

IN-HAS NEWSLETTER

ISSUE 33

SUMMER 2026



IN-HAS

Housing and Ancillary Services
Employee Newsletter

Message from Chris



Hi everyone! I hope you've all had a chance to rest, recharge and connect with family and friends this summer. I'm excited to share my new vlog update—scan the QR code or click the play button to watch. In this issue, you'll find the new and improved Farmers Market, a spotlight on front desk star, Jeff Knox, a recap of some exciting events and much more. Have a good read and remember to complete the hidden word challenge at the end.

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CALENDAR

Sept 7–12	OWeek
Sept 25–27	Homecoming Weekend
Oct 10–18	Fall Reading Week
Nov 8	Fall Preview Day

IN-HAS NEWSLETTER COMMITTEE

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The Goose Returns

Brady Parr

Operations Manager, Campus Eateries, Hospitality Services

Hospitality Services has officially brought back its beloved food truck, The Angry Goose.

Following a two-year hiatus, the food has returned due to an overwhelming demand after the proven success of its brick-and-mortar counterpart, located in the Food Hub at the University Community Centre (UCC). Enhanced by recent upgrades to both the vehicle and its equipment, the refreshed truck is ready to deliver an even better guest experience, with improved efficiency, service speed and overall quality for customers.

This season features a bold, chicken-centric menu highlighted by the signature Western Chicken Sandwich,

alongside exciting options such as the Korean BBQ Chicken Sandwich, Kale Chicken Caesar Bowl, Classic Poutine and a standout new addition: Fried Chicken and Waffles served with jalapeño mango jam, offering a unique blend of sweet and heat.

Conveniently located on Concrete Beach throughout the summer and into the fall, The Angry Goose provides a lively and accessible dining destination for students, staff and campus visitors alike. The food truck proudly accepts the Western meal plan, ensuring accessibility while continuing to build on its growing reputation as a must-visit culinary experience on campus. •

FRESH

FRESH



93%

found the nutrition and budgeting tips helpful

90%

reported increased confidence in their cooking and knife skills

93%

felt confident recreating the recipes independently

**COOKING,
CONFIDENCE,
& COMMUNITY:**

The Impact of the FRESH Culinary Discovery Series

Hailey Belaire-De Oliveira

Registered Dietitian, Hospitality Services

During Nutrition Month this past March, Hospitality Services launched the first FRESH Culinary Discovery Series. This hands-on program was designed to build food literacy, strengthen culinary confidence and foster community. At a time when food conversations can feel disconnected from daily student life, the series offered an engaging and supportive way for students to build confidence in the kitchen by teaching them simple but nutritious recipes like FRESH rolls and vermicelli noodle bowls.

Hosted by Executive Chef Kristian Crossen, Executive Sous Chef Andrew Duhasky, Unit Manager Ryan Wishak, myself and the FRESH Peer Nutrition Education Club, the program created a space where students could try something new and build skills along the way.

Held across Saugeen-Maitland, Ontario and Medway-Sydenham Hall, each session felt welcoming from the moment students arrived, quickly filling with conversation and connection. Sessions began with an orientation and knife safety demonstration, followed by an in-depth walkthrough of the FRESH rolls and vermicelli noodle bowls.

Students practiced knife skills, learned to balance flavours and worked through recipes from start to finish. Practical nutrition guidance focused on real student needs—budgeting, ingredient substitutions and creating meals from available items.

Each session welcomed approximately 22 students, with strong engagement across residences. Beyond skills, the sense of connection stood out, as students engaged directly with chefs, the dietitian and volunteers.



This was super fun and I enjoyed myself. Everyone was so helpful and the chefs were amazing."



Thank you for creating such a welcoming space. The session was very well organized, and everyone was kind and helpful."



It was a very warm and welcoming environment—thank you!"



For many students, particularly later in the academic year, the program became more than a culinary and nutrition initiative, by also supporting food access for those experiencing food insecurity. Students shared meals, took home leftover ingredients and received FRESH Rewards cards, while learning how to prepare affordable, adaptable meals.

As the series evolves, student feedback will help shape future plans, with interest in exploring cuisines such as

tacos, sushi and fried rice. Future sessions will continue to build on this curiosity while maintaining the same hands-on, supportive approach.

At its core, the FRESH Culinary Discovery Series reflected the spirit of Nutrition Month, making nutrition practical, approachable and relevant to everyday student life. •



Campus Clean and Green: A Collective Impact

Derek Worden

Senior Advisor, Special Projects, Housing and Ancillary Services

At the end of the academic year, colleagues from across Housing & Ancillary Services came together for the Campus Clean and Green event, demonstrating how small actions can lead to meaningful impact. Held on April 17, 2026, as part of Earth Month, the event welcomed staff from across the University for a shared effort to care for our campus ecosystems.

