

IN-HAS NEWSLETTER

ISSUE 29

SPRING 2025



IN-HAS

Housing and Ancillary Services
Employee Newsletter

Message from Chris Alleyne



Hey everyone! I'm excited to share my first video update—scan the QR code to watch. We've had big milestones from the Dellelce Family Bookstore's 100th anniversary to breaking ground on a new residence. Enjoy reading and don't forget to complete the crossword at the end.

INSIDE

- 3** Elevating the lululemon Experience: Collection Expands Online and In-Store
- 4** Enhancing Experience & Efficiency: Integrating Our Conference and Catering Departments
- 6** Frost Week 2025: Planning, Policies & Programming for Student Engagement
- 7** Celebrating the Year of the Snake
- 8** 100 Years in the Making: Celebrating a Century of the Dellelce Family Bookstore
- 10** Supporting Students in Finding Meaningful Work
- 11** Did You Know?
- 12** Building Connections: The Power of Keeping It on Campus
- 14** Crossword Puzzle
- 15** Books to Look for

CALENDAR

- April 4 Winter term classes end
- April 7–30 Final exam period
- May 1 Residences close at 12 p.m.
- May 8 Western Summer Accommodations open until August 16

IN-HAS NEWSLETTER COMMITTEE

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Elevating the lululemon Experience

Collection Expands Online and In-Store

Jessie Karn

Sales Floor Manager, Dellelce Family Bookstore

lululemon has been helping people feel their best since 1998. The Canadian brand started in Vancouver, British Columbia, by creating athleisure apparel that has been stylish and dependable. Not only have they made local community partners, but they have also had collaborations with other brands such as Disney, the NHL, Team Canada and of course Western University.

lululemon has one of the best omnichannels in the retail market. With an innovative website, they have ensured a seamless experience for customers across physical and digital channels. They offer Buy Online, Pick Up in Store, stock alerts, easy returns and much more. The numbers don't lie, they are up 18.6% and finished at \$9.619B in 2024.

Having such success in the digital world, we decided to put the lululemon // Western collection on our website. We will

offer the same experience for our customers as lululemon's and our Western Alumni will be able to make a purchase anywhere in the world. When shopping on the bookstore website, you can get the same experience from on-body eCommerce photography, size charts and an in-depth description of the product. Just like lululemon, we offer stock alerts and Buy Online, Pick Up in Store, so you won't miss out!

Starting in August 2025, you will notice some changes in our lululemon section in the form of a mini store makeover to accommodate our collection being moved to the new Campus Collegiate program. We will be on the same program as Ohio State, UCLA and Stanford to name a few. The product selections coming our way will make us even more purple and proud, if that's possible. ●



Enhancing Experience & Efficiency

Integrating Our Conference and Catering Departments

Cliff Fielder

Associate Director, Catering and Conferences

In today's dynamic landscape of university operations, collaboration and efficiency are crucial in ensuring that services meet the ever-growing expectations of clients. Integrating Western's Catering and Conference departments supports the University's priorities and overarching student experience. Over the past 18 months, these two departments, which historically shared operational overlaps, have worked to align their efforts to create a more streamlined, efficient operation. When fully complete, the result is an improved client experience and allows significant opportunities for growth.

Aligning Two Teams for Operational Efficiency

The objective behind integrating the Catering and Conference departments is to capitalize on their operational overlap.

Our two teams have always shared the same address book and client base, with a large portion of the summer conference business already relying heavily on catering services. By aligning these two teams, we aim to streamline operations, reduce redundancies and identify efficiencies that benefit both areas.

A key advantage of this integration is the ability to offer a more cohesive service to clients. Clients can work with a single point of contact, simplifying the entire process and ensuring their needs are met more efficiently. This is particularly important for external clients (non-university), who appreciate dealing with one person rather than navigating multiple touchpoints. It places us on the same playing field as our competition.

The team will also share one website, where you can get all the services at cateringandconferences.uwo.ca. This unified digital presence makes it even easier for clients to access information and book services.

The shared goal of enhancing the customer experience is at the heart of this integration, both teams are committed to providing exceptional service to their clients.

Sharing Knowledge and Breaking Down Internal Silos

One of the most significant challenges in integrating two highly specialized teams is understanding each other's roles and processes. The departments have distinct yet complementary functions and learning to navigate the intricacies of each other's work has been an ongoing learning process. However, this challenge has provided invaluable learning experience, helping both teams gain a deeper understanding of the broader picture.

