Room is Where the Heart Is

With this holiday issue of Spirit, we lead with a heartwarming story about a Gonzaga student whose light shines in the eyes of hospitalized youth.

Gonzaga business major Thomas Gonzalez ('24) stands near the door and anxiously awaits. Then, the moment of encounter comes when a hospitalized child enters their hospital room to find color and joy spread all over it like their favorite frosting on a cake.

Gonzalez is a vital member of the Once Upon A Room board of directors, a nonprofit that decorates hospital rooms for pediatric patients facing long-term stays.

Founded in Los Angeles, where Gonzalez grew up and became involved, Once Upon a Room has grown to 25 hospitals across the country, and Gonzalez has been involved in recruiting 10 of those within the past year.

He began when he was 16, attending Jesuit Loyola High School in downtown LA. "You decorate one room and you’re committed," he says. Gonzalez has since decorated hundreds of hospital rooms. To see those kids who are undergoing months of chemotherapy or serious surgical procedures, and to get to feel an aspect of their homes in their hospital rooms, is extraordinary. To see their names on a pillow, themed sheets and bedspreads, their favorite toys, pictures on their walls; it really lightens up their souls."

Adult leadership teams organize and oversee room decorations in every city that hosts a Once Upon A Room program.

"This is an unbelievable experience for volunteers decorating a room for the first time and feeling the patients’ and their family’s responses. They always leave in tears," Gonzalez says. Many of the decorations are for infants’ rooms, and the real benefit is seen in the faces of their parents, who are trying to find joy in an otherwise fretful situation.

In some of the cities a Junior Room Crew of high school-age students create in- and outpatient bags for the patients when they leave the hospital. COVID restrictions have limited the work teens can do inside the hospitals.

So how did this all begin for Gonzalez? "I was in high school and looking for a service opportunity," Gonzalez says. "I went to a meeting of Once Upon A Room with a friend, got drawn in and loved the people I was working with. Then, to see the impact on the patients and their families sealed my commitment to the project.”

He has since become close friends with organization founder Josie Hull, 21, who was separated from her conjoined twin Teresa at 1 year old. "Her resiliency, to see how hard she has fought to make a regular life for herself, it makes you want to do more for people who don’t have the luxury of good health," Gonzalez says.

He now serves as assistant treasurer and a member of the board of Once Upon A Room, helping to facilitate board meetings and coordinating a men’s group in Los Angeles that raises funds to help purchase supplies for the room decorations and expand to new hospitals. And he travels all over the country to recruit new hospitals and to participate in room decoration events.

"It’s the type of work that doesn’t come around very often," Gonzalez says. "But it makes you want to keep coming back, giving more.”

Gonzalez has concentrations in both finance and economics and plans to pursue a career in investment banking and private equity.

He has found Gonzaga to be a perfect fit for him. "I went to another Christian college for two years after high school, but found I was losing a lot of what I had found at Loyola High School. It was the Jesuit experience that I was missing,” Gonzalez says. "I found that here at Gonzaga. Everyone here is a community servant.”
She completed a bachelor of science in biology and a master's degree in education with a focus on intercollegiate athletics leadership from the University of Washington. She found time to row for the Husky crew team, as well. 

Ali Steiner is driven. But after working in athletic event and facilities management for several years, at UW, Seattle U, Georgia, Virginia and Gonzaga – and at all hours of day and night plus weekends – Steiner was ready to find better balance in her life. While she was managing facilities, she found interest in shadowing the tradespeople who would come to fix infrastructure as it needed repair.

"Working in athletics involved a lot of project management, and every time we hired a tradesperson I wanted to know what they were doing and how they were doing it," Steiner says. So, she began a process of learning as much as she could about the trades, starting with locksmithing. "But in Washington state, to work on electrical locks you must have low-voltage experience, so then I shifted to low-voltage training."

Once I had settled on a career path, I discovered a lot of the trades work was out of town and sites were sometimes changing daily," Steiner says. "The idea of being in one location with such a strong community was huge for me. And to see the same people every day was a plus."

