

IN-HAS NEWSLETTER

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IN-HAS

Housing and Ancillary Services
Employee Newsletter



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Calendar

August 29–30	International Move-in Days
September 2–4	Move-in Days
September 4	Labour Day Holiday
September 3–10	Orientation Week
September 7	Fall Term Begins

IN-HAS Newsletter Committee

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Dear Colleagues,

With another school year just around the corner, I hope you've had an opportunity to take some well-deserved downtime over the last few months, or work on projects to ensure we're ready to welcome our incoming first-year class.

The housing operations team was very busy wrapping up the academic year in May, by supporting a smooth and successful move-out of first-year students. With a short pause to catch our breath, the Residence Admissions team worked through processing residence applications for the upcoming year. This September we will see our largest first-year class ever at Western (6,600+ students), with a large number choosing to live in residence.

It was an extremely busy summer for our colleagues in Hospitality Services. Conference and catering activity has returned to pre-pandemic bookings, and our teams have been doing a great job welcoming these groups back to campus. Hospitality Services finalized a couple of exciting collaborations, one with Storm Stayed Brewing to create Western's first ever beer, Angry Goose Lager. The beer will be available at special campus events, for example alumni events during homecoming. We've also organized a two-day Forward Food event collaborated with other universities and the Humane Society to advance our Plant-Based menu offerings.

Retail Services was putting the finishing touches on their much-anticipated renovations at the Bookstore, while also juggling convocation business amongst a construction zone. Graphic Services has moved to a new permanent home in the Arts & Humanities Building. Ironically, what's old is new again, as Graphic Services is occupying the location of the old Ivey Copy Centre, which we used to run.

In May, some Housing staff attended the OACUHO Conference, where Western was recognized with multiple awards: Rachel Cabunoc won the *Innovation/Vision Award*; Western's Housing and Residence Life Leadership Team (Mark Mariner, Erica Fearnall, Mel Chaffe, Rachel Cabunoc) won the *Program/Service of the Year Award*; Mel Chaffe won the *President's Recognition Award*; and Miranda Hueston won the *Commitment to Inclusion and Equity Award*. Their accomplishments are a reflection of the high-standards and leadership that Western plays across the provincial student housing industry.

Speaking of awards, congratulations to Craig Clifford, recipient of a *Western Green Award*, for being instrumental in making sustainable, compostable and recyclable containers and cutlery available across campus, as well as sourcing local and ethically produced products for Hospitality Services. Many of you may also know, our previous AVP, Peggy Wakabayashi, was awarded *The President's Medal for Distinguished Service*, which recognizes a retiree that provided exemplary service to the university.

A cross-departmental team has been working over the summer with FM and external architects to design two new Housing projects, a first-year residence and an upper-year and graduate student apartment. We anticipate having designs finalized later this fall, with approvals this coming year, and hope to begin construction in 2024.

Thank you to those that completed the Western Staff & Faculty Experience Survey—we had record participation rates this year. Leaders are currently reviewing the results, and we will come together in the fall to share these and develop key strategies to strengthen areas you identified as needing some attention.

I hope you enjoy the remaining weeks of summer and are ready to welcome our Western community back to campus!

Chris Alleyne

Green Award Winner – Craig Clifford



The Western Green Awards were initiated to recognize sustainable initiatives at Western University by acknowledging community members (students, faculty and staff) who made positive contributions. One of the 2023 winners was Craig Clifford from Hospitality Services, nominated by Anne Zok.

“Craig is a true Sustainability champion. A Chef by trade, Craig was hired 20 years ago as a Unit Manager for Perth Hall. Soon after, he was promoted to Operations Manager for the Residence Operations, then oversaw the Campus Eateries and is now Procurement Management for all of Hospitality Services. Hospitality Services is a large department consisting of 6 areas (Residence Operations, Campus Eateries, Great Hall Catering, Conference Services, Vending and Stadium Concession) with annual food and beverage purchases of over \$13 million.” - Anne Zok

Craig currently works with countless food service suppliers to ensure local, sustainable and ethically sourced goods

are secured for each area within Hospitality Services. He has developed close ties in the food service industry and is instrumental in securing contracts with many local suppliers (e.g., Capo Foods, Coppa di Gelato, Fire Roasted Fairtrade Coffee, Booch and International Bakery from London, etc.). Craig also works tirelessly to ensure sustainable, compostable and recyclable to-go containers and cutlery are available. This year, Craig created a comprehensive list of all our package containers, complete with images and recycling instructions and circulated it amongst the team. Craig is now working to ensure we are in compliance with the single-use plastic ban in Canada. We can look forward to meeting our targets with a fully sustainable packing program for September 2023.

