

UNIVERSITY APARTMENTS

NEWS

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November 2009

Apartment Services Update

Heat

If your apartment feels too cold:

- Make certain the baseboard "convector" – the vent where the heat comes out – is open, so that air heated by the pipes can circulate through the room.
- Move any rugs or furniture that may be blocking the flow of warm air. There should be at least four-inches of clearance between furnishings and the vent.
- Make sure your windows are closed tightly. Keeping your windows closed will help keep your apartment warm and also help the system be more energy efficient.
- If this is your first winter in the cold, you might be surprised at how much it helps to wear sweaters, warm socks, and slippers while indoors.



Pests

In the fall we routinely get many calls about the Asian Lady Beetles. We do not spray for this pest, as it is not effective. The most effective way to deal with them is to vacuum them up.



Please do not take discarded items from in or around trash dumpsters. You may be bringing into your apartment unwanted guests that are hiding in these items. This could be any type of pest (bug or rodent). It is best to leave items in the trash where they belong – then you and your neighbors will not have to deal with the process of extermination of unwanted pests.



REQUEST REPAIRS ON-LINE

If you have non-emergency repairs to request, please fill out a work request on line at

<http://repairs.housing.wisc.edu>

Answers to basic maintenance questions can also be found at this site.

ANNOUNCEMENTS



Daylight Savings Time Ends Saturday, October 31st

Remember to set your clocks back one hour before going to bed. Official time change is 2 am Sunday, November 1st.

International Potluck

Wednesday, November 4th 6pm

Please bring a family-sized dish from your home country to share. Enter the "Dish of the Night" contest, meet your neighbors, and enjoy great food.

New Resident Orientation

Wednesday, November 4th 7:30pm

Are you new to the community? This session offers all kinds of practical help - how to get around on the bus system, fun things to do in the community etc. The staff are able to answer your questions and help you find resources on campus and in Madison.

Teen Night

Friday, November 6th 6-9 pm

Middle and High School students- come hang out with your friends for a variety of activities, entertainment, food and refreshments. From 7-8 HpnotiQ, UW's Hip-Hop Dance Crew will be here to perform and teach you some new moves!

Town Hall Meeting

Wednesday, November 18th 6pm

Pizza and Childcare provided. Topics for discussion will be listed on the barricade signs put out prior to the meeting.

Kids Night Out

Friday, November 20th 6-9pm

Childcare provided at the Community Center by volunteers from the Campus Women's Center for kids 3-12 years old. Sign up at the Community Center starting Wednesday, November 11th.

Community Center and University Apartments Offices Closed

**Thursday, November 26th and Friday,
November 27th**

The Community Center, Eagle's Wing Child Care and the University Apartments Offices will be closed on Thursday in observance of Thanksgiving and on Friday for a University-wide furlough day. Private rentals only in the Community Center. Resident Managers will be on duty both days for emergencies.

Community H1N1 Update

University Housing continues to work with University Health Services (UHS) to create protocols and procedures to best support our residents and staff during this time of H1N1 pandemic.

As a reminder, if anyone in your apartment has flu-like symptoms, that person must isolate in the apartment until they have been fever free for 24 hours (without the use of any fever reducing medications). For most people, this will be 3 to 5 days, but it could be longer. If they must leave for some reason, such as for a medical appointment, they must wear a mask. Ill residents may not be in common areas (laundry rooms, hallways, or the Community Center).

If you live with an unrelated roommate and become ill you must also wear a mask in your apartment shared space (everywhere except your bedroom).

What are Flu-like Symptoms?

For the purposes of this pandemic flu strain, flu-like symptoms are defined as a fever (100°F/ 37.8°C or higher) and a cough and/or sore throat. Other symptoms that may accompany flu include: body aches, chills, vomiting or diarrhea, stuffy or runny nose.



Requesting Repair Service

Due to heightened awareness about the spread of flu-like symptoms or other similar illnesses, University Apartments has implemented a new protocol for completing maintenance work orders. Recently, we emailed this new protocol to all households. This protocol is based on the guidance of University Health Services (UHS), utilizing the recommendations of the US Centers for Disease Control (CDC).