The integration process has required a shift in mindset. It has been about sharing knowledge and being open to new ways of working. By breaking down silos and fostering a culture of collaboration, we are creating a more cohesive operation that is better equipped to respond to the evolving needs of our clientele.

Unified Approach to Internal Processes

As both departments have worked toward greater alignment, much effort has gone into understanding and improving

internal processes. For example, aligning rates, billing practices and standards is an ongoing task requiring team collaboration. Incorporating technology will continue to play a crucial role in the future.

In addition to aligning operational processes, new opportunities continually present themselves. For example, Clare Hall is another residence in our summer inventory, which increases the availability of accommodation for conference guests and event space.

The Power of Branding

Another benefit of this integration is the opportunity to leverage the Western University brand. This is particularly important when dealing with external clients, who may not be as familiar with the intricacies of the University's internal departments. This makes it easier for clients to navigate the services we offer and ensure they receive the highest quality of service.

A Bright Future

The journey is just beginning and we are excited about what lies ahead as we continue to integrate, innovate and elevate the customer experience at Western. This integration lays the foundation for even greater success in the future, from improved operational efficiency to a more streamlined customer experience. While there is still much work to be done, the progress made thus far is a testament to both teams' dedication and hard work.

We are well on our way to becoming a leader in hospitality and event management, delivering exceptional experiences for clients and helping elevate the institution's regional and international reputation. ●



Frost Week 2025: Planning, Policies & Programming for Student Engagement

Programming Coordinator Team

Housing

When students return to residence after the winter break, they're eager to spend time re-connecting with their community. Frost Week—daily programming run by Residents' Council during the first week back—is pivotal for student engagement and harm reduction.

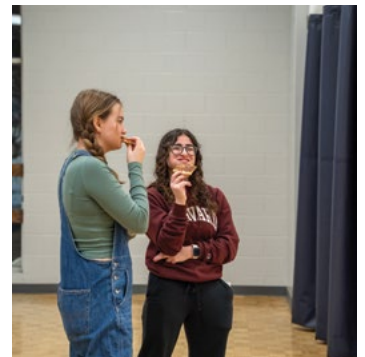
Residents' Councils spent over two months planning Frost Week events, with support from their Residence Education Advisor, Programming Coordinator (PC) and Administrative Coordinator (AC). Ultimately, the councils ran over 60 events throughout Frost Week, with both high-energy and low-key events to meet diverse student needs. Students were able to relax and tap into their creative side at paint nights, craft events and cookie-decorating. Laser tag and video game events were an opportunity to have fun and connect with new friends, while sex toy bingo taught students more about sexual health.

"Frost Your Soph" remained a student favourite, allowing students to pie their Sophs while keeping the mess under control. This year, the AC and PC team worked with Facilities Management to implement drop sheets, shoe covers and thorough post-event cleaning. The plan was a success—none of the six events required extra clean-up!

Frost Week ended with large-scale events that were open to all students in each neighbourhood; North and South hosted carnivals with inflatables and food trucks, while East organized floor hockey and a dance.

This year a new guest sign-in policy was implemented, replacing previous guest restrictions. While students benefited from being able to sign in guests, the change also improved safety by providing better oversight of who was in the buildings. In past years, some guests arrived early or entered through unauthorized doors, but these issues were significantly reduced. The policy also made the process smoother for Guest Registration Attendants by minimizing conflicts. A total of 669 guests were successfully registered, with no increase in guest-related incidents, suggesting this approach may be effective moving forward.

Overall, Frost Week was a success, with students sharing positive feedback about programming and no significant change in the number of incidents related to guests, alcohol or smoking compared to previous years. The support and insight contributed by several teams within HAS was crucial to the execution of a safe and fun Frost Week for our students! ●





Celebrating the Year of the Snake

Anne-Marie MacNeill

HAS Marketing and Communications Coordinator

On Thursday, February 6 at the Great Hall in Somerville House, students gathered for an unforgettable evening filled with cultural performances, festive dishes and cherished traditions to welcome the Lunar New Year.

The night featured a specially curated menu by the Catering and Conferences team, allowing guests to savour symbolic dishes like beef bulgogi dumplings, braised pork belly, lobster and more. Each dish carried meaning, from prosperity to togetherness, enhancing the festive atmosphere.

A highlight of the event was the incredible lineup of performances by various student groups, showcasing music, dance and cultural artistry. The excitement reached new heights with a mesmerizing face-changing performer from Toronto, who captivated the crowd with their impressive transformations.