Craig was presented his award at the Sustainability Impact Showcase 2023 on Thursday, March 30. ●



Western Solidly Represented at OACHUO Conference

**Marketing & Communications,
Housing and Ancillary Services**

This past May, nearly 30 of our Housing staff attended the Ontario Association of College and University Housing Officers (OACHUO) Spring Conference in Peterborough hosted by Trent University.

Over the four-day conference, delegates spent their days in educational and training sessions with evenings finding providing ample opportunity to network with housing colleagues from across the country.



Western's team took a large portion of the awards, including:

Innovation- Vision

Rachel Cabunoc

President's Recognition Award

Mel Chaffe

Program/Service of the Year

Western University's Housing and Residence Life Leadership Team

(Mark Mariner, Erica Fearnall, Mel Chaffe, Rachel Cabunoc)

Commitment to Equity, Diversity, and Inclusion

Miranda Hueston

Presentation best-in-show for the training sessions went to Jacob Clarke and Paige Julian for their presentation *Beyond the Binary*.

They will also take their presentation to the ACUHO-I (Association of College and University Housing Officers – International) Conference next year with a newly instated \$1,000 honorarium/bursary.

Kianna Samuel-George and Tala Alahdab were also noted in the top 5 of presentations for their presentation of *Access-ABILITY: The Power of Inclusion*. ●

Western Bookstore Gets Facelift

Stephen Cribar

Associate Director, Sales & Procurement, Retail Services

The ongoing shift in textbooks from physical to digital has resulted in changes for campus retailers. With the many unknowns surrounding the course materials stream, Western Bookstore is focused on increasing the breadth and selection of the General Merchandise category

One of the priorities to facilitate this shift is renovating the 1900-square-foot upper level of the store. This area has not been renovated since the early 2000s and with the lower level being renovated in 2018 and the cash area a year later, the upper floor and entrance were outdated. The desire for the current phase is to make the upper floor and entrance more appealing, improve traffic patterns and allow for additional new categories that are in demand with our customer base. A number of these categories were identified in a large customer survey undertaken by HAS Marketing last fall.

Once the renovation is complete, the front entrance will be relocated to align with the staircase





that comes down from the Upper UCC food court with the previous front entrance and the existing walls on either side of the entrance, converted to a floor-to-ceiling glass window to allow the merchandise within the store to be more visible to passing traffic. An office has been removed to increase the floor space in the upper level of the Bookstore allowing approximately 500 square feet being reserved for General Books, games and puzzles.

The space will be bright, modern and inviting. ●





forward food

**Plant-Based
Chef Training**

Kristian Crossen

Executive Chef, Hospitality Services

In the pursuit of expanding culinary horizons, Western Hospitality Services hosted a two-day culinary workshop at Saugeen-Maitland Hall in partnership with the Humane Society's Forward Food program. This two-day intensive workshop hosted 12 of our Western campus chefs and 12 visiting chefs from the University of Guelph, McMaster and University of Windsor working through a repertoire of creative, healthy and delicious recipes. The event was co-hosted by myself along with Riana Topan and Makayla Dewit of the Humane Society Forward Food Initiative, with the recipes created by their Chef Amy Symington, who led the workshop.

The focus of the workshop was on modern healthy and approachable plant-based cuisine, helping our culinary teams expand their repertoire, learn new techniques and inspire creativity when preparing new menus for their campuses.

The chefs worked in partners each day, starting early in the morning with an initial meeting then presentations and demos by the Forward Food team. The teams then went into the kitchen to execute dishes from the recipe book provided, before presenting their creations at a lunch service for special invited guests.

