FAS Administrators' Town Hall

July 22, 2021
Zoom

Agenda

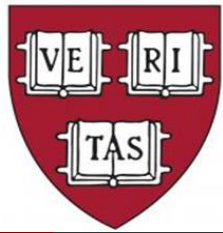|	
Welcome	Mary Ann Bradley
Financial Update	Jay Herlihy
Return to Campus	Mary Ann Bradley, Katherine Gates
Technology Needs	Bill DeSimone
Jabber	Jennifer Theodos
EAP Overview	Betsy Pratt
Building Update	Zak Gingo
Human Resources	Kathy Santoro, Gary Cormier
Administrative Operations	Stephanie Nasson
Closing / Q & A Session	Mary Ann Bradley

Return to Campus

Mary Ann Bradley

*Interim Dean for
Administration and Finance*

Return to Campus Terminology

To enable campus re-opening, FAS, HUIT and HUHS rely on many connected systems and processes:

- **Color.com:** Online test administration tool. Activate a test kit online and get your results. Sends reminders and notifications to individuals in our testing program

- **Crimson Clear:** Testing cadence look up and symptoms attestation tool for everyone on campus (daily attestation no longer needed as of May 29, 2021)

- **Eligibility file:** List of all individuals with an on-campus presence who will be added to our fall testing population. Requires department input by July 28, 2021, and returned to adminops@fas.harvard.edu.

- **Harvard University Clinical Lab (HUCL):** HUCL is an on-campus testing lab for processing COVID-19 tests, located in Northwest Labs, that dramatically reduces the per-test turnaround time

- **HUHS Patient Portal:** Open to all students and employees, upload your vaccination details or register for vaccination appointment

- **Testing Groups**: Four testing groups for fall, based on campus presence. Your testing group + your vaccination status (only known to HUHS) determines your testing cadence.
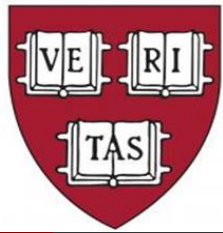
Fall Testing Groups / Cadences
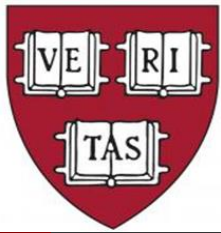
- For Fall 2021 we will have four testing groups

    - UH - Lives in Undergraduate Housing

    - GH - Lives in On-Campus Graduate Housing (not HUH)

    - OC - All Others with an On-Campus Presence

    - IF – Infrequent Campus Presence (once a month or less)

After activating their first kit, individuals will be regularly notified by Color via email and text when it is their day to test. This will be based on their testing group, vaccination status, last test date and local infection rates

Population	Vaccination Status	Testing Cadence	Color Notifications	Considered Non-Compliant
Living in undergraduate housing (UH)*	Unvaccinated	Twice/week	Every 4 Days	After 7 days
	Vaccinated	Once/week	Every 7 Days	After 10 days
Living in graduate housing (GH)* & All other students, employees and POIs with an on-campus presence (OC)^	Unvaccinated	Once/week	Every 7 Days	After 10 days
	Vaccinated	Every other week	Every 14 Days	After 21 days
Infrequent on-campus presence (IF)	All	Monthly	Every 30 Days	After 35 days

*Will be messaged (outside of Color) to test 3 times/week upon arrival and then follow Color notifications
^Messaged if coming to campus for the first time, they should submit a weekly test for the first 2 weeks and then follow Color notifications

Return to Campus Eligibility File

All FAS individuals with an on-campus presence in the fall must be added to the Eligibility File which assigns them to the testing program.