Beyond the performances and cuisine, the celebration served as a meaningful way for students to connect. Through shared traditions and festive energy, the event offered a warm and exciting start to the new year. ●





We welcome your visit

Books for SUMMER READING

<p>FIRST RAINS OF AUTUMN by Aubrey Dierm Set in the Po Valley and the Alps and ... "based on true incidents... re-creates the tumultuous years of the Second World War." Paper — \$7.95</p>	<p>THE TRIAL OF SOCRATES by I.F. Stone "Stone" has gone back almost 2500 years to throw fresh light on the most famous free speech case of all time — the trial of Socrates. Hardcover — \$24.95</p>
<p>RISE AND FALL OF THE GREAT POWERS by Paul Kennedy Hardcover — \$34.95</p>	<p>CHILDREN OF THE ARBAT by Anatoli Rybakov Society of the early 1930's in Moscow. Hardcover — \$24.95</p>

GENETHICS
by Suzuki & Knudtson
Hardcover — \$28.95

Many more interesting titles arriving daily

THE UNIVERSITY BOOK STORE

We welcome your visit!

The University of Western Ontario
University Community Centre
London, Ontario N6A 3K7
519.661.3520

2 DAYS ONLY
Wed. - Dec. 9th
(open to 7:30 Wed. evening)
Thurs. - Dec. 10th

15% OFF
All reg. priced
CLOTHING
Excludes Jackets

CHILDRENS WEAR

The Book Store
University of Western Ontario

averaged about \$350. These prices were about the same as they were last year.

Kiersten Dewan, a veteran member of the Off-Campus Housing Office's summer staff, said that while one- and two-bedroom apartments remain the most popular choice, there are

Science, Social Science, Kinesiology and Music have been established "to do some kind of cooperative venture between those five faculties and the residences," said Wakabayashi. Four of the faculty-based floors will be in Saugeen-Maitland Hall, with the Music floor in Delaware Hall.

fully furnished. Each floor of the building also has two lounge areas and two laundry rooms. The first floor of the building features a dining room, a fitness room, and piano rooms. Five of the residence units

Book Store ready for student rush

The UWO Book Store is gearing up for the annual student rush to purchase their course textbooks.

"Each year we look for new ways to welcome first year and returning students and relieve the stress of rush week when purchasing their books," says Linda McCallum, Administrative Assistant at the Book Store.

The store will remain open until midnight on Wednesday, September 4 and first year students are being encouraged to shop then. A draw, for first year students only, with prizes valued at more than \$1,000, is planned for that night. The grand prize will be reimbursement for a student's course

book purchases from August 1 to September 4 (sales receipts required). Entry forms are included in the orientation packs and are accepted for submission only on September 4.

McCallum says that contests and prizes will continue to be held throughout the rush period as in previous years, as well as the broadcast of Much Music and perhaps a soap or two.

Book lists for course requirements are available in the Book Store, located in the basement of the University Community Centre. Additional store hours into the evening have been scheduled from Tuesday, September 3 to Saturday, September 14.

AUGUST 29, 1996

MAKE WINE 2 FOR 1

Make 2 Batches of Wine In Our In-Store Winery & Pay 1 Winery Fee (Save \$40)
That's 60 Bottles of Great Wine

Includes: wine, winery fee, corks, filtering & commercial degassing (bottles not included)

More than 20 delicious varieties to choose from!



Wine so good - you won't believe you made it yourself (Group rates available)

WESTERN NEWS — PAGE 5

100 YEARS IN THE MAKING CELEBRATING A CENTURY OF THE DELLELCE FAMILY BOOKSTORE

Tegan Pfaff

General Merchandise Buyer, Dellelce Family Bookstore

Whether it's Dellelce Family Bookstore, Western Bookstore or The Book Store at Western, whether we've been in the basement of Somerville or in the lower level of the UCC, the campus store has existed at Western for 100 years now in 2025. Celebrating a milestone like a centennial naturally invites a time of reflection.

While looking back through articles in the Western News, the issues important to students and staff demonstrate the University's transformation, but also its continuity. We have been here through formative world events, such as The Great Depression, World War II, The Vietnam War and more recently, the COVID-19 pandemic. We have been here through smaller-scale changes that impacted campus, such as the opening of the Cronyn building way back in 1940. The bookstore will continue to be here, constant and ever evolving with the Western community. It is an honour to be a part of that journey.

