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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](#)

Forward from Anthony

Mid-March marked the one-year anniversary of the University moving to its current required/remote services model, and as we approach the University's fiscal year-end and reflect on the last 13+ months, it has certainly been a year like no other. Ancillary Services has been uniquely impacted by the pandemic within the University, given that the businesses and services we operate are so heavily oriented around on-campus, in-person service delivery. While there has been significantly fewer people on campus and some of our regular services have been suspended during this time, the intensity of many of our operations increased significantly as we've continued to deliver important services every day, with a primary focus on everyone's safety.

Despite the many challenges that we've faced during this pandemic that continues to evolve by the day, we have achieved a great deal together while being nimble, innovative and collaborative, and demonstrating great care for one another and our community members. We've implemented new procedures, launched new digital services, and in some cases fundamentally changed what we do and how we function. For many of you this has included caring for your families and supporting online learning for your children at the same time. You should be proud of what you've achieved during this time, and we have created an infographic to recognize some of your many accomplishments and the contributions you've made in support of the University's mission and our learning community.

I would like to again extend my heartfelt thanks and appreciation to everyone in our department for your dedication, commitment and tireless effort. As vaccines continue to be made available and we look to the fall and winter terms ahead with renewed optimism, I hope you have a safe, restful and enjoyable summer.

Ancillary Services a Year in Review

[Download the PDF.](#)



Ancillary Services

by the Numbers During COVID-19: Supporting UAP Priorities

Living Well Together

Making positive change requires that all members of our diverse community feel welcomed into a sense of belonging, common purpose, and shared responsibility to support and enrich each other's work.



12,186

Convocation boxes packed and shipped



54,170

Units of branded products delivered to students building lion pride



20,800

COVID-19 signs printed



909

Pieces of safety plexi-glass purchased



7,398

Student Orientation Packages packed and shipped

51,000

Face coverings sourced for the University



11,356

Distributed to 5,678 community members by the YU-card Office

2,279

Meals and

120

snack kits delivered to students in self-isolation

656

Easter Baskets gifted to students in residence

700

Welcome Bags distributed to students moving into residence

1,100

Scheduled residence move-in appointments to allow for proper physical distancing

4

Custodial staff dedicated to facilitate the **Residence Clean Care Program** - designed to increase cleaning and sanitization in high touch areas.

2,000

Housing Services appointments facilitated

330

Flex appointments booked through QLESS

1,585

YU-cards issued to those required to be on campus

26

Students transported and released from Glendon to Keene Campus in order to provide a supportive residence experience

120

Average number of staff working on campus daily

11

Months of free parking for required services employees and students attending classes

Working in Partnership

York University understands that by partnering with other entities and sectors we gain vital insights and capacity to create positive impact for our students, our campuses, and our broader communities.



1

Mobile Order App launched by Food Services for contactless ordering



23

Student film shoots facilitated by TUUS



1

Sated Robot Machine providing the community with fresh and healthy meals 24/7



7,000

Parking refunds issued. Facilitated with the assistance of UIT, Finance, Student Financial Services, Seneca College and Parking Staff to expedite the process



1

Online Work Order System launched by Housing Services

21st Century Learning

Diversifying Whom, What, and How We Teach. Every York University graduate, regardless of background or field of study, must be equipped with the knowledge, transferable skills, and values to navigate a 21st century world in which change is the only constant.



26,468

e-Books sold to students



14,499

Diplomas printed

51,757

e-Commerce orders shipped by the Bookstore

About Ancillary Services

Ancillary Services provides a wide range of professionally managed campus services and amenities to enhance the student experience and support York University's mission, vision and priorities. With a commitment to sustainability, equity, diversity and inclusion, Ancillary Services works with internal and external partners to provide exceptional experiences and enhance the quality of campus life in alignment with the University's core values. Ancillary Services is part of the Division of Finance and Administration.

Our Services



Bookstore



Conference Services



Housing Services



Printing Services



Parking Services



Mailing Services



YU-card



Lease & Contract Management



Temporary Use of University Space



Food Services



YU-card



Transportation Services

YORK U

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