- Detailed instructions sent to DAs on **Wednesday, July 21**
- Worksheet returned to adminops@fas.harvard.edu by **Wednesday, July 28**
- Eligibility file upload begins **Wednesday, July 28 – Friday, July 30**
- First day to create a new Color account (for newly returning individuals): **Monday, August 2**

Required from Departments

- **Last Name**, **First Name**, and **HUID** of all individuals with an on-campus presence this fall.
- **Includes:** Faculty, Staff, Researchers, Post-Docs, Unpaid appointments.
  - **Excludes:** Undergraduate and Graduate students (if known), POIs, those who will remain fully remote
- Select the individual's expected access to campus this fall
  - **OC** – Regular on-campus presence
  - **IF** – Infrequent on-campus presence (once a month or less)
  - **NA** – Not applicable (no longer on campus and no longer testing eligible)
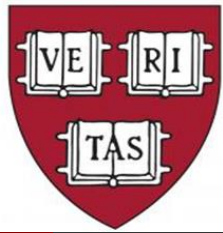
Setting up a Color Account

Setting up a Color Account - new users only

- On or after August 2, go to the Color homepage to sign up for an account: https://home.color.com/create-account?next=%2Fcovid%2Factivation

- Enter your Name, Harvard email, and create a password

- If you used Color for personal testing you must create a **new Harvard account** for our testing program. You cannot use a personal Color Account

- If you have questions about creating your Color account, please contact: **support@color.com**
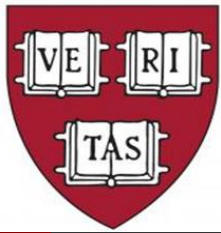
More information available: Keep Harvard Healthy Testing & Tracing

Create a Color account to get started

Already have a Color account? Sign In

First Name | Last Name

Email Address

Password | Confirm Password

I agree to Color's Notice of Privacy Practices, Privacy Policy, and applicable terms of service governing my use of the website and any products I select. Terms of service: If I select a COVID-19 test through Color, I agree to the COVID-19 Terms of Service. If I order a genetics testing kit (which is not performed as part of any COVID-19 testing), I agree to the Genomics Terms of Service.

Create Account

Color Notifications

Individuals in our testing program receive text and email notifications when it is their day to test, when they have a new result, and when they fall behind on testing. Color notifications do not begin until <u>after</u> the first test.

Your next COVID-19 test is due tomorrow.

Hello Karen,

You are due to collect and return your next sample on or before May 21.
It's important that you return your sample on the same day that you collect it.

See program details, including how to return your sample.

Thank you,
The Color Team
support@color.com

As of May 22, you are behind on your COVID-19 testing schedule.
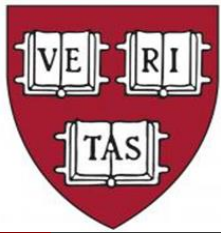
Hello Karen,

You were due to collect and return your next sample on May 21.
Activate your kit and return your sample as soon as possible to remain compliant with Harvard University Health Services's testing schedule.

See program details, including how to return your sample.

Thank you,
The Color Team
support@color.com

3:50

+1 (833) 900-2560 >

Yesterday 5:01 PM

You're due for your next COVID-19 test on Mar 26, 2021. Program details: https://www.harvard.edu/coronavirus/testing-tracing#current

Today 3:50 PM

Color:
You've activated your kit! You must return your sample today. Program details: https://www.harvard.edu/coronavirus/testing-tracing#current

