

IN-HAS NEWSLETTER

ISSUE 31

WINTER 2025



IN-HAS

Housing and Ancillary Services
Employee Newsletter

Message from Chris Alleyne



Hi everyone! I'm excited to share my latest video update—just scan the QR code to watch. There's been lots happening across HAS lately, from new food concepts in the UCC to inspiring examples of leadership and community. Hope you enjoy flipping through the newsletter and be sure to try the crossword at the end.

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CALENDAR

December 23	Residences Close at 12:00 p.m.
January 4	Residence Re-open
January 5	Winter Term Begins
February 14–22	Winter Study Break

IN-HAS NEWSLETTER COMMITTEE

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Start-Up Season by the Numbers

Chris Lengyell

Director of Housing

September is one of the busiest and most exciting times of the year as we welcome thousands of new students to campus. While it's hard to measure the laughs shared between new roommates or the energy of OWeek, we can measure the sandwiches served, parcels received and service interactions that make it all happen.

Behind every warm welcome and every helping hand is a mountain of numbers that quietly tell the story of just how massive and magical the start of the academic year really is.

Here's a peek behind the scenes within Housing & Hospitality Services during the first few weeks of the school year:

OUR BIGGEST YEAR YET!

We welcomed

6,500

first-year students, bringing Western's total to 46,000 full-time students. Of those, 6,100 are living in residence.

5,452

students
were served

ONE BITE AT A TIME

On Faculty Day alone (Sept 3), 5,452 students were served across eight campus locations, including 4,088 BBQ Chicken Wraps, 818 Vegan Falafel Wraps and 546 Gluten-Free Chicken and Vegan Wraps.

12,627

service
interactions

SERVICE EXCELLENCE

As we prepared to welcome the students, our Admissions Team handled 12,627 service interactions with incoming students and families between May and August. That's 2,871 phone calls and 9,756 emails.

14,838

parcels

YOU'VE GOT MAIL!

In September, residences received 14,838 parcels, a 19% increase from last year. One student received 51 packages!

1000+

student
leaders

POWERED BY STUDENTS

Within our peer-led approach, over 1,000 student leaders completed August training, including Residence Life Staff, Sophs, front desk and operations teams.

Behind every stat is a story and a dedicated team working hard to make students feel at home. Thanks to everyone who helped make the start of the academic year magical! •



UGG FO

Welcomes Three New Food Concepts



OD HUB

Brady Parr

Operations Manager, Campus Eateries

Western University is bringing fresh energy and variety to campus dining with the launch of three new food concepts inside the UCC Food Hub. The additions—The Angry Goose, Build Your Bowl and a new pizza concept—officially opened this fall, offering students, staff and faculty a wider range of exciting and diverse dining options.

With the huge success of The Angry Goose food truck on campus, we felt it was the right time to bring the menu to a larger audience within the UCC through a permanent location. The Angry Goose brings a bold twist to classic comfort food, specializing in smash burgers, crispy chicken and poutine.

With its playful name and hearty menu, the concept aims to quickly become a go-to spot for students craving a satisfying, indulgent meal.

For those looking for a lighter and customizable option, Build Your Bowl offers healthy rice and salad bowls made fresh to order with a variety of vegetables and toppings with your choice of salmon, chicken and falafel. With an emphasis on

nutrition and choice, this new offering provides a balance of flavour and flexibility that many students have been seeking on campus.

Rounding out the trio is Western's own New York-style pizza concept, serving up oversized slices with thin, foldable crusts—perfect for a midday feast or quick bite between classes.

We identified a gap in campus dining and responded with fresh concepts that reflect evolving student tastes. Feedback from our community indicated that there was a desire for more variety and fresh, modern options. These new additions breathe new life into the Food Hub, creating vibrant spaces where students can gather, connect and enjoy great food.