The invited group was a mix of campus stakeholders, interested partners, outside campus guests and local media. The working chefs were on hand to present their dishes and provide some context on the preparations. Both lunches were very well received by the participants and those in attendance.

The media uptake was also very positive, with [CBC news](#) (TV and radio), [CTV news](#) and [Western News](#) providing significant coverage.

Western Hospitality Services works extremely hard to create exciting, diverse and inclusive menus for our students, faculty and staff. This event was a great opportunity to expand on this objective. We have committed to increasing our plant-based entrees in residence to 40% of our menu mix by 2024, up from 31% currently, and a further increase in 2025. We are excited for the new academic year and the opportunity to showcase some of what we learned! ●



Spring Brought the HAS Team Together

Christine Von Wistinghausen

Administrative Specialist, Office of the Associate Vice President, Housing & Ancillary Services

Spring was a time to come together as a Division and celebrate.

In early May, staff gathered for an appreciation lunch to enjoy an eclectic menu with food from a Pacific Rim Fusion Bar (hopefully the fried chicken will be served again sometime soon). It was also a time to re-connect as a team, reflect and recognize the many accomplishments and achievements that made this past academic year remarkable.

A month later, staff and their families attended the HAS Family BBQ which offered fun activities, including a petting zoo and a delicious western themed menu. It was great to see the smiles and laughter on the kids' faces, as well as remnants of cotton candy and ice cream.

On June 2, we were happy to come together again to celebrate an impressive accomplishment and a member of the HAS community. After 40 years of service Glenn Matthews decided to retire, bringing together HAS staff, retirees and former housing colleagues to celebrate his career.

Hopefully, everybody was able to enjoy these events.

We look forward to seeing you at the Long Service Award presentation on August 9 to celebrate again! ●



Western Housing Expanding While Considering All Student Levels

Marketing & Communications, Housing and Ancillary Services

A cross-departmental team has been working over the summer with Facilities Management and external architects to create and design two new Housing projects, one for first-year students and another for upper-year and graduate students. The proposed on-campus housing will allow the University to maintain their first-year residence guarantee as they aim to increase student enrollment to 50,000 students by 2030 while also supporting their upper-year and graduate students with the current housing needs.

As part of this process, Housing and Ancillary Services created an interactive survey to get input directly from students on what they would like to see within the new buildings. An interactive booth was created and set up at various residences and apartments across campus to ensure a variety of students were taken into account. Students were able to choose which floor plans they preferred and what sort of amenities they'd like to see in a residence. These features included everything from a workout room to outdoor green spaces to study rooms. Students' input is a valued and important part

of the process since their considerations strongly influence the decisions made for these new buildings. ●





THERE'S A NEW GOOSE IN TOWN

Rich Caccamo

Strategic Priorities, Office of AVP, Housing and Ancillary Services

Sometimes cool things happen at work that make your friends jealous. Partnering with a London microbrewery to launch a Western branded beer is one of those things.

If you haven't already heard (or tasted), Hospitality Services recently teamed up with Storm Stayed Brewery to produce a light-bodied, crisp and easy drinking lager. For those who are not into the craft beer scene, Storm Stayed Brewing Co. is a small, community-oriented craft brewery in Old South. They have an award-winning lineup of beers and are known for their modern takes on traditional styles.

Coming up with a name for our beer was a lot like trying to name a family pet. Everyone thinks their name is the best and no one gets the inside joke. After weeks of brainstorming, we decided to go with a name that checks all the boxes and already has credibility amongst foodies: The Angry Goose. It made perfect sense to expand the AG brand and co-opt the name for our beer. Why mess with a good thing – right?

The decision to go with a lager was also not as easy as you might think. If you're a fan of double IPAs or fruity sours this beer may underwhelm you but if you're anything like me, nothing beats a mild hop pint on a hot summer day.

We asked ourselves: What makes a good beer? Quickly we realized that entirely depends on the drinker.

We wanted a beer with wide appeal that was frosty, flavourful and swiggable. While we were tempted to go with a hoppy flavour-bomb IPA, we landed on a style that wasn't tastebud

annihilating. It had to pair well with any food and be ideal for days when the humidity is higher than the temperature.