Text Message
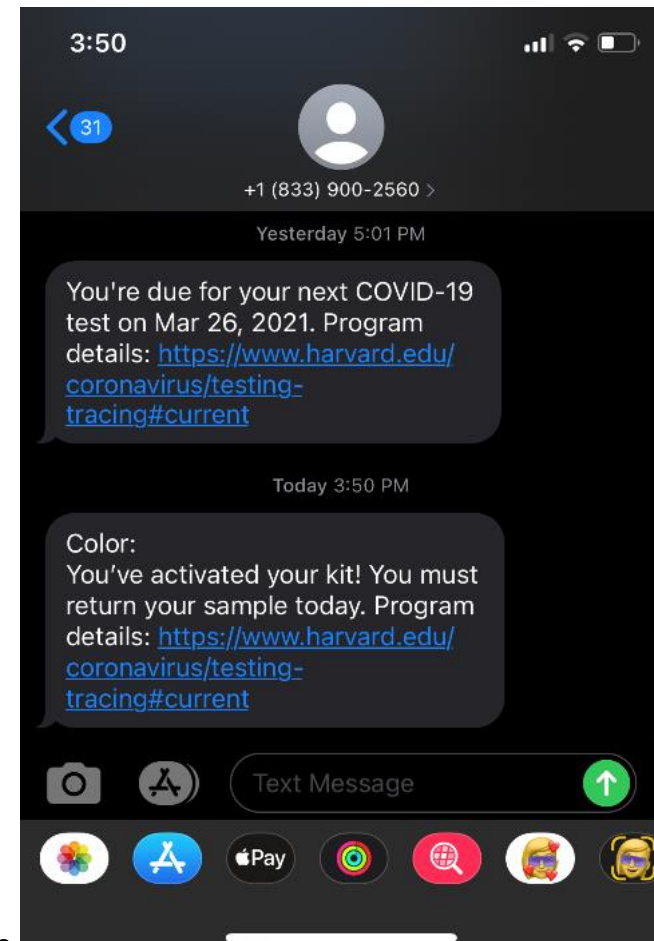
Testing Details

How to Test

Watch the self-paced HTP training module to learn every step of the process—from creating your Color account to completing the self-swab.

- [Self Administered Test Training](#)
- Instructions are included as an insert in the test kit

Where to pick up and drop off tests

Drop-off bins are available at multiple locations across campus to collect unobserved test samples. FAS pick up locations are also at drop-off bins. Kits are no longer delivered to specific buildings or floors by OPRP. You can pick up a few tests and hold onto them in your desk.

- [Find a drop off location](#)
- [Summer 2021 drop off schedule](#)

More information available: [Keep Harvard Healthy Testing & Tracing](#)

Return to Campus Testing Frequency

For Students:

- All students, regardless of residential status, should test three times during their first week on campus

- Take a COVID-19 test on the arrival day, on day 4 or 5 after arrival, and 1 week after arrival.

- *Students who have been continually on campus and enrolled in testing during the summer are not required to test three times in the first week and should instead continue their assigned cadence*

For Faculty, Staff, Researchers, Post-Docs, unpaid appointments

- All of these individuals should test once per week for two weeks upon arrival, regardless of vaccine status

- Take a COVID-19 test on the arrival day and once during the following week.

Updating your Vaccination Status

Reminder:

- Vaccination against COVID-19 is required for all students, faculty, staff and researchers who will be on campus this fall.

- To submit your vaccination status – this was due on July 15th.
  - Visit the Verify Your Vaccination webpage and follow the instructions.
  - Members of the Harvard community can claim exemptions to the vaccination requirement for medical or religious reasons.

- To check your vaccination record status
  - Go to the **HUHS Patient Portal**

Updates to Crimson Clear

As of May 29, 2021, daily attestations in Crimson Clear no longer needed to be on campus.

- You can still report symptoms and contact HUHS through Crimson Clear

Crimson Clear will now display an **individual's vaccination status** and **testing cadence**. Login via HarvardKey.

Crimson Clear

COVID-19 | Vaccination Status
Name: John Harvard

Vaccinated

Manufacturer: Pfizer
Dose 1: 04/25/2021
Dose 2: 05/11/2021

COVID Testing Information ∨

Testing Group	Lives in undergraduate housing: weekly
Last Test Rcv'd	Tuesday, June 01
Color Provisioning Email ⓘ	john_harvard@harvard.edu

To manage alerts for COVID testing and results, visit your Color.com account.

If you believe your listed Testing Group is not correct, please reach out to your school/deparment's local contact for testing .

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Vaccination Status for Faculty, Staff, & Researchers - Crimson Clear

Those who have not reported vaccination status will be prompted to provide information in Crimson Clear

Based on selection user will be

- Directed to HUHS portal to enter vaccine information

- Provided information on upcoming clinics

- Marked as exempt

All unvaccinated individuals will be reminded of the additional public health measures they may be subject to (e.g. additional testing and/or masking)
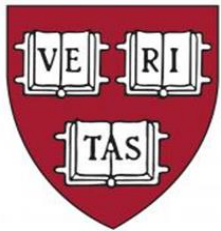
Uploading and checking vaccination record status in the HUHS Portal

Submitting your Vaccination Record to HUHS

Follow the instructions listed below or on the Verify Your Vaccine page to submit your vaccination record using the HUHS secure portal. Allow five business days for compliance to be fully processed after submitting your vaccine record.