Located at the heart of the UCC, the Food Hub is already a popular campus meeting spot. With three new offerings now in place, Hospitality Services is enhancing both convenience and campus life—ensuring the dining experience continues to meet the dynamic needs of our community. ●

RING IN THE SEASON
WITH SWEETS, TREATS, FESTIVE SHOPPING,
SILENT NIGHT DISCO & PHOTOS WITH SANTA

HOLIDAY MARKET
DECEMBER 9-10 | 4:00-9:00 P.M. | TOP OF UC HILL

ACCEPTING NON-PERISHABLE FOOD DONATIONS



Hospitality Services Welcomes its New Executive Sous Chef

Kristian Crossen

Executive Chef, Hospitality Services

In September, Hospitality Services proudly welcomed Chef Andrew Duhasky to its Lambton team, following a competitive recruitment process for the newly created Executive Sous Chef role. Chef Duhasky was selected from a pool of highly qualified candidates, bringing over 12 years of leadership experience from Ontario Hall and a strong professional background in culinary operations. His expertise proved to be the ideal fit for this newly created high-impact leadership position.

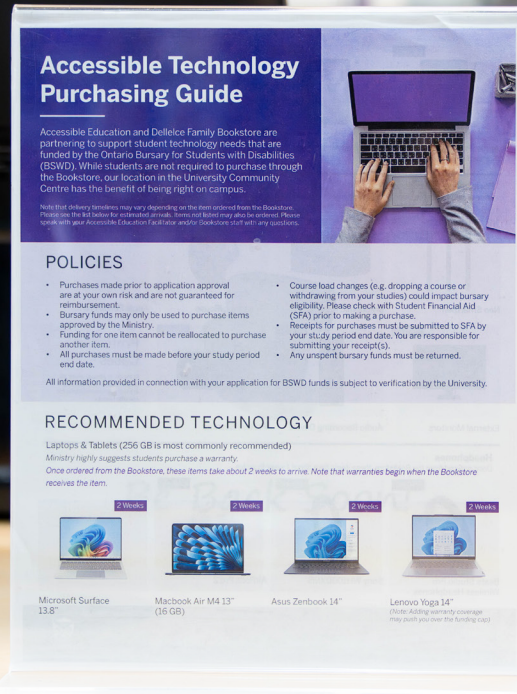
This new role is a key part of Hospitality Services' ongoing evolution. With over 30 food service units—including eight dining halls, catering services and campus specialty outlets—and a culinary team of more than 300, operational excellence is essential.

Chef Duhasky's appointment strengthens oversight and supports the department's commitment to quality, consistency and innovation.

Hospitality Services continues to refine its structure using the kitchen brigade system (brigade de cuisine), a proven framework developed by Chef Auguste Escoffier. This model ensures clear lines of authority, specialization of roles and seamless coordination. Its successful application by food service businesses, restaurants and hotels for over 150 years underscores its effectiveness.

Western Hospitality Services is undergoing a transformative phase, implementing new technologies and strategies to enhance customer experience. Chef Duhasky's leadership will be instrumental and necessary for the success of these ongoing developments.

Looking ahead, we are confident that Chef Duhasky's expertise and enthusiasm will have a lasting impact on the future success of our culinary operations for many years to come. ●



Creating a More Accessible Campus: How Bookstore Supports Inclusive Learning

Rachel Sandieson

Course Materials Manager, Dellelce Family Bookstore

Western supports approximately 6,200 students registered with Accessible Education, a department dedicated to ensuring that students with disabilities across all faculties, both undergraduate and graduate, have equitable access to academic resources.

At the Dellelce Family Bookstore, our Course Materials team works closely with Accessible Education to advance these efforts. While Accessible Education Facilitators assess individual student needs, our team collaborates with instructors to select textbooks, eBooks and other course materials that promote inclusive learning.

In partnership with Accessible Education, Western Libraries and the Centre for Teaching and Learning, we developed the Recommendations for Accessible Course Materials guide. This resource helps instructors navigate accessible and affordable options related to format, pricing and logistics.

Recognizing that textbooks alone may not meet all student needs, we also collaborated with Accessible

Education to create the Accessible Technology Purchasing Guide. With the expertise of Tech Hub's Mike Yuhasz, we identified technologies most commonly recommended by Facilitators. This initiative helps ensure that students, especially those with mobility challenges, can conveniently purchase essential tools right on campus.

Students working with Accessible Education who are eligible for OSAP can now use Ontario Bursary for Students with Disabilities funding to purchase these technologies directly through the bookstore. While students are not required to buy from us, Facilitators share this new guide, designed by the HAS Marketing team, to make on-campus access easier.

Through these partnerships, we're proud to support students in their academics and contribute to a more accessible learning environment at Western. ●



Celebrating Innovation and Excellence at Western

Leslee Lefteruk

Associate Director, Housing Admissions & Occupancy

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Through creativity, teamwork and a passion for making things better, Kylie Wood is helping shape the future of student housing.

