

## Summer Family Event - Toronto Zoo

This year, we are returning to the Toronto Zoo for our Summer Family Event, on **Saturday, July 19**. Get ready for a zooper day with food, koala time, furry friends, and memories that will be otterly unforgettable!



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## Something's Brewing

**Contributor: Sharon Fong**

Summer 2025 is shaping up to be an unforgettable season for music lovers across Canada and the U.S., with a diverse array of festivals catering to fans of pop, rock, country, metal, and electronic music. Here's a roundup of some of the most anticipated events this summer!

Returning to *Flushing Meadows Corona Park*, Governors Ball 2025 boasts a stellar lineup featuring **Tyler, the Creator**, **Benson Boone**, and **Glass Animals**. The festival will also showcase performances by **Tyla**, **Feid**, **Clairo**, and **T-Pain**, among others. Attendees can look forward to a weekend filled with *diverse musical acts*, gourmet food vendors, and immersive art installations.



🎧 The Governors Ball – New York City, New York (June 6-8)

Held at *Clay's Resort Jellystone Park*, The Country Fest 2025 is set to feature top *country artists* such as **Dierks Bentley**, **Bailey Zimmerman**, **ERNEST**, **Chase Rice**, and **Ashley Cooke**. The four-day event offers a blend of music, camping, and family-friendly activities, making it a must-attend for country music enthusiasts.



🧑🌾 The Country Fest – North Lawrence, Ohio (June 11-14)

Spanning 11 days at *LeBreton Flats*, Ottawa Bluesfest 2025 presents a diverse lineup including **Sean Paul**, **Shania Twain**, **Green Day**, **Def Leppard**, and **Kaytranada**. The festival's eclectic mix of genres ensures there's something for every music lover.



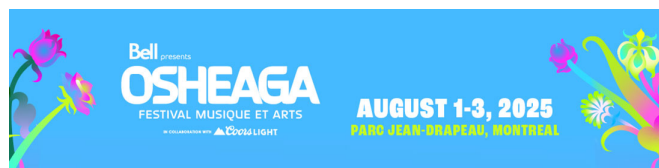
👉 Ottawa Bluesfest – Ottawa, Ontario (July 10-20)

Set against the backdrop of the historic *Ohio State Reformatory*, Inkcarceration Festival combines *heavy metal music* with tattoo artistry. The 2025 lineup includes **Slipknot**, **Marilyn Manson**, **Five Finger Death Punch**, **Falling In Reverse**, and **Lamb of God**, among others. In addition to music, attendees can explore tattoo booths and tours of the iconic prison.



👉 Inkcarceration Festival – Mansfield, Ohio (July 18-20)

Osheaga 2025 returns to *Parc Jean-Drapeau* with a diverse lineup headlined by **The Killers**, **Shaboozey**, and **Olivia Rodrigo**. The festival will also feature performances by **The Chainsmokers**, **Doechii**, **Jamie xx**, and **Cage The Elephant**. With its picturesque setting and eclectic mix of artists, Osheaga continues to be a highlight of the Canadian festival circuit.



👉 Osheaga Festival – Montreal, Quebec (August 1-3)

VELD 2025 returns to *Downsview Park*, offering a premier electronic music experience. The lineup features renowned artists such as **Alesso**, **Deadmau5**, **Tiësto**, **Rezz**, and **John Summit**. With multiple stages and immersive visuals, VELD promises an electrifying weekend for EDM enthusiasts.



👉 VELD Music Festival – Toronto, Ontario (August 1-3)

Canada's largest camping and country music festival, Boots and Hearts 2025, is set to feature headliners **Bailey Zimmerman, Sam Hunt, HARDY, Tyler Hubbard, and Chase Rice**. The festival offers a full weekend of performances, camping experiences, and activities tailored for country music fans.



📍Boots and Hearts – Oro-Medonte, Ontario (August 7-10)

So, whether you're headbanging in a prison yard, boot-scootin' in a field, or losing your mind to lasers in a Toronto park — summer 2025 has a stage (and a vibe) for you. From cowboy boots to bass drops, mullets to mosh pits, there's no excuse not to grab your friends, your sunscreen, and maybe an emotional support fanny pack... and go get loud.