With gloves, bags and grabbers in hand, participants contributed to making a tangible difference. By the end of the morning, the team had collectively removed an impressive 225 pounds of litter from campus green spaces.

This initiative supported the City of London's Clean & Green efforts and reinforced Western's commitment to our climate and sustainability strategy. It was a strong example of collaboration in action, reflecting our shared pride in maintaining a clean and welcoming environment for students, staff and visitors.

The event also comes on the heels of Western being recognized among Canada's greenest workplaces, an achievement made stronger by grassroots efforts like this one.

Thank you to everyone who participated and helped make a visible difference on our campus! •



Spring Town Hall at the Wampum Learning Lodge

Chris Lengyell
Director of Housing

This past April, members of Housing and Ancillary Services came together at the Wampum Learning Lodge for a Town Hall that created space for shared learning and connection.

Beneath the Lodge's soaring dome, surrounded by artwork and cultural teachings, our morning began with a moving reflection from Erica Fearnall that set a thoughtful and intentional tone for our time together.

From there, we engaged in guided learning using resources developed by the Office of Indigenous Initiatives, focused on creating our own personal land acknowledgements. Through our guided reflection, we were encouraged to move beyond scripted statements and reflect on our relationships to the land, approaching this work with intention, authenticity, accountability and care. This learning is especially meaningful in our Division as we work to create a sense of home for students here

at Western, while deepening our shared understanding of this land and reinforcing our responsibility to approach this work in meaningful and actionable ways.

Participants shared how much they valued the opportunity to connect across teams and areas of work in deeper, more personal ways than we typically experience. We remain deeply grateful for our colleagues and partners in the Office of Indigenous Initiatives, whose leadership, guidance and support are essential to advancing Indigenization and enriching our campus community. We look forward to continuing this work together.

To support continued learning, we encourage exploring: Braiding Truth into Action: A Guide Towards Indigenous Allyship at Western at indigenous.uwo.ca/allyship •



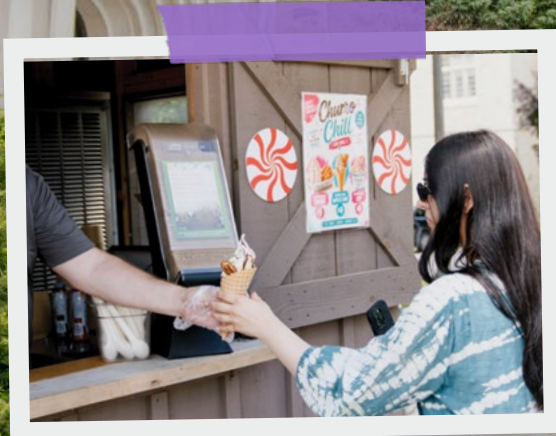
Another Market

FROM RICH

RICH CACCAMO

SENIOR ADVISOR, SPECIAL PROJECTS,
HOUSING AND ANCILLARY SERVICES

If you've visited the Western Farmers Market at all this summer, you probably left with a certain *je ne sais quoi* feeling. Maybe it came from browsing handmade goods and local fresh produce. Maybe it came from running into colleagues you haven't seen in months. Or maybe it came from convincing yourself that adding soft serve ice cream to your Wednesday routine is perfectly reasonable. Whatever it was, I hope the feeling was a good one!



Alongside returning farmers and artisans, we've expanded our retail presence to include a Dellelce Family Bookstore Blowout booth stocked with top brands and markdowns on Western apparel and accessories. We've also introduced a new dessert hut, brought to you by Hospitality Services, featuring soft serve ice cream with limited-time flavours that rotate each week.

et Article

Every summer, I look forward to the Farmers Market on campus. Open Wednesdays from 10 a.m.—2 p.m., the Market runs 14 consecutive weeks from July 8 to October 7. This year marked an exciting new chapter for the Market as we relocated to Graduate Square & the south end of Kent Walk, atop UC Hill. We made this change to increase vendor visibility by bringing the Market closer to core walking routes on campus.



There's a reason farmers markets feel different from almost any other kind of shopping experience. You don't really go with a rigid plan. You wander a little. You discover things you weren't expecting to buy. Suddenly you're leaving with fresh strawberries, hot sauce, handmade soap, or a loaf of bread you did not need, but could not pass up.

That's part of why we love bringing the Western Farmers Market to campus each summer.



For us, the Market is about creating a space that feels lively, welcoming and distinctly local. It gives small businesses, growers and artisans a chance to connect directly with our campus community, while also making campus itself feel more animated during the summer months. While the Market is undeniably fun, it also supports shopping local, eating in-season and reducing the distance goods travel before reaching us.