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We have some brag-worthy news to share about one of our own. Kylie Wood, Business Intelligence Coordinator in Housing Admissions, has earned global recognition for innovation in student housing.

Earlier this year, Kylie traveled to Denver, Colorado for the StarRez Global Conference, a major international gathering of housing professionals and StarRez experts. She was selected as one of only three finalists to present in the conference's prestigious closing showcase. Kylie highlighted the End-of-Year Room Inventory Condition Checklist (ERICC) process, a project built in collaboration with Residence Operations, Residence Life and HASWEB to streamline student move-outs and enhance operational efficiency. After a live vote by more than 950 attendees and StarRez staff, Kylie took home Best Showcase. Pretty incredible.

StarRez is the housing management system used by higher education institutions worldwide to support student housing operations. Kylie's deep system knowledge combined with her leadership in data strategy and process improvement helped her stand out among global peers.

Kylie has been a valued member of the Housing team since 2014, bringing more than ten years of experience in student housing operations, data analytics and systems development. Her work directly enhances how students experience life in residence and inspires innovation across the sector.

Along with her Best Showcase win, Kylie was recently named one of the first ever recipients of the StarRez Global Connect Scholarship. The program celebrates professionals who excel in sharing knowledge, collaborating and driving innovation in student housing.

Kylie earned the scholarship through her achievements in 2025, including winning the Rez-olutions Contest and will receive an award to attend Global Connect 2026. The scholarship includes complimentary registration and a travel stipend that helps reduce financial barriers many face in higher education. This new scholarship will continue at future events, giving more housing pros the chance to be recognized for their contributions.

Kylie's expertise and leadership continued to reach beyond campus as well. She was also invited to serve as a panelist for the

StarRez webinar "Unlock the Power of Data: StarRez Dashboards & Analytics for Campus Success" held on October 8, 2025. She joined other housing professionals to share best practices and insights on leveraging StarRez dashboards and analytics for campus success.

Please join us in celebrating Kylie for these amazing achievements. We're incredibly proud to have her representing Western and helping shape the future of student housing through creativity, teamwork and a whole lot of passion for making things better. ●



Kylie Wood (second from right) receives recognition on stage at the StarRez Global Conference in Denver, Colorado, after winning Best Showcase for her presentation on the ERICC process.

Mentorship in Action:

Building Future Leaders Through the Residence Life Staff Mentorship Program

Erica Fearnall

Residence Area Manager, Residence Life and Education Team

Rachel Simpson,

Residence Life Coordinator, Residence Life and Education Team

We believe that mentorship is about the people who guide, challenge and believe in us. Their words and actions shape how we lead, work and grow. Mentorship is more than advice—it's about impact.

Launched in 2023, the Residence Life Staff Mentorship Program pairs new and returning staff in meaningful, year-long mentorship relationships meant to foster experiential learning and professional growth.

At the heart of the program are five structured check-ins grounded in Kolb's Experiential Learning Cycle, CliftonStrengths and principles of psychological health and safety. Beyond these conversations, the program offers:

- Social events to build community
- Ongoing professional development
- A Mentorship Toolbox with resources and conversation guides
- Co-Curricular Record (CCR) recognition
- Opportunities for professional mentorship

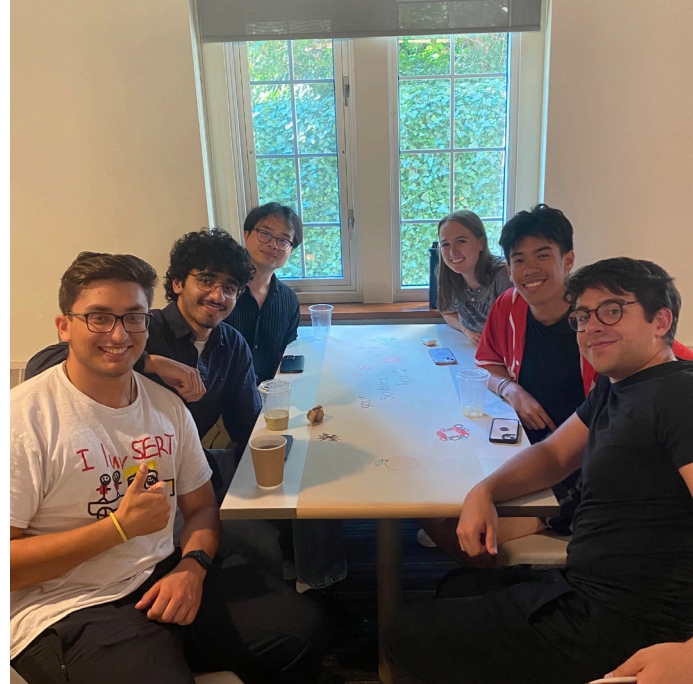
Program participation has grown by over 50% in three years, with more than 90 student leaders engaged this year—demonstrating a strong commitment to mentorship as a tool for leadership and learning.