Residents who request service or repairs in their apartments will be asked if anyone in their household has flu-like symptoms or other similar illness involving respiratory or stomach symptoms.

If someone in the apartment is ill, they must go to a different room while the staff member is working. If the ill resident does not leave the room, or doesn't understand the need to wait in a different room, staff have been instructed to leave the apartment. If the staff member cannot complete the work because of this, they will leave a note card explaining the situation. If you receive a note card, please help everyone in your household understand this new protocol.

Thank You for Your Cooperation

Staff in University Apartments have been grateful for the understanding and cooperation of residents who, when submitting repair requests, are letting Apartment Services or the Resident Manager on Duty know if anyone is ill in their home. While campus as a whole has seen a number of people exhibiting flu-like

symptoms, we have had only a few reports here in University Apartments. Of course, this may change as the flu season progresses, but we are hopeful that precautionary measures are helping slow the numbers of people exposed.

If You Are Ill

UW Madison is one of the universities nationwide reporting the number of cases of Influenza-like illnesses to the US Centers for Disease Control (CDC). For that reason, as well as the fact that we want to make certain residents are receiving necessary care, University Apartments Office supervisors have been calling households where someone has been identified as being ill with flu-like symptoms. These phone calls are intended to answer any questions residents may have regarding "social isolation" while ill, and to make certain that they have face masks they can wear if they are going to a health care appointment. It is our sincere hope that the calls are taken in the spirit in which they are made: not to be intrusive, but to identify residents in need of extra support.

If you have questions about our new protocols, or if you are in need of assistance, please contact the University Apartments Office weekdays or the Resident Manager on Duty evenings and weekends.

For more information see the following websites:

- www.flu.wisc.edu
- www.cdc.gov/h1n1flu/sick.htm

Winter Reminders

It may only be November, but the snow will soon be here and its a good time to prepare for snow removal.

University Apartments staff will remove snow from streets and sidewalks.

Residents are responsible for shoveling the area in front of their apartment door and their own parking spot. Please shovel snow onto the grass areas and not the roadway, sidewalk, or other parking spaces.

Residents must remove all items (bikes, toys, etc.) from sidewalks and breezeways, so that University Apartments staff can perform snow removal using large and small snow removal machines. For your safety, please stay clear of the machines and equipment; do not try to go behind snow plows when they are backing up.

Please do NOT back vehicles into parking spaces. This makes it very difficult to remove the snow from the sidewalks because the cars cover a portion of the walkway.





Safe Winter Driving Tips

Winter can be a beautiful time of year, especially when a fresh blanket of snow covers everything. Winter can also create more hazardous driving conditions. Many minor accidents occur every year on campus, generally from people driving too fast for conditions and following others too closely and consequently are not able to stop effectively.

- **Clear snow and ice from all windows and lights** – even the hood and roof – before driving. Drive with your lights on.
- **Pay attention.** Don't try to out-drive the conditions. Remember the posted speed limits are for dry pavement.
- **Leave plenty of room for stopping.** On wet or slippery pavement, it can take much longer to stop a vehicle.
- **Leave room for maintenance vehicles and plows.** The law requires you to slow down or move over when approaching emergency or maintenance vehicles, including snowplows, parked on the side of the road when they have their flashing lights turned on. If you approach a parked emergency or maintenance vehicle during a winter storm and decide to change lanes be extra careful. The passing lane may be in worse shape than the driving lane. There may also be a snow ridge between the two lanes. Avoid making an abrupt lane change. If approaching a snowplow, stay back at least 200 feet (it's the law!), and don't pass on the right.
- **Know the current road conditions.** Call 1-800-ROADWIS or log onto the winter road conditions report Web page: <http://www.511wi.gov/web/>
- **Use brakes carefully.** Brake early. Brake correctly. It takes more time and distance to stop in adverse conditions.
- **Watch for slippery bridge decks,** even when the rest of the pavement is in good condition. Bridge decks will ice up sooner than the adjacent pavement.
- **Don't use your cruise control in wintry conditions.** Even roads that appear clear can have sudden slippery spots and the short touch of your brakes to deactivate the cruise control feature can cause you to lose control of your vehicle.

