

Click [here](#) if you are having trouble viewing this message.



Ancillary Services | News&Letters

The Ancillary Services' News & Letters is our monthly internal newsletter helping connect our various departments. If you have anything you would like to share or contribute, *please email Nina Bui at ninabui@yorku.ca.*

Bookstore | Food Services | Housing & Conference Services | Mailing & Printing Services | Parking & Transportation Services | YU-card Office

Thank You

The first long weekend of the summer provides an opportune time to reflect on the last number of weeks, as well as the weeks ahead as we plan for what the Fall and Winter terms may hold. In addition to the pandemic, we've also had to navigate disruptions from the recent cyber attack with some of our systems still in the process of being rebuilt.

Staff in Ancillary Services have been at the forefront of the University's response to the COVID-19 crisis, maintaining key services and facilities on both campuses in support of students and the University's operations. I would like to express my sincere thanks to the entire department for your leadership, dedication, hard work and care for one another.

I would especially like to recognize all of our team members who have been required to work on campus throughout this challenging time, including staff in Housing, Mailing Services, YU-card, Bookstore and Parking & Transportation Services, along with our external food service provider. Your work is valued and deeply appreciated, and we are focused on ensuring that you are supported.

While this summer will be far from typical, it is important that everyone take time away from their work to unwind and recharge. I wish you a safe and enjoyable summer and I look forward to connecting with you again soon.

- **Anthony Barbisan**

DEPARTMENT HIGHLIGHTS

Since the move to required and remote services back in March, the Ancillary Services' units had to quickly adapt their procedures to ensure that we were meeting the rapidly changing circumstances while maintaining service excellence. During these unprecedented times, our teams have mobilized quickly and efficiently making changes where necessary. Our highest priority continues to be the health and safety of our community and team members without compromising operations. We are committed to supporting our community during these extraordinary times. Below we have highlighted how the teams in each unit have shown their expertise, innovation and dedication to manage a difficult situation.

Bookstore, Printing & Mailing Services

While the Bookstore remains physically closed, the team has focused their efforts on delivering materials to the community through online orders.

- During our busiest two weeks of the fiscal year in September 2019, we shipped 1648 web orders. The Bookstore is now setup and prepared to deliver 5000-10000 web orders in two weeks
- Removed a significant amount of shelving and reorganized physical space and changed processes to be a distribution centre for online orders
- Now offering free shipping on course materials in Canada
- Most notably, we are now focused on digital delivery of course material that saves students a considerable amount of money, while making course materials accessible on day one even prior to purchase
- The goal is to provide 70-80% of books in a digital format, in a student pay model through Moodle and Canvas
- The Printing & Mailing team have added services including mailing of cheques, handling other departmental pick-ups, and courier packages being redirected from many departments
- Mailing services staff also worked with Housing Services and the York Lanes Parcel Pickup location to provide a customized solution for distribution of parcels for students still on campus in residence



Food Services

Food Services has experienced several transformations in order to continue servicing our community. With guidance from Toronto Public Health (TPH), Food Services has and will continue to modify its model to maintain a level of operations to function for those who remain on campus – especially the students who continue to live in residence.

- We have implemented precautions to maintain the services in the William Small Tim Hortons to serve the community safely
 - Residence dining halls remain operational, however through a pre-order delivery model exclusive to students living in residence
 - Food Services and its partners will continue evaluating the existing model and will implement all recommendations from TPH. We are also looking ahead, determining which modifications need to be made within our cafeterias in order to reopen
-

Housing & Conference Services

The Housing & Conference Services team has been working hard to continue offering a safe, healthy and supportive residence community for those who are unable to return home.

- We relocated 25 residents from Glendon to Keele who require accommodations throughout the summer. This move was a success thanks to the collaborative efforts of Housing & Conference Services, Residence Life, Transportation Services, Food Services and many other campus partners
 - We have processed over 2300 move outs. The move outs normally occur over the course of 4-5 weeks but this year they happened in a matter of days
 - The team has transitioned to remote operations, responding to thousands of emails/phone calls and innovating new processes. New forms were developed, new ways to communicate were discovered and new processes were written as needed
 - The team also heavily increased efforts by working extended hours to provide superior cleanliness and a safe place for the students across our buildings
 - Temporary Use of University Space (TUUS) is working on a new form that will simplify the processing of applications for users and reviewers.
 - The TUUS team is also working on guides and training sessions with Talent Acquisition & Development, Human Resources for students and staff to guide them through event planning at York
 - The team is reviewing marketing plans/materials, processes, rate models and reservation forms. The ACS team has recently added over 100 new leads to the ACS database for future business opportunities.
-

Parking & Transportation Services

Parking Services had 7000 people that required refunds, with only 2 staff members who are authorized to process refunds back to credit cards. Working quickly and diligently with campus and external partners, the team was able to streamline the process in a timely manner.

- The team provided a pro rated refund for March and waived our \$15 administrative fee
- We raised the gate arms and provided complimentary parking on campus
- Student Accounts provided refunds to over 4200 students via Electronic Fund Transfers
- Finance provided refunds to staff and faculty with permits expiring April 30th and our payroll department was able to provide the pro-rated refund in a timely manner and suspend parking deductions going forward
- Only 400 refunds needed to be processed manually
- Information and communication was relayed immediately to those affected
- Our Parking Operations team is playing a key role in the health and safety of the campus ensuring fire routes and accessibility spaces were kept clear for staff who require them

- The Transportation section of our departments was instrumental in moving our residents from Glendon Campus to Keele
- Our Facility and Maintenance staff ensured all the gate arms were lifted, machines were emptied and machines were programmed to advise our customers that payments were not required during this very uncertain time.

YU-card Office

We remain operational, providing critical support to students needing access to food through their meal plans, and to community members requiring a physical card for building access.

- All services have shifted online and by phone
- For clients needing a physical card, the YU-card team schedules appointments for no-contact pickup
- We issued prorated refunds for two thirds of all meal plan holders. Students who moved out before March 31st were granted an exception to the no-refund policy and were issued a prorated return to their Student Accounts
- We collaborated with Food Services and Aramark, on a payment processing solution for a meal ordering and delivery initiative. This service allowed over 700 students still living on campus continued access to food options through Aramark with their meal plan
- A similar solution is in development with our partners at the Campus Bookstore for students wishing to use their Flex account and/or to redeem their Bookstore Rewards.

Ask Anthony

If you ever had a question or suggestion for Anthony but missed the opportunity to do so, we would love to hear it! Each month in our newsletter, Anthony addresses your questions.

[Submit Your Questions](#)

If you would like to contribute to News & Letters, please email Nina Bui at ninabui@yorku.ca.