This initiative is more than just a support system for our students, it's a strategic investment in the future of Residence Life & Education and our staff program. ●

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As a mentor and a previous mentee in the Residence Staff Mentorship Program, I've had the privilege of guiding and supporting our new staff members as they grow in their roles. Being a mentor has been a journey of personal growth and inspiration. It's incredibly fulfilling to see mentees gain confidence, overcome obstacles and become integral members of the Don community. Their passion has motivated me to strive for excellence in my own work. – Milan M, a mentor and former mentee

”





Housing, Hospitality and Retail Services staff wearing orange shirts to commemorate the National Day for Truth and Reconciliation.

Standing Together: Advancing Indigenous Allyship in Housing

Chris Lengyell
Director of Housing

In September, Housing staff came together for a Town Hall to recognize Orange Shirt Day and the National Day for Truth and Reconciliation, held each year on September 30. This day honours Residential School survivors and remembers those who never made it home, while also reminding us of the lasting impact this history has on Indigenous communities.

This Town Hall was designed to deepen our understanding of Indigenous histories, reflect on our roles within both our home and university communities and explore how we can support Indigenous inclusion through allyship and action. Our day centered around the Flag Raising at Concrete Beach, where Indigenous leaders and students led a powerful ceremony rooted in remembrance, storytelling and reflection. Participants shared how meaningful it was to show up together and engage with Truth and Reconciliation programming in the context of their work.

In Housing, we have the responsibility to create spaces where every student feels seen, supported and valued. While this day is observed annually, our learning and actions need to continue year-round.

This Town Hall wasn't just a moment—it was a call to keep listening, learning and taking meaningful steps forward to ensure truth and reconciliation are more than just words. There's a lot to be proud of at Western and still more to do.

Looking ahead to our Spring Town Hall, we'll carry these reflections with us. For those wanting to continue this journey, check out Braiding Truth into Action, a practical guide to allyship from Western's Office of Indigenous Initiatives: indigenous.uwo.ca/allyship ●

SUPPORT UNITED WAY

Join the Fun!



Carrie Schnurr

Manager, Hospitality Training and Development

As a HAS United Way Champion, I'm excited to invite you to take part in this year's campaign—whether by donating, volunteering or joining in on the fun. The energy and enthusiasm of our team has been amazing so far.

We've already enjoyed some fantastic events including the heartwarming Chili Lunch on Concrete Beach, the high-energy Plane Pull at London International Airport, the thrills of Bingo, the sweet and silly Boo-grams and a competitive Halloween Costume Contest. Tomorrow, we're celebrating with a fan favourite—the Festive Potluck and Basket Raffle.

And we're not done yet. Next up is the Door Decorating Contest, a chance to add festive cheer to your workspace and showcase your creativity.

One highlight from this year's campaign is *From Our Table to Yours*, a cookbook created by HAS staff that celebrates our shared love of food and the stories behind it. The collection features cherished family recipes, cultural favourites and festive treats that bring community together through the joy of cooking.

Cookbooks are available for \$20 through your team lead or at the Dellelce Family Bookstore. All proceeds go directly to support United Way.

Let's keep coming together to support our community and create lasting change—one dish, one donation, one act of kindness at a time.

Support the campaign today at unitedway.uwo.ca ●





Books to Look For

The Tortoise's Tale

By Kendra Coulter

Kendra Coulter is a professor of management and organizational studies at Huron University College at Western University.

Her debut novel, *The Tortoise's Tale*, follows a giant tortoise who—snatched from her ancestral land—observes a century of human history from a Southern California estate. She narrates the unfolding of human drama with an honest and endearing perspective.