**Question: Tomorrowland (Boom, Belgium — July 18-20, 2025) is known for its magical themes and massive global following, but the festival's behind-the-scenes operations are just as intricate as its mainstage. Which of the following obscure facts about Tomorrowland is TRUE?**

- A. The festival once had a secret stage accessible only through a hidden tunnel beneath the mainstage.
- B. Tomorrowland's stage designs are built by the same Belgian team that created sets for Cirque du Soleil.
- C. The official Tomorrowland anthem for 2012 was co-produced by Swedish House Mafia and Hans Zimmer.
- D. Tomorrowland has its own official airline code and operated chartered flights branded with the festival's livery.

Click on the question above, submit your answer to Sharon, and you're eligible to win!

#### **Submission deadline**

Friday, June 6<sup>th</sup> (Noon)

#### **Prize**

\$25 Tim Hortons, Starbucks or Amazon gift card for the 2 winners

(If more than two contestants have the right answer, we will pick the winning names out of a hat)



### ***Kudos (Noun) – Praise & honour received for an achievement***

*Kudos Corner* is a forum where Universal employees can recognize the efforts of their co-workers. Bring forward candidates for *Kudos Corner* at your next Team Meeting or simply drop your Manager a line whenever you feel someone's efforts should be recognized in *Universal & You*.

For this issue we received the following entries:

Submitted by Pamela Randolph of our US Freight Operations team:

*"I'd like to recognize **Kathleen Pope of our Client Relations team in Cleveland** for her consistent dedication, and the positive energy she brings to our office. While her primary role is in Client Relations, she regularly goes above and beyond her job description to support our team. Whether she's bringing in treats to lift our team spirits, offering helpful suggestions on improving cross-border shipping, or identifying carrier options that improve efficiency as part of an international freight move—Kathleen is always ready to help. Her positive attitude and willingness to pitch in make her a real asset to our team, and it's contagious!"*

*Her teamwork and willingness to jump in wherever needed really supports our Business Development goals—helping us grow in the U.S. by sticking to what we do best: cross-border logistics and customs-driven solutions."*

Submitted by John Leis of our Client Relations team:

*"The US-initiated trade war with Canada has resulted in new US tariffs and has, without question, had a significant and negative impact on our company. With shipment volumes dropping and workload increasing due to the complexity of applying these new tariffs, our senior management team recognized that something needed to be done quickly to offset both the additional workload and increased liability. Part of the challenge was in determining when and how much to charge our US brokerage clients under these challenging circumstances.*

*Recognizing the challenge at hand, **William Sanchez, Manager of our Truck Services team at Head Office**, proactively shared a notice he'd received from a competitor who had introduced a \$5.00 Complex Tariff Reporting Fee to their US brokerage clients. Knowing that a large-volume US broker like this one had implemented this new fee to their client base, gave us the confidence to follow suit. Within a week of William sharing this detail with the rest of our leadership team, we sent a notice to all US brokerage clients announcing that a Complex Tariff Reporting Fee would now apply on all US clearances.*

*While this fee will only be applied while the new tariffs are in effect, by bringing this idea forward, William played a key role in ensuring that our monthly revenue would increase, thus helping to offset the overall negative impact of the tariffs. In support of our overall Business Development initiative, William was looking beyond the scope of his own team to present a solution for our US brokerage business unit. Kudos to William for recognizing this challenge and sharing ideas on how to remedy it."*



## Book Buzz

**Contributor: Barbara Mulatinho**

### New Releases: Barb's Ratings

#### Great Big Beautiful Life by Emily Henry

Alice Scott is an eternal optimist still dreaming of her big writing break. Hayden Anderson is a Pulitzer-prize winning human thundercloud. And they're both on balmy Little Crescent Island for the same reason: To write the biography of a woman no one has seen in years—or at least to meet with the octogenarian who claims to be *the* Margaret Ives. Tragic heiress, former tabloid princess, and daughter of one of the most storied (and scandalous) families of the 20th Century.