Steiner joined Gonzaga in February 2022 as life safety technician, with primary focus on fire alarm systems, access control systems and ADA door operators . . . and other duties as assigned.

You might see her installing security cameras for ITS as ITS provides the networks for all her systems. "It's a mutually beneficial partnership," Steiner explains. Maintenance Supervisor Gregg Pratt is impressed with the new expertise Steiner brings to the University.

"She continues to work to improve the processes. She does this with a positive and team-like demeanor," Pratt says. "Ali is filling a new role. As basic electrical needs are changing with new types of equipment, Ali is helping Gonzaga forge ahead with this newer technology. It is a blend of old-fashioned wiring and new computer technology that allows us to monitor everything going on."

Gonzaga is moving to a new cloud-based fire alarm monitoring system with Steiner’s help. Her research of each building allowed GU to reroute and direct the new fire alarm communication standard that was needed. Steiner likes the team-atmosphere she feels at Gonzaga, particularly with the night crew in Plant Services. "I have six guys who are great mentors for me, and from whom I learn a great deal. They are here to help each other. That’s the nature of our crew. I’m grateful for that."

Pratt says Steiner always greets people with a big smile and will help anyone. But he cautions, "Don't come too close if she is on a ladder . . . she has been known to drop a few tools."

Don't be mistaken, though: Her life is in balance.
We don’t often think about the network that enables us to send and receive messages and perform myriad digital functions across a variety of electronic platforms . . . until we’re on the edge of our seats waiting for a slow system to complete a task.

The task of keeping that network operating efficiently and with the latest critical upgrades falls to Gonzaga’s Information Technology Services (ITS) department.

Currently, ITS is at the start of a multi-year process of installing upgrades to our campus’s wired and wireless networks, and phone system that will allow GU users the speed and reliability needed to compete effectively for the next 10 years.

"Most people will probably not notice the increase in processing speeds, but everyone’s work will move much faster," says Darren Owsley, project sponsor. "We’ll be ahead of the curve, prepping us for future requirements."

New automation will also provide enhanced security.

"Six years ago, our Internet bandwidth was less than two gigabits per second. Today we consume six gigabits per second, which our students need for Zoom, research and streaming services like Hulu and Netflix," says Eric Moss, infrastructure operations assistant director.

Owsley says the network upgrades focus primarily on educational impact. “It is important to give our faculty the best tools available to help them educate our students with the latest technology and highest viability possible,” he says.

Enhanced security measures are also expected to be nearly fully automated, and unnoticed by constituents. Although most aren’t overly concerned with added security, Moss explains, it remains an important priority for ITS. “We need to make sure that a compromise in one section of our network can’t spread to other parts of the system. If we do our jobs correctly no one will know we did anything.”

While some equipment for the upgrades has been deployed, ITS has been held up with supply-chain challenges. However, upgrades are expected to continue to roll out over the next two years, as supplies allow.

**Phone System Upgrades**

Another of ITS’s upcoming projects involves upgrading the campus phone systems. Our phones have been powered by Microsoft’s Skype for Business voice over internet protocol, or VOIP, system for several years. However, with Microsoft planning to sunset Skype for Business by 2024, Gonzaga needs to move to a different cloud-based telephone service. After a careful selection process, ITS decided on Zoom as the new telephony provider.

“Our design goal was to increase agility, reliability and security across campus,” Owsley says. “Zoom provides that and phenomenal support, and the company supports our mission. It performed well through our COVID years, and users liked it. It will provide our community with great functionality all in one place, with one system – video conferencing, phone calls, chat, screen sharing.”

Owsley adds that the mobile app for Zoom is superior, and it’s easy to use Zoom on PCs or Apple devices.

The upcoming ITS projects are in the design and testing phases now. ITS plans for its own staff to be the first group of users to test both the new wired network and Zoom telephony system. The department will make that move over the holiday break, which should give the experts a chance to resolve any initial issues found.

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**A Gonzaga Christmas**

**President’s Christmas Party**
Dec. 16, 6-10 p.m., Davenport Grand Hotel Ballroom

Featuring a buffet dinner with jumbo shrimp, NY steak strips and turkey with all the trimmings.