1. Go to the HUHS Patient Portal. Login with your HarvardKey
2. Enter your birthdate, click "Proceed"
3. On left hand navigation, click on "Medical Clearances"
4. Under Items Required for Clearance, Click "Update" next to Covid Vaccine
5. Under COVID-19 Vaccination Card Upload, click "Upload"
6. Select photo of your vaccination card. Once image preview loads, select "Looks Good"
7. Under "Doses of Covid-19 Vaccine", enter the dates and type of vaccine from the dropbox that you received. If you don't see the manufacturer listed in the dropdown, you should still submit your documentation
8. Click "Done"
   1. Details of Covid Vaccine should be changed to "Awaiting Review." Status will still show as "Not Compliant"
   2. Once HUHS has reviewed and confirmed your vaccination, the status will be updated to "Compliant"

Checking Vaccination Record Status

1. Go to the **HUHS Patient Portal.** Login with your HarvardKey
2. Enter your birthdate, click "Proceed"
3. On left hand navigation, click on "Medical Clearances"
4. Scroll down the page. If HUHS has received, reviewed, and confirmed your vaccination, your status will read as "**Compliant**" and your details will read as "**Satisfied**"
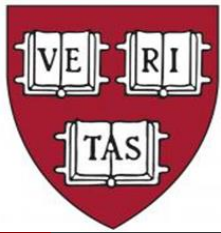
Overall Clearance Status: ✅ Satisfied

Items required for clearance:

Clearance		Status		Details
COVID Vaccine	Update	✅	Compliant	Satisfied ❶

More information available:
https://adminfindean.fas.harvard.edu/submitting-your-vaccination-verifying-your-vaccination

Mask Guidance and Procurement

- Harvard issued, single use masks are required indoors for BOTH vaccinated and unvaccinated community members

- Building managers will be providing masks for the first day staff and researchers are back on campus at department reception desks

- Departments are responsible for ordering masks for their departments through WB Mason

  - The item# for masks is NWLMASK3PLYDIS
  - Masks ONLY should be charged to Tub.Org.6640.Fund.600159.0004.00000
  - Admin Ops will journal off mask charges quarterly

Technology Needs

Bill DeSimone

Director of Support Services, HUIT

What can we expect when we return?

- What should we expect from on-campus technologies?
  - Devices respond differently to being idle for 18 months.
    - Network Registrations have been renewed
    - Desk Phones
      - Should be operational
      - Can be restarted by removing ethernet cable for a few seconds
      - Jabber recommended to support hybrid work models
    - Conference Rooms
      - HUIT Managed Cisco Conference rooms should be online and ready
      - Other conference room technologies may require a restart
        - HUIT will provide best effort assistance
    - Printers
      - Ricoh has provided us with a process to ready idle printers
      - HUIT is testing and assisting in areas as requested
   - Check on paper – can lead to jamming

What can we expect when we return?

- Computers (On campus)
    - Computers (desktop or laptop) that have been powered down will need to download and install a very large number of patches
    - This process can take up to seven days to complete
    - HUIT field technicians are working with departments to initiate this process ahead of August, but we won't get to many of them

    - Off Campus
        - Machines should have been receiving patches all along but there will be exceptions
        - If machines were connected to Harvard Secure in the past, they should reconnect
        - Refresh machines should be fine as well

- Cell Phones
    - Apple – Devices on guest network would need to re-register every visit. Use Harvard Secure
    - Android Devices – All devices will need to re-register

Helpful Hints and Reminders

- Tips for Returning
  - If you have a desktop on campus that has not been powered up, bring a laptop to work on while desktop is patching
  - If applicable, decide which location (home or campus) will contain your HUIT provided peripherals
  - Bring all docks and cables that were provided during refresh
  - Contact HUIT if you cannot connect your devices
  - Be aware of serious supply chain delays
- Ways to seek assistance from HUIT
  - Contact us via the [ITHelp Portal](#)
    - Chat with a technician
    - Browse help articles
    - Request help by submitting a ticket
  - Make an appointment at our WISC
    - Focused on a broader audience beginning this year
    - Warranty Repairs
    - Loaner Pool
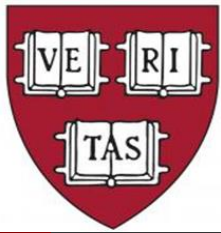
Helpful Hints and Reminders