Margaret invites them both for a one-month trial period, after which she'll choose the person who'll tell her story, but the problem is, Margaret is only giving each of them pieces of her story. Pieces they can't swap to put together because of an ironclad NDA and an inconvenient yearning pulsing between them every time they're in the same room.

And it's becoming abundantly clear that their story—just like the tale Margaret's spinning—could be a mystery, tragedy, or love ballad...depending on who's telling it.



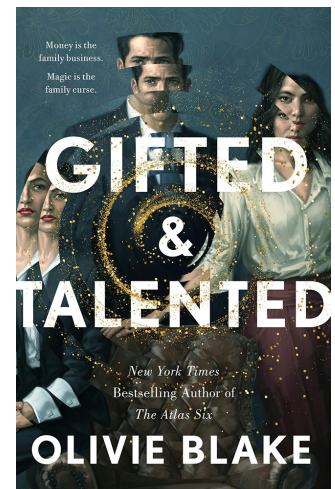
Published April 22, 2025  
Barb's Rating: 4.5/5

#### Gifted & Talented by Olivie Blake

Thayer Wren, the brilliant CEO of Wrenfare Magitech and so-called father of modern technology, is dead. Any one of his three telepathically and electrokinetically gifted children would be a plausible inheritor to the Wrenfare throne. Or at least, so they like to think.

Meredith, textbook accomplished eldest daughter and the head of her own groundbreaking biotech company, has recently cured mental illness. You're welcome! If only her father's fortune wasn't her last hope for keeping her journalist ex-boyfriend from exposing what she really is: a total fraud. Arthur, second-youngest congressman in history, fights the good fight every day of his life. And yet, his wife might be leaving him, and he's losing his re-election campaign. But his dead father's approval in the form of a seat on the Wrenfare throne might just turn his sinking ship around. Eilidh, once the world's most famous ballerina, has spent the last five years as a marketing executive at her father's company after a life-altering injury put an end to her prodigious career. She might be lacking in accolades compared to her siblings, but if her father left her everything, it would finally validate her worth—by confirming she'd been his favorite all along.

On the pipeline of gifted kid to clinically depressed adult, nobody wins—but which Wren will come out on top?



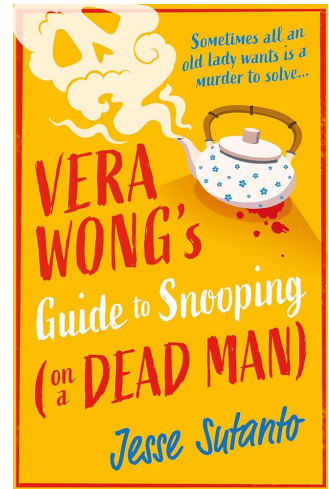
Published April 1, 2025  
Barb's Rating: 4.5/5

## Vera Wong's Guide to Snooping [On a Dead Man] by Jessie Q. Sutton

Ever since a man was found dead in Vera's teahouse, life has been good. For Vera that is. She's surrounded by loved ones, her shop is bustling, and best of all, her son, Tilly, has a girlfriend! Still, Vera wishes more dead bodies would pop up in her shop, but one mustn't be ungrateful, even if one is slightly...bored.

Then Vera comes across a distressed young woman who is obviously in need of her kindly guidance. The young woman is looking for a missing friend. Fortunately, while cat-sitting at her son's, Vera finds a file about the death of an enigmatic influencer—who also happens to be the friend that the young woman was looking for. Online, Xander had it all—a parade of private jets, fabulous parties with socialites, and a burgeoning career as a social media influencer. The only problem is, after his body is fished out of Mission Bay, the police can't seem to actually identify him. Who is Xander Lin? Nobody knows. Every contact is a dead end. Everybody claims not to know him, not even his parents.

Every so often, a TV show comes along that completely consumes your attention—and this year, I found not one, but two. **Adolescence** and **The Pitt** couldn't be more different, but both share a rare ability to immerse you so deeply in their worlds that they stay with you long after the credits roll. Whether through innovative storytelling, or deeply human performances, these two series have become my latest obsession—and for very good reason.