- **Don't get overconfident in your 4x4 vehicle.** Remember that your four-wheel drive vehicle may help you get going quicker than other vehicles but it won't help you stop any faster. Many 4x4 vehicles are heavier than passenger vehicles and actually may take longer to stop. Don't get overconfident in your 4x4 vehicle's traction. Your 4x4 can lose traction as quickly as a two-wheel drive vehicle.
- **Do not pump anti-lock brakes.** If your car is equipped with anti-lock brakes, do not pump brakes in attempting to stop. The right way is to "stomp and steer."
- **Look farther ahead in traffic than you normally do.** Actions by cars and trucks will alert you quicker to problems and give you a split-second extra time to react safely.
- **Remember that trucks are heavier than cars.** Trucks take longer to safely respond and come to a complete stop, so avoid cutting quickly in front of them.
- **Go slow!**

For more information about winter driving, see the following Wisconsin Department of Transportation website:

<http://www.dot.wisconsin.gov/safety/motorist/winterdriving/index.htm>



Breastfeeding Classes

The Madison Department of Public Health invites you to attend free breastfeeding classes in December.

Laura Berger, RN, Certified Lactation Educator, and the Public Health Nurse serving our community will be offering these classes for pregnant women and mothers breastfeeding newborns. Partners are encouraged to attend.

Wednesday, December 2nd 10:00-11:30 am
Getting Comfortable with the Basics

Wednesday, December 9th 10:00-11:30 am
Special Challenges and Pumping/Storage of Breastmilk

Both sessions will be held in Room 106 in the Community Center.

For more information call 243-0377. Registration is helpful, but not required. Classes are offered four times a year.

Resident Managers at Your Service

The University Apartments Community is fortunate to have seven Resident Managers to assist Residents after hours and on weekends with emergency needs. Resident Managers are part-time staff that are committed to serving the University Apartments Community.

Resident Managers are community members who are trained to offer after hours assistance for urgent maintenance situations or other emergencies in the community. They also assist with community programming and education efforts, assist in resolving neighbor disputes, help interpret University Apartments policies and make referrals to campus resources. Resident Managers are assigned a specific neighborhood to serve for non-emergency issues and they rotate being on-call for the entire community, so that someone is available after hours and on weekends and holidays.

When do I call my Resident Manager?

If you have a question or concern about something that is not an urgent situation, please contact the Resident Manager assigned to your neighborhood. Resident Managers are expected to check voice mail and email every day, so please feel free to leave a message and they will contact you within a day or two. Examples of things that residents contact their Resident Manager for include neighbor disputes, questions about policies, concerns about policy violations etc.

Resident Managers can be a great resource to help you figure out how to talk to a neighbor about a concern. Often you will find that your neighbor has no idea they were negatively impacting you, and just by talking directly to them, you will be able to improve neighbor relations.

When can Resident Manager On Call help me? Monday-Friday during the Day:

If you have an urgent maintenance concern during normal business hours, Monday-Friday from 7:45 am-4:30 pm, contact the Apartment Service Office at 262-2037. If you have other urgent concerns during the day, contact the University Apartments Office at 262-3407. The Resident Managers are not carrying the on-call phone or pager during weekdays.

The Resident Manager On-Call can assist with urgent after-hour matters.

The Resident Manager on Call is available Monday-Friday beginning at 5:30 pm until 8:00 am the following morning. There is coverage all day Saturday and Sunday and any holiday. You can either call the Resident Manager on the cell phone at 444-9308 or page them at 657-1799. Do not leave a message on the cell phone, if you do not reach the RM on the cell phone, please try the pager. If you page them, make sure to enter the phone number where you can be reached before hanging up.

Typical calls to the Resident Manager on Duty include:

- responding to fire alarms
- no heat in an apartment or whole building
- no water or no hot water
- water coming from another apartment
- toilet overflowing
- being locked out

When Resident Managers are on call they are also responsible for checking rental groups in and out of the Community Center when the office is closed.

Please note: At times, the Resident Manager on Call has several calls to respond to and may not be able to respond to your need immediately if there are more urgent issues. In general, a Resident Manager can respond within an hour.