- Ways to seek assistance from HUIT
  - Coordinate departmental return
    - Managers may consider organizing return-to-campus days before the semester begins. Please contact Matt McDonald mcdonal@fas.harvard.edu in HUIT to schedule these group events

- Resources
  - Academic Pricing options from vendors including Apple and Dell
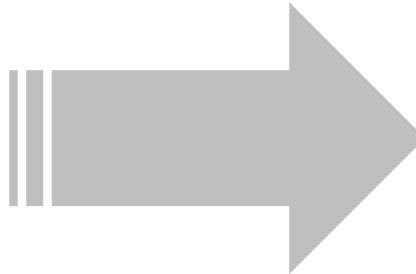 - Flex work at Harvard
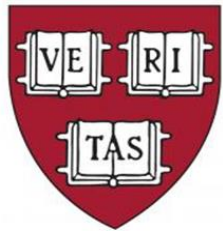 - HUIT Webpage

Jabber Update

Jennifer Theodos

Director of Communication Technology Services, HUIT

Return to Campus Voice Planning

- Should desk phones be removed?

- What is Jabber and its benefits?

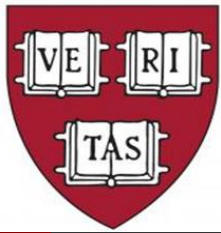- How do users install Jabber and request help?

Jabber Softphone

Jabber softphone is an extension of your Harvard desk phone and Harvard phone number to a softphone application that can reside on your desktop or mobile device of your choice

- University Wide Voice Communications Service
- Supports on-campus, remote and hybrid work models
- Jabber Plug in for MS TEAMS
- Supports up to 8 lines (Multi-line Jabber) for business continuity and cross coverage
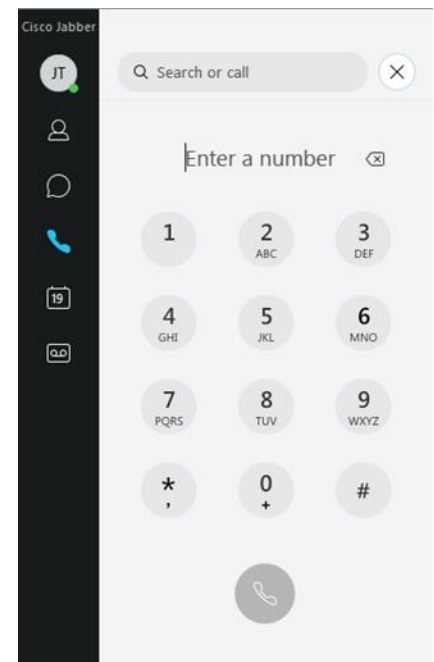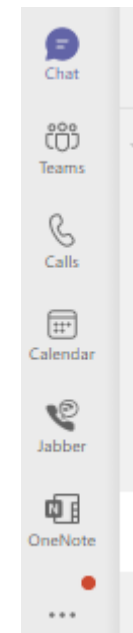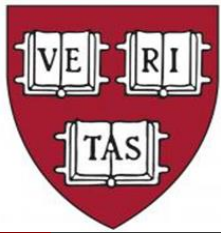
Benefits of Jabber

- A Harvard University Phone number with Harvard University ID to send and receive calls
- Mobility: Use your published Harvard phone number from anywhere
  - Available for MAC and Windows (desktops/laptops)
  - Eliminate the need to use your personal cell phone number
  - Work/Life Balance
  - local, long distance, and International calling at no additional costs
- External calling through Jabber while in MS TEAMS
- Click to dial with access to LDAP/GAL
- Messaging, Voicemail, Manage Call forwarding

# Return to Campus Voice Planning

1. Refrain from making large-scale disconnects or device removals:

- Allow Faculty & Staff to settle into on campus, hybrid and remote models

2. Re-introduce Jabber to your Faculty and Staff

- Recommend users have Jabber installed

- Steer users to online Jabber training materials.

- Utilize Jabber plugin through MS TEAMs

- Consider audio accessories to enhance user's experience.