Published April 1, 2025  
Barb's Rating: 4/5

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## ***Culture and Entertainment***

***Contributor: Barbara Mulatinho***

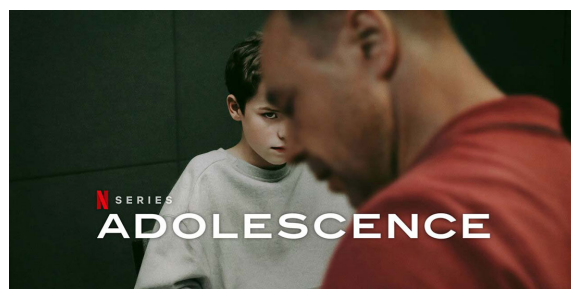
### **Barb's Picks: May 2025**

#### Adolescence

*Adolescence* is a powerful four-part drama that follows the devastating aftermath when a 13-year-old boy is accused of murder. The series focuses on the emotional turmoil faced by the boy's family, friends, and psychologist, as they try to understand the crime. With its raw, intense storytelling, *Adolescence* is one of the best shows of the year, offering a heartbreaking look at the impact of online radicalization and toxic masculinity on youth.

What sets *Adolescence* apart is its innovative use of long takes, with each episode filmed as a **single continuous shot**, unfolding in real time.

This immersive technique draws viewers into the story, heightening the tension and making it feel as though we're experiencing the events firsthand. The series quickly became a cultural phenomenon upon its March 2025 release, amassing *114 million views* and sparking discussions across social media and even in political circles. In the UK, it's available for free in secondary schools, with its educational value endorsed by Prime Minister Keir Starmer.



Stream on Netflix

## The Pitt

*The Pitt* stands out as a gripping, emotionally rich medical drama that sets a new standard for the genre. Created by ER alum R. Scott Gemmill and executive produced by Noah Wyle, the show unfolds over **a single 15-hour shift** at a fictional trauma center in Pittsburgh, offering a real-time look into the high-pressure world of emergency medicine. Far from the romance-driven tropes of past hospital shows, *The Pitt* dives into the systemic challenges faced by ER staff—understaffing, administrative pressure, and burnout—while still giving space for deeply human moments. Its use of realistic scenarios and razor-sharp writing has earned it praise from critics, viewers and healthcare professionals alike, with many calling it one of the most accurate portrayals of hospital life ever broadcast.

What makes *The Pitt* especially compelling is its nuanced character work and diverse cast. Every doctor, nurse, and intern, has a fully realized backstory. The series also tackles sensitive topics with balance and care, portraying multiple perspectives without resorting to sensationalism. Its focus on emotional realism—not just the toll on patients but on the providers themselves—makes it resonate far beyond the screen. After binge-watching the series, I can confidently say that *The Pitt*'s razor-sharp, vulnerable storytelling, unparalleled character building, and real-life scenarios blew me out of the water. To put it simply, it's one of the most engrossing shows I've ever seen. My one and only complaint is that I have to wait until season two comes out to join this wonderful cast on another shift.



Stream on Crave

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## ***Health and Lifestyle***

***Contributor: Veena Ramesh***

### **The Healing Power of Pets: Companionship for the Mind**

Pets have the remarkable ability to improve mental health and help reduce symptoms of depression in various ways. Here are a few key reasons why pets can have such a positive impact:

**Emotional Support and Regulation:** Pets, especially dogs and cats, offer consistent companionship. Their unconditional love provides a source of comfort, reducing feelings of loneliness and isolation, which are common triggers for depression. They are highly attuned to their owner's emotions, and sense when you are feeling low or ill, and offer comfort and attention. The bond created through this interaction can help people regulate their own emotions and cope better with their feelings.