Future Boy

By Michael J. Fox

In *Future Boy*, actor Michael J. Fox reflects on the intense early years of his career, juggling his breakout role on the hit sitcom *Family Ties* during the day while filming *Back to the Future* at night. The memoir offers an inside look at what it was like to play two iconic roles simultaneously, featuring behind-the-scenes stories and interviews with cast and crew from both projects.

The Manor in the Forest

By Maia Aquí

The Manor in the Forest is the debut novel from Western student Maia Aquí.

After her mother's death, 15-year-old Alex Banks seeks answers about her family and strange visions. Her search leads her to the Patroni, a secret society balancing nature and humanity. They've been looking for her for a decade. As a global crisis looms, Alex must embrace her powers and destiny to protect the earth. Will she rise to the challenge?

We Survived the Night

By Julian Brave Noisecat

Julian Brave Noisecat's memoir blends myth, history and reportage to reclaim Indigenous identity and confront generational trauma. Raised between cultures, he journeys across North America to challenge erasure and restore Native stories. Through personal reckoning and political insight, *We Survived the Night* is a powerful portrait of survival, resurgence and reconciliation between a son and the father who left.



Test Your Knowledge & Win!

Think you've read the newsletter cover to cover? Prove it with our Crossword Challenge! All answers are in this issue—solve the puzzle, snap a pic of your completed crossword and email to hasmarketing@uwo.ca by 9:00 a.m. on Wednesday, December 10.

Three winners will be randomly chosen from the correct entries and will receive a \$20 credit added to their meal plan. ●

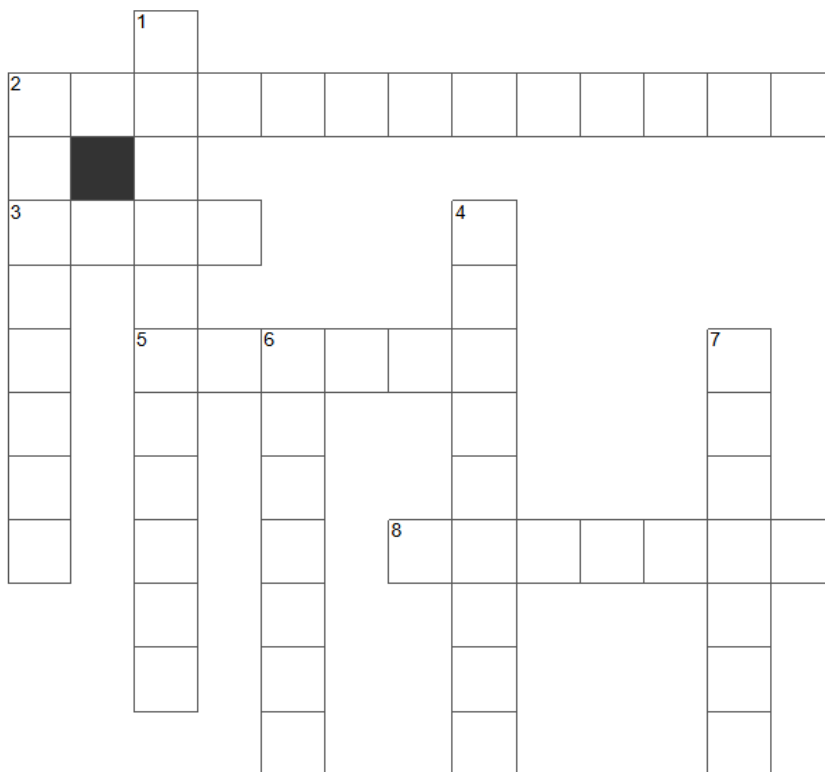
IN-HAS Crossword

ACROSS

- 2 Where did Housing attend a flag raising on National Day for Truth and Reconciliation?
- 3 Students eligible for _____ can now use Ontario Bursary for Students with Disabilities funding.
- 5 Mentorship is more than advice, it's about _____?
- 8 What style of pizza does our new Foob Hub concept serve?

DOWN

- 1 In which residence did Chef Duhaskey develop his leadership experience?
- 2 What did all of HAS have a hand in creating to support the United Way?
- 4 Name of Michael J. Fox's book
- 6 Residences received 14,838 _____?
- 7 Kylie was recognized globally for her expertise in what platform?



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