To celebrate our centennial, over the span of 2025, the bookstore will be having monthly drops of merchandise that pay tribute to our history. The recent drop in February, was a collaboration with DugOut Vintage owner, Aaron Bakker. Aaron is passionate about sourcing Western clothing, learning about who may have worn it and when. Narrowing down to a few vintage pieces, DugOut replicated the artwork and had it printed on a variety of used crewnecks and hoods in different colours. The result is a collection of garments that are both one-of-a-kind and sustainable. We are hoping to collaborate in the future with other DugOut clothing drops on limited edition clothing.

Future centennial drops will continue to include vintage designs applied to other clothing and giftware items. Keep checking back in to see what's next! ●



Supporting Students in Finding Meaningful Work

Melissa Chaffe

Residence Area Manager, Housing

Mark Mariner

Residence Area Manager, Housing

The 2025–26 hiring cycle for Residence Life Staff and Residence Sophs has been nothing short of exceptional. With a record-breaking number of applications and innovative new approaches to professional development, our team continues to foster strong engagement with both prospective and current student leaders.

Prospective Student Staff

This year, we received a record-breaking 622 residence staff applications, marking a 27% increase from last year's 489 applications. Not only does this highlight a growing interest in residence life leadership, but it also reflects the ongoing impact of our recruitment efforts.

Key Recruitment Highlights:

- Increased visibility and engagement—Residence Life executed hiring information booths in the UCC and all eight residence dining halls. This provided face-to-face interaction where students could ask questions and learn more about the positions.
- Word-of-mouth remains our strongest asset—Over 58% of new applicants cited their current Residence Life Staff as their primary reason for applying and 8.7% cited their Residence Soph, reinforcing the value of positive role modeling.
- Social media and digital presence—Platforms like Instagram, email campaigns and digital boards continue to generate interest, with 3.7% of applicants coming from Instagram and 5% from targeted emails.

Additionally, we received 1,400 applications for new incoming Residence Sophs, almost a 20% increase from the 1,157 applications we received last year. Despite changes to the definition of a returning Soph, we also received around 120 returning applications.

Current Student Staff

Beyond recruitment, we continue to focus on ongoing development and training for our current student leaders.

This January, we hosted an in-service training, which welcomed 372 attendees, including both Residence Life Staff and Residence Sophs.

A standout feature of this year's Professional Development Day was the introduction of a keynote panel, where we invited four professionals who began their careers in student leadership to share their journeys. The year's panel included a firefighter, chief of staff, teacher and financial advisor.

The panel was incredibly well received, with an engaged audience actively participating in the Q&A period.

Career Support for Residence Students

The winter term often brings a focus to summer employment, internships, research opportunities and future career planning. Our campus partners from the Student Experience Career Education team reached out with interest in meeting students in residence to offer career coaching and support. Throughout the winter term members of the Residence Life Management Team are working with Michelle Zuber from Career Education on the initiative "Career Corner". Career Coaches from the Career Education team set up in dining halls or main lounges and meet students to chat through career planning questions, concerns and resources.

As we move closer to the end of the term, wrapping up another successful hiring cycle and strengthening campus partnerships to support our students, we are excited about the future of Residence Life and Education. The record-breaking application numbers highlight the growing interest in our program and the introduction of new professional development initiatives ensures that our staff and students are equipped with valuable skills for their future careers.

Thank you to everyone who contributed to this year's success—we look forward to seeing the continued growth of our Residence Life and Education community! ●

DID YOU KNOW?

