is committed to continuous improvement in our department through collaboration and consensus building. She gained the trust and respect from her immediate

colleagues and staff across campus with her magnetic personality, professionalism and flair for fun. If you haven't met Carrie yet, you should. She is quite possibly one of the most creative and unique individuals at Western.

Over her 18+ years at Western, Carrie never wavered in her dedication to Hospitality Services and the University as a whole. Despite the ever-changing direction and the constant pivoting (especially in the past few years), she remains steadfast in her commitment to provide our students with an exceptional experience. Simply put, Carrie is the embodiment of "excellence."

Nomination for the Bookstore team: Jane Doran, Julie Forsythe, Jessie Karn, Tegan Pfaff, Stephen Cribar, Rachel Sandieson, Victoria Hickmott

A further example of the strength of the HAS team is the nomination of the full-time and managerial staff at the Bookstore. In their nomination form (nominated by the part-time staff team), themes of exceptional customer service to everyone in the store, bleeding purple pride through merchandise and a student-prioritized experience were seen throughout. The team continues to be excellent role models to all Housing and Ancillary Services staff and the greater Western community for embodying integrity, respect and commitment to service. ●



Books to Look For

1Q84

By Haruki Murakami

Set in a (slightly) alternate reality, *1Q84* weaves together two unrelated characters through themes such as identity, storytelling and reality. The events of *1Q84* take place in Tokyo during a fictionalized version of the year 1984, with the three volumes set throughout the year. A perfect book for someone who has read everything and wants a plot they cannot predict.

Recommended by Rachel Sandieson from the Bookstore

Blindness

By Jose Saramago

Imagine going about your day and suddenly going blind. Imagine too that an unexplained mass epidemic of blindness hits your city and societal order breaks down as a result. How would you behave if you were desperate and you knew others can't see what you're doing? Saramago's analysis of human nature in *Blindness* is what made it one of my favourite books ever.

Recommended by Alejandra Largo Alvarez from the Bookstore

The Painted Girls

By Cathy Marie Buchanan

From fashion shows, to cheerleading, to clubs, to dance classes, there are so many people involved in dance at Western. This is a heartrending, gripping novel about two sisters in Belle Époque Paris and the young woman forever immortalized as muse for Edgar Degas' *Little Dancer Aged Fourteen*. If you love dance, Parisian history and art, you will love this book!

Recommended by Stephanie Livingstone from the Bookstore

Moon of the Crusted Snow

By Waubgeshig Rice

Moon of the Crusted Snow is a 2018 post-apocalyptic thriller/science fiction novel set in a rural Anishinaabe community in northern Canada. It follows a group of community members after they are cut off from the rest of the world amidst a societal collapse. A sequel, *Moon of the Turning Leaves*, has been announced for 2023.

Recommended by Rachel Cabunoc from Housing ●

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