Dancing with featured DJ from 8 to 10 p.m., with an overflow room for those who would like to continue sharing the holiday cheer and chat.

Every guest who brings a donation for the Vanessa Behan Nursery of formula, diapers and/or baby wipes (NO TOYS) will receive a free drink ticket.

A full bar (spirits, beer, wine) is available, with featured holiday drink Mistletoe Mule.

Parking: $6 for the evening at the Grand.

**ROTC Party**
Dec. 15, 1-4 p.m., College Hall 045E (ROTC classroom/lobby)

Food and drink: Many choices, including the classics from the past (meatballs, Gluhwein and Egg Nog) plus a couple new additions.

Special Note: ROTC is celebrating its 75th Anniversary this year and honoring the past while looking to the future of its program and contributions to Gonzaga and the nation.
Sometimes the smallest, simplest things can have the most impact on a person. Even something as small as a single brick in a city of nearly three million people.

When Gonzaga’s acting Vice President of Mission Integration Ellen Maccarone first visited Rome in 2008, the rooms of Saint Ignatius were under renovation, so the opportunity to tour the spaces during a Gonzaga delegation’s pilgrimage to Italy this fall gave her the chance to see the founder of the Jesuits’ humble space in person for the first time.

Given the enormity of Saint Ignatius’ influence, the small suite of rooms originally constructed in 1543 is remarkable in its simplicity. His bedroom, his office, the space where he said Mass – they could, together, fit inside a good-sized suburban living room. And while the diminutive space certainly struck Maccarone, more stirring was seeing some of the tools Ignatius used in establishing the Society of Jesus. His shoes. His desk. Artwork that inspired him as he wrote the Jesuit Constitutions.

“You're in this room where you're like, 'Oh, that's the desk where he wrote to Francis Xavier,'” said Maccarone. “Ignatius sat at that desk and wrote letters to people.”

On the floor of the room, a single, small brick marks the location where Ignatius died on July 31, 1556. It says, in Latin, “HIC OBIIT PATER IGNATIVS” (“Here died Father Ignatius”).

“And for me, that was one of the most powerful things to see, because I always think of him as ‘Ignatius of Loyola,’ or ‘Saint Ignatius,’ not just the kind of common thing of the time. ‘He was an ordained priest, we call him Father,’” Maccarone said. “That was a very humanizing moment to see where his bed was, to see, yes, Ignatius’ feet were in those shoes.”

Saint Ignatius’ rooms, adjacent to the Jesuits’ original Church of the Gesù, are just small pieces of the incredible history welcoming visitors to Italy’s capital city. For the Gonzaga delegation of 24 Trustees, the recent pilgrimage to the home of the Society of Jesus brought them into what GU Vice President of University Advancement Joe Poss called “the hub of the Jesuit world.”

While soaking in some of the local history was certainly part of the agenda, the work put in by the Board of Trustees on the trip – and the messages heard from Jesuit leadership in Rome – placed the reason for the journey squarely in the here and now, and on the future of both the Jesuit mission and the university.

A Fulfilling Journey

The five-day pilgrimage at the end of September was in the works for several years, ever since Gonzaga concluded its first Mission Priority Examen process in 2019 and GU’s Board of Trustees was extended an invitation through Fr. Douglas Marcouiller, S.J., who serves as consultant and North American assistant to Father General Arturo Sosa, superior of the Society of Jesus. The opportunity to meet with Jesuit leaders, visit historic Jesuit sites and partake in a once-in-a-lifetime formation experience was, naturally, hard to pass up. Ultimately, 22 of 30 voting Trustees, two Trustees Emeriti and 19 spouses and family members signed on to the trip, joined by eight Gonzaga employees and Fr. Bob Niehoff, S.J. (’77), the provincial assistant for higher education.

The invitation from Father General Sosa was proof positive of the recent emphasis by Jesuit leadership of the importance of governing boards and the role they play in promoting the distinct mission of Jesuit universities, working alongside local Jesuits, administrators, staff and faculty. The Gonzaga Board of Trustees takes that role seriously, so much so that they and generous benefactors not only paid for their own expenses on the trip – they covered all the costs for the Jesuits and employees involved with the trip as well.