Your area Resident Manager can help you. Your Resident Managers are:

Resident Manager for 100s and 200s
Andrew Anderson Apt. 105 B 265-5846
andrew.anderson@housing.wisc.edu

Resident Manager for 300s and 400s
Atif Hashmi Apt. 304 J 265-5845
atif.hashmi@housing.wisc.edu

Resident Manager for 500s and 600s
Miao-Ching Liu Apt. 608 I 265-5848
mmliu@wisc.edu

Resident Manager for 700s and 800s
Chris Ray Apt. 705 I 265-5847
christopher.ray@housing.wisc.edu

Resident Manager for 901-923, U Houses 1-19
James Corona Apt. 918 C 265-5844
jscorona@wisc.edu

Resident Manager for 924-946, U Houses 20-41
Lili Klar U Houses Apt. 41A 265-5843
lili.klar@housing.wisc.edu

Resident Manager for Harvey Street Apartments
Michelle Wojtaszek Apt. 2 H 265-8221
michelle.wojtaszek@housing.wisc.edu

When to Call UW Police:

Often residents contact the Resident Manager on Duty for things that actually should go to UW Police. Call 911 for emergencies in progress. Some examples include:

- Fire, even if it is a small kitchen fire- let the professionals tell you everything is okay
- Serious injury to anyone, resident or guest
- Loud arguing that makes you think someone could be hurt
- If you feel concerned about the presence of someone in the community

Call the UW Police non-emergency number (262-2957) or Officer Coreen Puetz, our Community Police Officer, (265-5717) to file a report about something that has already happened such as damage to a vehicle, theft, etc.

Social Networking Sites: Safety Tips for Tweens and Teens (and the Rest of Us)

Taken from www.ftc.gov

You've probably learned a long list of important safety and privacy lessons already: Look both ways before crossing the street; buckle up; don't talk to strangers.

The Federal Trade Commission, the nation's consumer protection agency, is urging kids to add one more lesson to the list: Don't post information about yourself online that you don't want the whole world to know.

Your Safety's at Stake

The FTC suggests these tips for socializing safely online:

- Think about how different sites work before deciding to join a site. Some sites will allow only a defined community of users to access posted content; others allow anyone and everyone to view postings.
- Think about keeping some control over the information you post. Consider restricting access to your page to a select group of people, for example, your friends from school, your club, your team, your community groups, or your family.
- Keep your information to yourself. Don't post your full name, Social Security number, address, phone number, or bank and credit card account numbers — and don't post other people's information, either. Be cautious about posting information that could be used to identify you or locate you offline. This could include the name of your school, sports team, clubs, and where you work or hang out.
- Make sure your screen name doesn't say too much about you. Don't use your name, your age, or your hometown. Even if you think your screen name makes you anonymous, it doesn't take a genius to combine clues to figure out who you are and where you can be found.
- Post only information that you are comfortable with others seeing — and knowing — about you. Many people can see your page, including your parents, your teachers, the police, the college you might want to apply to next year, or the job you might want to apply for in five years.
- Remember that once you post information online, you can't take it back. Even if you delete the information from a site, older versions exist on other people's computers.
- Consider not posting your photo. It can be altered and broadcast in ways you may not be happy about.
- Flirting with strangers online could have serious consequences. Because some people lie about who they really are, you never really know who you're dealing with.
- Trust your gut if you have suspicions. If you feel threatened by someone or uncomfortable because of something online, tell an adult you trust and report it to the police and the social networking site. You could end up preventing someone else from becoming a victim.



Bus to Shorewood School

School bus service to and from Shorewood School will be offered between November 30, 2009 and April 30, 2010 except for days when there is no public school.

Children enrolled in the Eagle's Wing Early Bird (before school) program will be guaranteed a space on the bus to school in the mornings and children enrolled in the Eagle's Wing Gliders (after school) program will be guaranteed a space on the bus to Eagle Heights from school in the afternoons. The bus fee is included in their tuition. Attendance will be taken for children enrolled in these school programs and these children will be escorted into the school building in the morning. If an Eagle's Wing child does not get on the bus after school, Eagle's Wing teachers check-in with the office to follow up.