We still have a few Market Wednesdays left this season, so if you haven't made it up the hill yet, there's still time to see what all the buzz is about. •

Recognized for Excellence

HAS Marketing & Communications



OACUHO Commitment to Inclusion & Equity Award

This award recognizes a group of professionals who have demonstrated commitment and advocacy to advance equity, diversity and inclusion through their work and/or contributions to the field of housing.

Leanne Ford

Manager, Residence Student Support

David Viitala

Mental Health Counsellor, Residence Counselling

Skylar Rego

Residence Student Support Specialist

Laura Langford

Occupancy & Data Management Coordinator



NACUFS Paul Fairbrook Spirit Award

This award honours the legacy of Paul Fairbrook, a founding member of NACUFS whose compassion, leadership and dedication shaped collegiate foodservice. This recognition celebrates managers, supervisors and staff working directly in campus dining units who go above and beyond to make a profound impact on their communities.

Ryan Wishak

Unit Manager

[Ryan Wishak Award Nomination Video](#)

New Plaids, Big Plans and... Hello Kitty?!

Tegan Pfaff

General Merchandise Buyer, Dellelce Family Bookstore

Rachel Sandieson

Course Materials Manager, Dellelce Family Bookstore



Summer's almost over! Despite how excited we are for our students to return, it's important to step back and look at all that we've accomplished this past year.

In the Course Materials department, we recently wrapped up our Faculty Survey, reaching out to all instructors on campus to get feedback on our textbook ordering services. Faculty who use our services continue to rate us highly, especially for reliability and support. That said, awareness is a key gap; instructors who don't use our service aren't clear on what we offer or when they need to connect with the library instead. Moving forward, we'll focus on clearer communication, such as improving our website and messaging, and exploring a possible service rename to better reflect the work we do.



Thanks to our Marketing team for their collaboration on the design of our new Tartan Collection. Designed in-house, the collection debuts with a blanket, scarf and stole that bring Western's heritage to life in a fresh and meaningful way. The tartan pattern has been registered in Scotland as the official Western University tartan and will serve as a truly special and lasting keepsake for our campus community.

Stay tuned for additional product collections and collabs that feature new materials, elevated graphic trends and expanded licensing opportunities (hello Hello Kitty!) as September fast approaches! •

Jeff,
We wanted to thank you for the support you provided to our students, staff and team throughout this year. Your support is critical to keeping our buildings operational, and making a safe home for our students!
We are excited to be working with you this summer!
Regards,
Will, Jenn, Kristin, Allie

Jeff,
Over the past two years, I have enjoyed get to know you and building a strong working relationship. You are the bright possible light that has been incredibly supportive for me and the students in the building. I enjoy seeing you connect with everyone you come across and make simple conversations feel impactful in the best way. I will miss chatting with you but hope we can keep in touch. Best of luck in your final year at ESSAS.
Kindly, Katherine

WE WILL MISS YOU
JEFF!
Thank you for putting a smile on our face every day and dealing with our packages. We really appreciate how helpful you have been to us and we hope you have an amazing year!
Love,
Emmy, Sofia & Ava
-2020

“

I genuinely care about them and want them to know they have someone looking out for them.”



Thank you
Jeff
you were
Amazing!!

Dear Jeff,
Just wanted to extend a big thank you for your unwavering kindness and the warmth you bring to every student day - including mine! Your friendly greetings and genuine care has made Essex feel like a second home. I will miss the VIP treatment you so graciously provided each time I entered. And your dedication to learning students' names and offering support with words of encouragement and a smile does not go unnoticed. You truly have a way to brighten people's day while making everyone feel seen, heard and welcome. Thank you for being such a positive impact on me and the Essex community! Wishing you all the best, and I hope our paths can cross again soon!
Sincerely,
Erin ☺
P.S. Wishing you and your family an awesome summer! Till next time!

bye jeff!
I loved becoming
friends with
you. miss
your positivity
lots
-Ana ♥

JE

Mark Mariner

Acting Associate Director of Housing, Client Services & Recruitment

Residence is more than just a place for students to eat and sleep—it's a living, breathing, thriving ecosystem. The way we show up each day shapes how students experience that community and it can be the difference between someone referring to it as just "my residence" instead of "my home." At the front desk, Jeff brings that distinction to life in a way that is both intentional and deeply impactful and it's a contribution worth celebrating across our division.