The soft launch of The Angry Goose Lager has gotten off to a fast start. Those who were lucky enough to drink an AG at a special event or catered meal on-campus are part of an exclusive club of first sippers.

Those of you who are haters of clockwork lagers, give AG a try – it's an all-around tasty beverage that will cure your palate fatigue after drinking a few citrus gose ales. And who knows, maybe we'll release a second beer in the AG family? Our next style could be a tongue tingling stout with vanilla beans, cinnamon, cocoa nibs and habaneros...probably not if I'm being honest.

Stay tuned for more fun news about our 'official launch' this fall. Cheers! ●



Longtime Western Residence Leader Earns President's Medal for Distinguished Service

For Peggy Wakabayashi, it was never just about housing students or keeping residence buildings running smoothly. It was about inspiring the next generation and building up young citizens and leaders. With two children of her own, she devoted herself to treating Western students as she hoped her daughters would be treated — ensuring a high standard of care.

Her 36 years at Western, the bulk of them at the helm of the University's student residences, were marked by innovation and first-in-Ontario accomplishments.

Awards are nothing new to Peggy, through the many stages of her career she was recognized multiple times but in June, she was presented with one of Western's highest staff honours, the President's Medal of Distinguished Service.

"I am deeply thankful for the many opportunities given to me during my years at Western. The support and encouragement I received certainly set me up for success and contributed to

a fulfilling career over many decades. I'm left with so many fond memories to savour in my retirement. I couldn't be more happy or more grateful," Wakabayashi said.

The President's Medal for Distinguished Service is awarded annually to one retiree who "provided exemplary service to the University, over and above the normal requirements of their positions."

Wakabayashi certainly fit the bill.

"It's a pleasure to honour Peggy for her many years of service. She made a difference for generations of students who enjoyed all that residence life had to offer. She personified Western's mission to provide a safe, welcoming and inclusive community," President Alan Shepard said.

Peggy retired in 2018 and was awarded the President's Medal for Distinguished Service on June 12, 2023. ●





Books to Look for

Ten Thousand Doors of January

By Alix E. Harrow

This fantasy novel focuses on January Scaller, ward of wealthy antiquarian collector, Mr. Locke. One day she finds a strange book and worlds begin to open to her. Author Alix E. Harrow beautifully blends fantasy, adventure and romance together, while capturing the magic and power of words.

"If we address stories as archaeological sites, and dust through their layers with meticulous care, we find at some level there is always a doorway."

Recommended by Tegan Pfaff from Western Bookstore

Mr. Breakfast

By Jonathan Carroll

What would you do if you had the chance to choose a different life?

Struggling comedian, Graham Patterson has the chance to visit two possible futures through which he can see how things would've played out on roads not taken. After three visits he must choose one and only one. Jonathan Carroll is a master storyteller and *Mr. Breakfast* is a puzzle box of a novel that draws comparisons to Murakami, David Mitchell and *It's A Wonderful Life*. He writes beautifully about life's interconnectedness and the magic that surrounds us.

Recommended by Stephen Cribar from Western Bookstore

BIG

By Vashti Harrison

She's a good girl. She's a big girl. But is she too big? What does she need to do to see clearly? This excellent children's book by Vashti Harrison uses the picture book format to tell its story of strength and compassion in a new, surprising way. The lovely, soft illustrations are the icing on top! Recommended for ages 4 to 94.

Recommended by Roy Penney from Western Bookstore

American Assassin

By Vince Flynn

Mitch Rapp was a gifted college athlete without a care in the world...and then tragedy struck. Terrorists brought down flight Pan Am 103. Two hundred and seventy souls perished on that cold December night, and thousands of family and friends were left searching for comfort. Mitch Rapp was one of them, but he was not interested in comfort. Now he wants retribution.

This is a bold postmodern spy-thriller that never lets up. Vince Flynn has never been better in this unforgettable novel of a young man primed to become an American assassin (MUCH better than the movie adaption)

Recommended by Jamie Bere from HAS Marketing

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