This year Eagle's Wing will make the remaining 40 seats on the bus available to University Apartments children ages 5-7 attending Shorewood Hills Elementary school for a fee of \$10 per child, per month.

There are over 100 children in that age range in University Apartments, so half of the available seats will be contracted on a first-come, first served basis and half on a lottery system. The bus for community children not enrolled in Eagle's Wing programs will be operated like a "regular" school bus in the city of Madison: minimum supervision; and children must be comfortable getting on and off the bus by themselves; and finding their way to and from their classrooms. Most importantly, attendance will not be taken.

There will be two bus stops only: at the Community Center and at the Brown Bus Shelter on Eagle Heights Drive. School bus fees will be charged monthly and payment can be included in the monthly rent check. There will be no refunds for missed bus rides.

Older children will only be eligible to ride the bus if there are unsold seats at the end of the sign up period. They can put in for lottery seats, but priority will be for 5-7 year olds.

The first 20 spaces will be available by sign up beginning Friday, November 6th at 7:45 am at the University Apartments Office at the Community Center. People will be able to sign up for the lottery spaces Monday, November 9th through Wednesday, November 11th. The lottery drawing will take place at noon on Thursday, November 12th. Notification will be by email on Thursday afternoon.

If you have questions, please contact Kate Hartman at 265-3332 or email kate.hartman@housing.wisc.edu.

Dish of the Night Contest Award Winning Recipes

Enter your favorite dish at the next International Potluck, Wednesday, November 4th at 6:00 pm at the Community Center. Entries must be made by 6:15 pm. Please bring a family-sized dish to share. Here are two of the award winning recipes from October.

Simple Sesame Noodles

by Bethany Rasmussen

(recipe adopted from <http://thepioneerwoman.com/cooking/2009/09/simple-sesame-noodles/>)

Ingredients:

12 ounces thin noodles, cooked and drained (angel hair, thin spaghetti, or Asian style)
1/4 cup soy sauce
2 tablespoons sugar
3 to 4 cloves garlic, minced
2 tablespoons rice vinegar
2 to 3 tablespoons pure sesame oil
1/2 teaspoon hot chile oil (more to taste)
4 to 5 tablespoons canola oil
2 tablespoons hot water
3 to 4 green onions, sliced thin

Procedure:

Whisk all ingredients (except noodles and green onions) together in a bowl. Taste and adjust ingredients as needed.

Pour sauce over warm noodles and toss to coat.

Sprinkle with green onions and toss.

Serve in a bowl with chopsticks.



THE UNIVERSITY
of
WISCONSIN
MADISON

Division of University Housing

University Apartments

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(608)262-3407; TTY/TDD: (608)262-6830
universityapartments@housing.wisc.edu

Cold Chicken

From Guiyan Liu

Ingredients:

10 drumsticks
2 tbsp Chili oil
2 tbsp smashed pan fried Peanut
1 tbsp Light Soy Sauce
1 tbsp Oyster Sauce
1 tbsp Peanut butter
1/4 tsp Chinese red pepper oil
2 cloves of garlic
1 stalk of Cilantro (about 1tbsp cup when chopped)
Salt to taste

Procedure:

1. Cook the drumsticks in boiling water until ready. During this time, chop garlic and parsley into small pieces, and then mix with all the other ingredients together to make the sauce for the chicken.
2. Take the drumsticks out of water, drain well, and wait for them to cool down. Remove the bone and skin. Cut the chicken into pieces or slices and pour the sauce on top.

How to Contact a Resident Manager

A Resident Manager is on duty 24 hours a day on holidays and weekends, and 5:30 PM – 8 AM on weekdays.

To contact the Resident Manager on Duty:

- **Call the duty cell phone (444-9308)**

OR

- **Call the pager (657-1799)**

If you call the pager, you will be prompted to enter a telephone number where you can be reached. Then hang up and wait for the RM to call back.

Because the cell phone reception in University Apartments is not always very good, you are encouraged to call the pager if you do not get an answer when you call the cell phone. Please do not leave a message on the cell phone.

As always, call 9-1-1 from any phone if you are experiencing a serious health or safety emergency. This includes any time you hear a fire alarm sounding.

If you hear a fire alarm, exit your apartment immediately!