HAS IT supports



3,500+

Tickets

Between August–February

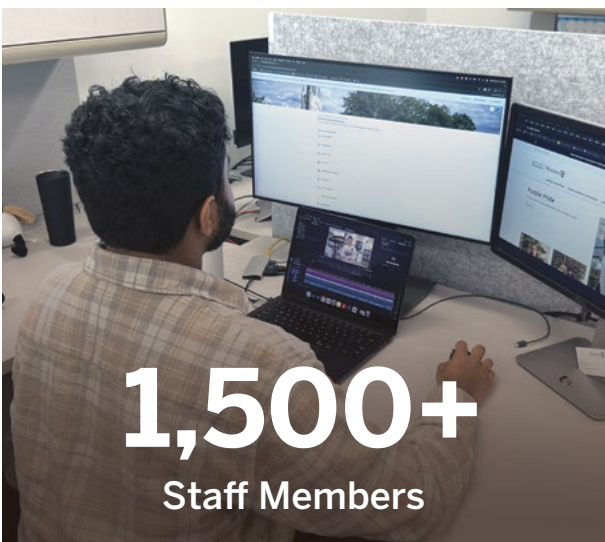


100+

Servers

100+

Cash
Registers




40+

Websites and
Applications



Catering &
Conferences



Print Services




Western Summer
Accommodations

ONTARIO  HALL
SUITES



HOSPITALITY
SERVICES
AT WESTERN



Dellelce Family
Bookstore

Building Connections: The Power of Keeping It on Campus

Devansh Singh

HAS Marketing and Communications Coordinator

For the first time in five years, we welcomed our colleagues from across Western for our *Keep It on Campus* open house. The event is just one piece of the *Keep It on Campus* initiative which encourages staff to “Buy Western.”

On March 4, we were joined by over 150 members of the community who are instrumental to procurement for their respective departments. The open house allowed our teams to engage in meaningful conversations with the attendees and inform them of the various services available to them through our Division.

Staying within the Western ecosystem allows departments around campus to save tax, support students, reduce their carbon footprint by eliminating off campus trips and ensure compliance with the ethical values and procurement codes set by federal requirements. Collaborating across campus with service providers who understand the Western brand and strategic priorities unifies us all and helps us grow.

The services present at the event included custom orders and tech products at the Dellelce Family Bookstore, Print Services, our staff meal plan, Catering and Conferences, Western Summer Accommodations and Ontario Hall Suites.

As people dropped in and out of the Great Hall, we received positive feedback from attendees learning about services they never even knew they had access to. Aside from that, everyone enjoyed the opportunity to mingle with peers across campus while sampling our catering team’s delicious menu.

This marks the return of the *Keep It on Campus* initiative after a pause since the pandemic. We aim to launch a biannual newsletter to remind staff of the exciting services our team offers, along with other strategic promotions throughout the year. ●





Know someone who needs a place to stay in London this summer? Perfect for guests, family or friends!

Western Summer Accommodations

Open from May 8 to August 16, 2025

Make Reservations Now
stayatwestern.uwo.ca

Test Your Knowledge & Win!

Think you've read the newsletter cover to cover? Prove it with our IN-HAS Crossword Challenge! All the answers can be found in this issue—just solve the puzzle, snap a pic of your completed crossword and email it to hasmarketing@uwo.ca. Three winners will be randomly chosen from the correct entries submitted by 12 p.m. (noon) on Monday, April 7. Each winner will receive a \$20 meal plan top-up. ●