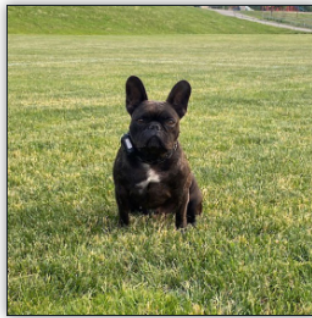
**Non-judgmental Presence:** Pets are non-judgmental and always present, which creates a feeling of safety and security. They don't demand social performance or judgments, which can be a relief for someone struggling with self-esteem or social anxiety.

**Exercise:** Dogs, in particular, require regular walks and outdoor activities, encouraging their owners to move. Exercise is a well-known mood booster, as it triggers the release of endorphins (the body's natural feel-good hormones).

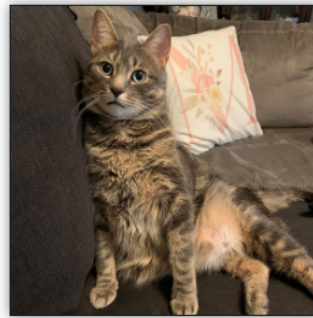




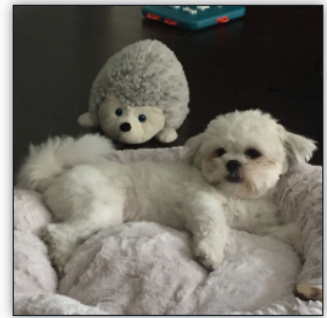
🐾 Boris



🐾 Finny



🐾 George



🐾 Kyla

**Routine and Structure:** Caring for a pet requires routine (feeding, walking, playing), which can help bring structure to a person's day. This routine can create a sense of purpose, which is crucial for people battling depression.

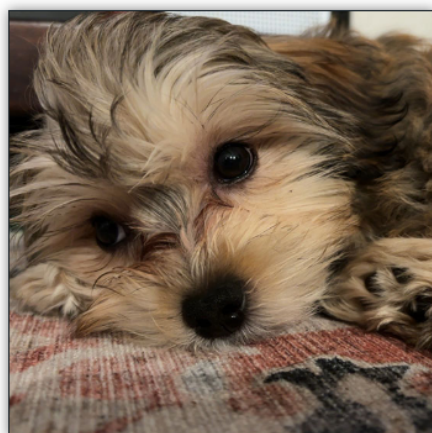
**Lower Cortisol Levels:** Petting or being with animals has been shown to reduce the body's production of **cortisol** (the stress hormone), while boosting **oxytocin** (a hormone associated with bonding and happiness). This combination helps reduce anxiety and stress. These interactions with pets can provide a grounding effect, helping people stay present and less focused on negative thoughts or worries.

**Encouraging Social Connections:** Having a pet can encourage interactions with others. Whether through dog parks, pet events, or casual conversations with neighbors, pets often serve as conversation starters, helping people feel more connected to others. This can combat feelings of isolation.

**Support Networks:** Many people with pets report feeling that their animal helps them cope with emotional distress, almost as though the pet is part of their support system.

**Control, Stability and Responsibility:** Depression can often make people feel helpless or out of control. Pets require attention and care, which can help individuals redirect their focus from their own negative thoughts. The ability to care for a pet can help restore a sense of control, which can counteract feelings of helplessness. Caring for another living being also fosters a sense of responsibility and importance, which can be uplifting.

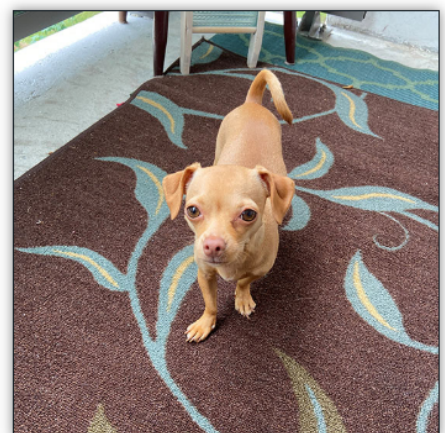
**Affection and Loyalty:** Pets often show affection in simple ways like licking, cuddling, or following you around, which can boost self-esteem and counteract feelings of worthlessness that often accompany depression.