Planning a trip for more than 50 Americans – the Trustees, plus administrators, staff members, family and friends – is a logistical feat made even more impressive given the challenges of COVID-19 that delayed the journey until this fall. Once the delegation arrived, though, the group experienced an immersive experience full of inspiring discussions, heartfelt reflections and positive tension as the Gonzaga team was challenged to pursue and pass on the Jesuit mission into the future.

“For me, there were many wonderful moments of inspiration along the path of this journey,” said President Thayne McCulloh after returning home to Spokane.
Father General Sosa emphasized the importance of higher education in pursuing the Universal Apostolic Preferences, four areas the Jesuits see as vitally important in today’s world:

- Showing the Way to God
- Walking with the Excluded
- Journeying with Youth
- Caring for Our Common Home

Pat Reese, GU’s senior principal giving officer for University Advancement, said Father General Sosa’s talk was particularly inspiring in how he pushed universities to “take risks” in their work and in how he cited higher education as one of the only areas capable of touching on all four Universal Apostolic Preferences. He also connected education to a healthy democracy.

“He said ‘Universities that contribute to giving full meaning to human life necessarily include a political dimension. Democracy requires the humanities,’” Reese recalled. "I found this really powerful as an American, and I felt like this really resonated with our Board."

For Laura Gatewood, assistant vice president for donor relations, Father General Sosa’s message – and the trip as a whole – was renewing and inspirational for someone who’s been at GU for decades.

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A Little Homework

For many on the trip, meeting with Father General Sosa at the Jesuit Curia (or headquarters) was an experience that stood out, and not just because of their host’s welcoming demeanor. Although, his presence was notable.

“He literally just walked in the room with a laptop, sat on the perimeter until it was his time to talk, and then walked down,” Poss said. “If we had not known his image from the media, nobody would have known who he was. He was so humble and so discreet. And then he took the platform to speak, and it was really powerful.”

A Special Meeting

In the middle of the trip, much of the traveling group attended a General Audience with His Holiness Pope Francis outside St. Peter’s Basilica. The Gonzaga delegation was publicly recognized before the Audience began, and Board Chair Christy Larsen was afforded the opportunity to greet Pope Francis personally on behalf of the Board delegation. She asked that he pray for Gonzaga and guide the school in its work, and Pope Francis in turn asked for the Gonzaga community to pray for him.

For Reese, the pope’s entrance and accessibility was startling. She recalled Pope Francis entering the grounds in a tiny Mercedes-Benz, “almost like a golf cart,” and move among the throngs of people in attendance – an image she won’t soon forget.

“It’s not enclosed, it’s not protected,” she said. “The square is set up so he can literally drive through the people who are only standing six or 10 people deep. He’s doing this, and people are handing him their babies. He would take the baby and kiss them and bless them. It was unbelievable.”

Unbelievable is a good word for this pilgrimage to Italy, a week full of work and wonder for the Board, their families and Gonzaga representatives.

Maccarone recognized just how seriously all involved took the trip as she reflected on how thoughtfully the questions and comments evolved from the beginning of the trip toward its end.

“Everybody was physically exhausted, but people’s minds were sharp,” Maccarone said. “Everybody was like, ‘I’m so tired. I need more coffee. But I’m so anxious to talk more about these things.”'
A Rabbi's Work on This Jesuit Campus

Rabbi Elizabeth Goldstein, who has been with Gonzaga for what she might call a “lucky 13” years, was thinking that a Chanukah celebration this year with Gonzaga’s Jewish students might be a little misplaced considering the days of Jewish celebration don’t come until Dec. 18-26, after students leave for winter break.

“Then someone reminded me that we have a lot of Christmas parties here before Christmas and that’s no problem for our Christian friends. So, I guess we’re celebrating Chanukah early this year!” she says with obvious delight.

The charming and free-speaking advocate for our Jewish community, a religious studies professor and Jewish chaplain in Mission and Ministry, recently reflected on what it has meant to her to be a rabbi on this Catholic, Jesuit campus.