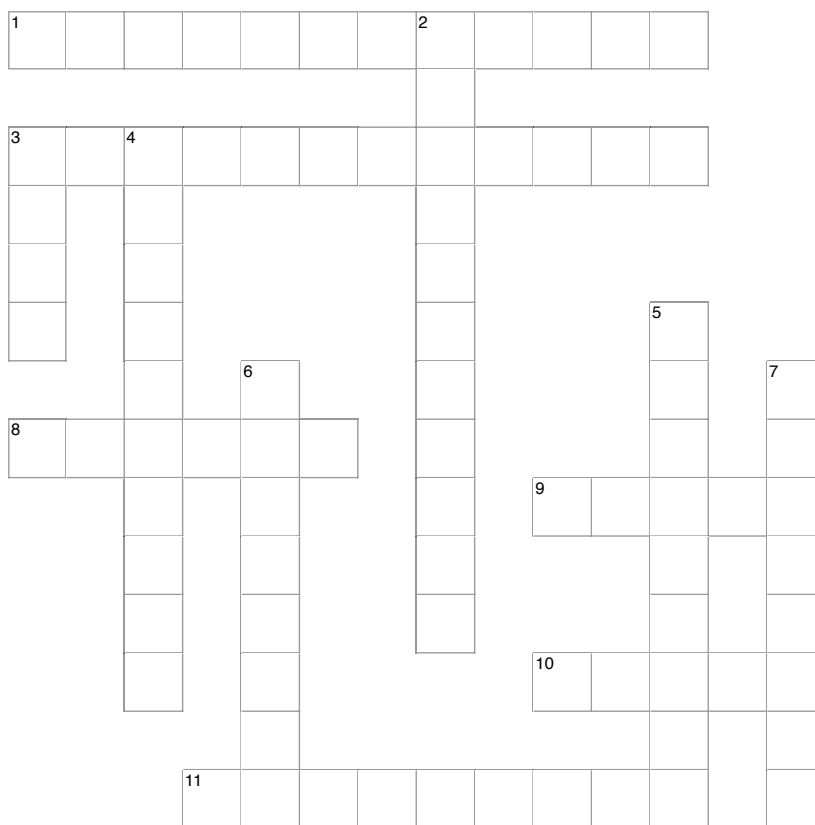
Crossword

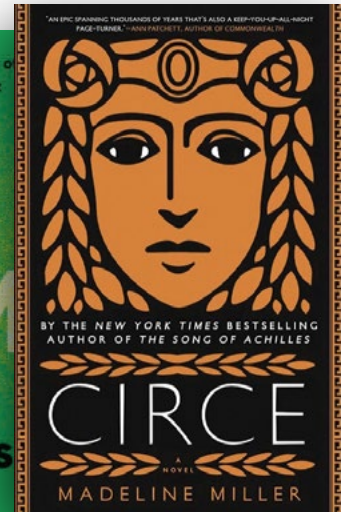
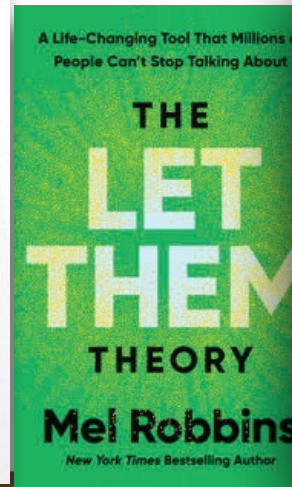
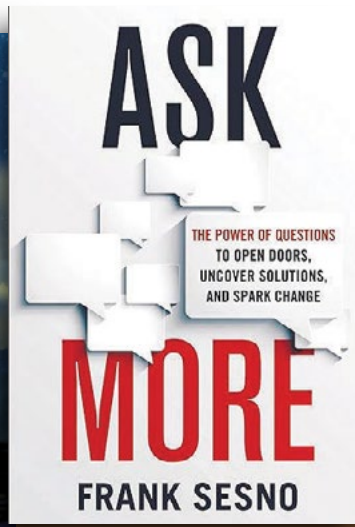
ACROSS

- 1 A new initiative where Career Coaches meet students in dining halls to discuss career planning
- 3 A performance at Lunar New Year Gala
- 8 The name of the vintage clothing store that collaborated with the Dellelce Family Bookstore
- 9 The city in the name of a book in the 'Books to Look for' section
- 10 The animal associated with Lunar New Year 2025
- 11 Where the KIOC event was held

DOWN

- 2 The retail strategy that integrates online and physical shopping
- 3 The number of years since the last Keep It on Campus open house
- 4 The new program Western's lululemon collection will be part of is called The Campus _____ Collection
- 5 The additional residence now available in the summer inventory for conference guests
- 6 The Catering & Conferences integration aims to enhance the _____ experience
- 7 The original location of the bookstore in Somerville





Books to Look for

The Paris Express

By Emma Donoghue

Emma Donoghue's (past Western writer in-residence) new novel *The Paris Express* is a fictionalized account of the real Montparnasse train derailment in 1895. From Granville in Normandy to Paris, the book follows a wide cast of characters going about their daily lives who happen to find themselves on a runaway train.

Recommended by Stephen Cribar, Retail Services

The Let Them Theory

By Mel Robbins

If you've ever felt stuck, overwhelmed, or frustrated with where you are, the problem isn't you. The problem is the power you give to other people. Two simple words—Let Them—will set you free. Free from the opinions, drama and judgments of others. Free from the exhausting cycle of trying to manage everything and everyone around you. *The Let Them Theory* puts the power to create a life you love back in your hands—and this book will show you exactly how to do it.

Recommended by Stephen Cribar, Retail Services

Ask More: The Power of Questions to Open Doors, Uncover Solutions and Spark Change

By Frank Sesno

Successful people share a hidden skill: asking the right questions at the right time. Emmy-winning journalist Frank Sesno teaches how to question methodically, using insights from leaders like the Gates Foundation, Steve Miller and Anderson Cooper to inspire success.

Recommended by Aidan Simpson, HAS Web

Circe

By Madeline Miller

In the house of Helios, god of the sun and mightiest of the Titans, a daughter is born. But Circe is a strange child—neither powerful like her father nor viciously alluring like her mother. Turning to the world of mortals for companionship, she discovers that she does possess power: the power of witchcraft, which can transform rivals into monsters and menace the gods themselves.

Recommended by Jennifer Kang, Western Apartments

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