🐾 Clover



🐾 Brie



🐾 Bailey

**Sense of Achievement:** Successfully caring for a pet, whether it's making sure they're healthy or teaching them a new trick, can provide a sense of accomplishment and pride. This sense of purpose can be vital for those who are struggling to find meaning during depressive episodes.

**Mindfulness Practice:** Being with a pet encourages mindfulness, the act of being present and aware in the moment. Many people find that spending time with their pet, such as watching them play or simply resting together, can help calm their racing thoughts and bring mental clarity.



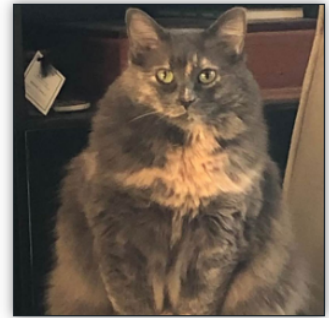
🐶 Matt



🐱 Mocha



🐱 Zeus



🐱 Ellie

**Improved Sleep Quality:** Pets, especially dogs and cats, can help their owners feel safer and more comfortable, leading to improved sleep. Studies have shown that pet owners often fall asleep faster and experience better sleep quality, which is essential for mental health recovery.

**Animal-Assisted Therapy:** In more formal settings, pets are often used in therapy programs, such as animal-assisted therapy, where a trained therapist uses animals to help individuals process emotions and trauma. This method has been shown to improve mood and reduce symptoms of depression. There are days when pets are taken to long-term care centers to provide interaction and companionship, which has been proven to uplift the inhabitants.

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## IT Corner

### 💻 IT Tips Are Getting an Upgrade!

We're excited to announce that starting this month, our *IT Corner* will feature a rotating mix of practical content across **five helpful categories**:

- 💡 **Quick Tips & Best Practices** – Simple tricks to make your day smoother
- 🔒 **Cybersecurity Awareness** – Stay safe and secure online
- 🔧 **Tools & Tech Tips** – Get more out of the tools you already use
- 👥 **Working Smarter Together** – Collaborate more effectively
- 🌱 **Learning & Development** – Bite-sized skill builders for continuous learning

Each edition will spotlight a tip or two that you can put into action right away.



## 💡 This Month's Quick Tips & Best Practices

### *"Spring Clean Your Desktop"*

A cluttered desktop can slow down your PC and your brain. Here's how to tidy up for a smoother workflow:

- ✓ Move outdated files into folders and archive them
- ✓ Create shortcuts only for the tools you use daily
- ✓ Group related items into folders (e.g., "Invoices 2025", "Project Docs")
- ✓ Use a consistent file naming system (more on that below!)

### *"Name That File!"*

Avoid mystery files like *Final\_v3\_updated\_EDITED.docx*. Try this instead:

- ✓ Use names like: **2025-05-15\_ClientName\_ProjectName.docx**
  - ✓ Use underscores (\_) or dashes (-) for spacing
  - ✓ Add dates in **YYYY-MM-DD** format to sort easily
  - ✓ Keep names **short** but **clear** for easy searching
- 

## 💡 This Month's 5-Minute Tech Skill

### *"Snipping Tool: Your Secret Screenshot Weapon"*

Need to show someone *exactly* what you're seeing? Or you want to show the IT Solutions Team which part of the document you want converted?

**Snipping Tool** lets you:

- ✓ Capture part of your screen with just a few clicks
- ✓ Highlight or mark up images right away
- ✓ Save or paste into emails or chats for faster troubleshooting

**Try it now:** Press **Windows + Shift + S** or search for **Snipping Tool** to launch!

If you have any questions or concerns, please reach out to the **IT Solutions Team** at [tickets@universallogistics.ca](mailto:tickets@universallogistics.ca)

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#### Calling all Universal Employees!

We are looking for volunteers to contribute short articles for *Universal & You*. Topics can be team or industry-related or you might want to share a personal experience (e.g. volunteer work or travel) with your fellow employees.

Please forward your ideas to [Sharon Fong](#).