“Gonzaga, particularly the Jesuits, see social justice as a part of us all. We share a lot of the same values, making the world a better place,” Goldstein explains. “The spiritual backbone of this place makes this a special place for me to work.

“Some universities look down on other religions. Gonzaga is not afraid of other religions. Here we pursue truth. I feel that Christians and Jews can absolutely thrive together in community but there is still more that we need to do to better understand one another. I am committed to that work,” Goldstein says.

Talking about her Jewish community here, she explains that Judaism is not just about faith. “Jews who do not consider themselves religious or having a faith tradition would still see themselves as part of the Jewish people. Holidays are one such means to those ends of being together as community. The religious aspect and spiritual significance of the holidays are meaningful for some Jews, as they are for some Christians. But many just come for the community, and that’s OK, too.”

Part of the rabbi’s reward with serving this community is derived from efforts by Gonzaga to give the Jewish students, faculty and staff a place to call their own. With a little more than 50 Jewish students at GU, the community now has a sacred space on the third floor in College Hall, down the interfaith hallway where Muslim students also have their own spiritual quarters.

“Our sacred space is for monthly Shabbat services for our students on Friday nights, usually followed by community Shabbat dinner in the Hearth Room next door,” Goldstein says. “We hold Saturday morning services once or twice a semester. In these services we take out the Torah and chant from it.”

The Torah is the holy book, featuring the first five chapters of the Jewish Bible. The sacred scroll was delivered to Gonzaga’s campus in 2021.

When Goldstein came to Gonzaga in 2010 to teach religious studies, there were few Jewish students enrolled and no formal Jewish community here.

“Since I was a rabbi and an extrovert, students wanted me to help formalize our community, have more events, more formal groups, some sacred services,” Goldstein says. “We used the reflection room on Hemmingson third floor, and we formed the Jewish Bulldogs club through GSBA.”

This fall the rabbi organized the High Holy Day services on campus for the first time, opening with Rosh Shanah (Jewish new year) services Sept. 25 and culminating with Yom Kippur (day of atonement) services Oct. 5. The holy days theme was being repentant, being the best part of oneself, and forgiving sins.

She never loses her passion to preach, and this year’s holy days gave her that opportunity. She loves teaching, too. Subjects often include her views on life, the Torah and biblical studies where she teaches how to live out the lessons of the Bible.

“I have grown, and I have added to the conversation in this community,” Goldstein says. “Being a rabbi at Gonzaga is what it means to be in one community, together.”

Rabbi Goldstein shares the Torah scroll with members of the Gonzaga community during its 2021 dedication.
Faculty, Staff Presenters Sought

Gonzaga annually sends a delegation to the Ignatian Teach-In for Justice in Washington, D.C. As an outtake from that experience, Gonzaga is hosting an Ignatian Advocacy Summit for students from Jesuit apostolates in the Pacific Northwest, April 13-15, 2023. The event is being planned in conjunction with U.S. Jesuits West.

The expense of travel across the country makes the Teach-In inaccessible for many. But Tiffany Picotte, advocacy immersion program manager in Community Engagement, hopes that the regional summit will enable about 100 students from Jesuit High in Portland, Seattle Prep, Seattle University, Seattle’s St. Joseph parish, Jesuit Volunteer Corps Northwest, Gonzaga Prep and GU to attend.

Mission and Ministry Director Luke Lavin sees this as an opportunity to bring a sense of “sharedness” among students in our region in understanding solidarity of faith and justice. “This could be really powerful and validates how we can apply those pillars in helping the marginalized in our communities.

“One of the most powerful ideas is the idea of how, as faith-based institutions best advocate for those most affected by injustice, but are without the same voice that we have.”

Key topics for the Ignatian Advocacy Summit are racial justice, ecology and housing. Picotte says. Sub-themes include indigenous justice, migration and truth and reconciliation. An advisory group for the six participating institutions is putting the plans together. And while Lavin is excited about this first Ignatian Summit, “we’re building the plane while it’s flying.”

“We hope to bring speakers, including some from Gonzaga, to talk about shared experiences in faith and justice work and to help us educate one another in a way that leads to collective action for those living on the margins,” Lavin says. “And in so doing, bring the advocacy back to our home institutions.”