What makes Jeff's approach so special isn't just what he does, it's how he does it. Spend even a short period observing him at the desk and the impact becomes immediately clear. There is an ease and warmth in these interactions that speaks to something much deeper than familiarity and it reflects a genuine investment in people. When asked how he knows and remembers all the students' names, Jeff's response was:

"Well, it starts that I genuinely care about them and want them to know they have someone looking out for them. I use things like daily parcel deliveries to make connections with the students when they come to pick up their packages and I also choose a different floor each week of the school year, study it in the photobook and memorize the students in my building".

The ripple effect of this approach is evident everywhere, but perhaps most visibly behind the desk itself. Essex Hall is adorned with a wall filled with thank-you notes and cards as a powerful testament to the relationships Jeff has built. These are not just messages from current students; in fact, most are from individuals who have long since moved out of residence, yet return, sometimes even on graduation day, just to reconnect and express their gratitude for Jeff, who they know will be waiting for them with open arms. That kind of lasting impact is rare, and it speaks volumes.

At his core, what motivates Jeff is simple: he enjoys making people smile and ensuring they feel valued. It's a mindset that shapes not only big gestures but, more importantly, the small, everyday interactions that define the student experience. Jeff is quick to highlight that these daily interactions are where the real impact happens. They also create space for staff to notice when something feels "off," offering an opportunity to guide students toward additional support when needed.

"He enjoys making people smile and ensuring they feel valued."

What makes this story even more meaningful? Jeff's humility. He is the first to acknowledge that the impact is reciprocal, that the same students he supports have had a lasting, positive influence on him. It's this mutual care and respect that defines the community he helps cultivate. Starting his journey in September 2022, at minimum, Jeff has helped to support and shape the lived residence experience of 2,475 students, let alone the others that didn't live in his buildings.

Jeff's work reminds us that excellence in student experience isn't always found in large initiatives or programs and challenges the idea that contributing to the student experience is limited to specific roles or teams. Sometimes, it's found in a greeting, a remembered name or a moment of genuine connection. And sometimes, it feels less like a wall full of thank-you notes and more like a line of past residents knocking on your glass window, year after year, just to say hello.

We are proud to recognize Jeff—not just for what he does, but for the standard he sets for all of us. •

Turning Residence Into a Home:

FF KNOX

Summer Gatherings: Rest & Recharge

Over the summer, the Housing and Ancillary Services community took some well-deserved time to enjoy the weather and celebrate another successful year. Staff enjoyed our annual Family BBQ and appreciation lunch. Check out some of the photo highlights!



Hidden Word Challenge

There's a word hiding in plain sight! As you read through this newsletter, keep an eye out for letters in a different colour. Write them down, then rearrange the letters to uncover the word.

Hint: It's a new Bookstore product

Once you've solved the puzzle, email it to hasmarketing@uwo.ca by Friday, August 21 at 5 p.m. Three winners will be randomly selected from the correct entries and will each receive one of the prizes shown in the photo.





Books to Look For

No Experience Necessary

Why Betting on Yourself in Your Twenties Is the Best Decision You'll Ever Make

By Ronnen Harary

Ronnen Harary co-founded the company that would become Spin Master when he was twenty-three and living at home with his mother. Thirty years later, Spin Master now has twenty-eight offices around the globe, over 3,000 employees and billions of dollars in annual revenue. *No Experience Necessary* makes the case that Harary's success sprang from the incredibly powerful advantages of youth and that we squander these advantages at our peril.

Ronnen is a graduate of Western University with a BA in Political Science.

Whistler

By Ann Patchett

Daphne Fuller has just been reunited with her former stepfather, Eddie Triplett, after a chance meeting at the Metropolitan Museum of Art. They have a lot to catch up on. Ann Patchett (*Tom Lake*, *The Dutch House*) returns with an extended meditation on those critical human connections that change the trajectory of your life.

Think Before You Think

Understanding and Mastering Executive Function

By Adrian Owen

From the ever-rising rate of ADHD diagnoses to the life-changing challenges of Alzheimer's and Parkinson's to the everyday brain fog many of us muddle through, so-called deficits of executive function are everywhere. As practical as it is profound, *Think Before You Think* offers a new way of understanding your brain—its strengths, its limitations and its remarkable potential. You'll never say "I wasn't thinking" in quite the same way again.

Adrian M. Owen OBE, PhD is currently a Professor of Cognitive Neuroscience and Imaging in the Departments of Physiology & Pharmacology and Psychology at Western University.

Exit Party

By Emily St. John Mandel

Emily St. John Mandel (*Station Eleven*) specializes in twisty and engaging science fiction with foreground character portraits. Her new novel ponders the event horizon of America's current trajectory and splices in some time-space weirdness circa 2031. Like so much good sci-fi, *Exit Party* is set in the future, but it's really about right now.

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