The Ignatian Teach-In for Justice was initiated in 1997 to honor the Jesuit martyrs and their companions in El Salvador who were killed in 1989 for their commitment to the marginalized and for speaking out against injustices perpetrated by the government and military.

The Jesuit network learned of the School of the Americas’s role in training the assassins, which prompted thousands to join in the movement to close the SOA at Fort Benning, Ga., in 1990. The annual protest continued until 2010 when it was moved to Washington, D.C., allowing for the group to advocate for justice issues on Capitol Hill.

GU faculty and staff with interest in participating in the Ignatian Advocacy Summit in April as possible presenters may contact Lavin at lavin@gonzaga.edu.

HOW ARE WE LIVING THE MISSION?

Who among us can tell their workmates what the University’s six work values are? Probably very few.

They were derived from the Mission Priority Examen in 2017-18. A working group was appointed by President Thayne McCulloh in 2019 to determine if our work values were evident in helping employees to live the University’s mission. Plans were made to find answers to that question. Then COVID-19 hit.

Work Values Working Group Chair Brian Steverson has his group up and running again. They have met with office staffs and departments in listening sessions to find out how employees see themselves living out the mission. Steverson estimates they’ve met with 450 employees so far. They will continue meeting with departments and staff through spring 2023, adding the question: What bold ideas might you act upon to help everyone live out the work values and be held accountable?

Part of the group’s communication plan includes flyers listing the work values posted in every office on campus, ongoing Morning Mail notices highlighting monthly work values champions, and through what the listening groups discern, giving leaders the tools to address those areas where we are falling short. “Instruction in empathetic listening is one of the training tools we can offer to our leaders,” Steverson says, a suggestion that came from the listening sessions.

Why are the work values important? Steverson says they represent how we advocate for our mission here as we work with one another.

“Ultimately, in 2025, our Jesuit sponsors will ask us to articulate what we have found and what we are doing to live out our mission,” Steverson says.

Gonzaga’s Institutional Work Values

Promoting Excellence in Academic Endeavors and Professional Practice
Sharing Responsibility for Mission Identity and Leadership
Affirming a Commitment to Human Dignity
Advancing a Culture of Inclusiveness
Caring for the Earth while Stewarding our University Resources
Cultivating Individual and Community Accountability
No topics are off limits, but what is said on their runs stays on the run.

That’s the mantra for Gonzaga’s Noon Runners, an unofficial group organized by Jackie Van Allen, Sponsored Research, and Kari Elgee Sanders, Human Resources, in 2015, and is still going strong.

“I ran with Jackie six years ago because I was bored of running the same trail on my own,” says Luke Lavin, Mission and Ministry. “I have really loved finding community doing something I love. “And I’ve found great parenting advice, home remodel tips and even some philosophizing here and there,” Lavin says.

Elgee Sanders finds running with her group a refreshing disconnect from everything going on in other aspects of her life. “It’s so nice to run with people who love running and love Gonzaga.”

Jim Simon, Sustainability, began running more than 10 years ago to prep for a section hike of the Pacific Crest Trail. “At the time, I couldn’t run a block without stopping to catch my breath.” He loves the conversations.

“I know I’ve talked through some great celebrations of life and some difficult times, all without judgment,” Simons says. But he admits he’s not the one to keep a conversation going. “My words decrease a bunch as I wheeze my way into trying to keep up with my run buddies.”

All of the runners enjoy the changing seasons, the changes in the river and even getting to know downtown Spokane better. “I enjoy the seasons: first blooms in spring, blazing heat, fresh snow,” Van Allen says.

“There is so much to learn about how the river changes and how the environment around it adapts from heat to cold and back again,” Lavin says.

And Van Allen remembers her joy in seeing the transformation of a walker into a runner. “It was inspiring to see her go from barely able to run a block without stopping to catch my breath.”

Van Allen welcomes new runners to join the group. Contact her at vanallen@gonzaga.edu.

The group runs twice a week. Doesn’t matter what you’re doing for fun? Send a picture and a note to spirit@gonzaga.edu to share the fun with others.