3. Assess where desk sets can be removed
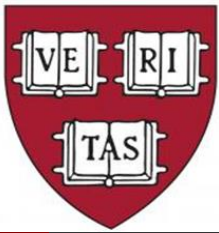
Questions?

Getting started with Jabber

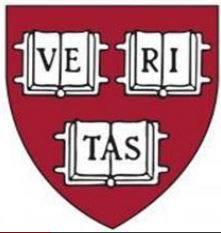ithelp@harvard.edu

617-495-7777

Jennifer_Theodos@harvard.edu

Lynda_Caines@harvard.edu

Employee Assistance Program (EAP) Overview

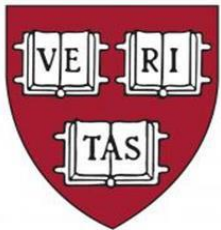**Betsy Pratt**

Senior Account Manager, KGA

The Basics

- Provided by Harvard
  - No cost to you
- Confidential resource
- Accessible 24/7
- Available to employees and adult household members:
  - Counseling (3 sessions)
  - Consultation
  - Referral
- Access, tools & content

Harvardeap.kgreer.com

Counseling & Work Life Services

KGA
More Human. More Resources.

Available 24/7
877-EAP-HARV (327-4278)
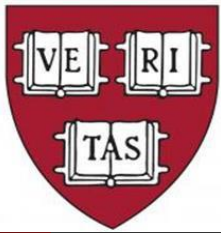info@kgreer.com

HARVARD UNIVERSITY

Website: https://harvardeap.kgreer.com

EMPLOYEE ASSISTANCE AND WORK-LIFE PROGRAM

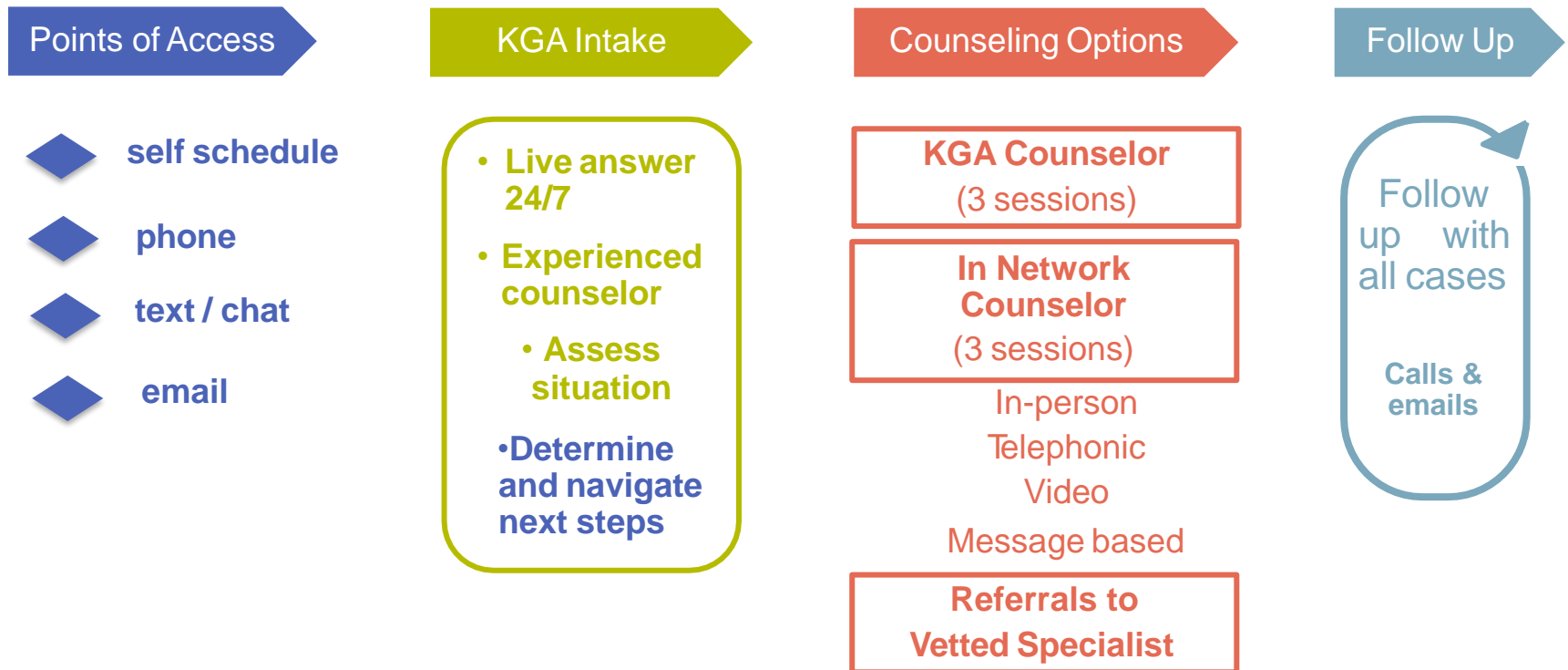A free, confidential program for employees and adult household members. Here's how we can help:

EMOTIONAL HEALTH

Counseling, Consultations & Referrals
- Alcohol & Drug Concerns
- Anxiety
- Chronic Illness
- Depression
- Eating Disorders
- Family & Relationship Concerns
- Gambling
- Meditation
- Mindfulness
- Partner Violence
- Smoking Cessation
- Sleep Issues
- Stress Management

PARENTING

Childcare Consultation & Referrals
- Back-up Care
- Before/After School
- Childcare Centers
- Family Day Care
- Nannies & In-home Care
- Summer Camps

Information & Support
- Adolescence
- Adoption
- Child Development
- College Planning
- New Parents and Pregnancy
- Special Needs

ELDERCARE

Consultation & Referrals
- Assisted Living Facilities
- Caregiver Support
- Community Services
- Home Health Care
- Hospice
- Medicare/Medicaid
- Nursing Homes
- Respite Care
- Social Security
- Transportation

LEGAL

Consultation & Referrals
- Bankruptcy
- Child Custody & Support
- Consumer Issues
- Elder Law
- Estate Planning
- Immigration
- Landlord Tenant Disputes
- Real Estate Concerns
- Restraining Orders
- Separation & Divorce
- Wills & Trusts

*See back for legal disclaimer

FINANCIAL

Consultation & Referrals
- Budgeting
- Credit Problems
- Debt Management
- Financial Wellbeing
- Homebuying Information
- Insurance Planning
- Retirement Planning
- Tax Resources

WORK

Consultation & Referrals
- Career Exploration
- Interest Testing
- Job Performance Concerns
- Job Search Strategies
- Resume Review
- Time Management
- Work-life Integration
- Work Stress

CONVENIENCE SERVICES

Information & Referrals
- Community Education Classes
- Fitness Programs & Trainers
- Home Cleaning
- Home Repair Services
- Moving Services
- Organizer Services
- Pet Care
- Relocation Information
- Yoga Classes

NUTRITION

Consultation & Information:
- Child Friendly Meals
- Diabetes
- Food Allergies
- Gastrointestinal Problems
- Healthy Eating
- High Blood Pressure
- High Cholesterol
- Lactation
- Weight Management

Support for Mental Health

More than half of all cases involve a counseling solution

Points of Access

- self schedule
- phone
- text / chat
- email

KGA Intake

- **Live answer 24/7**
- **Experienced counselor**
- **Assess situation**
- **Determine and navigate next steps**

Counseling Options

KGA Counselor (3 sessions)

In Network Counselor (3 sessions)
In-person
Telephonic
Video
Message based

Referrals to Vetted Specialist

Follow Up

Follow up with all cases

Calls & emails
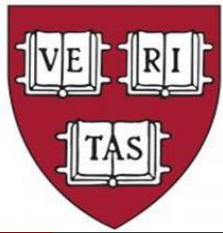
Online Platform

- Live Chat
- Self scheduler

} KGA Access

- KGA Bookshelf
- Self-Assessments
- Online Training

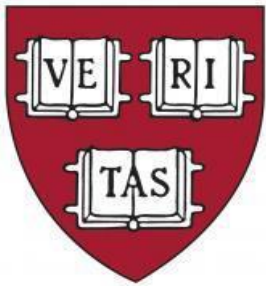} Not Ready to Talk?

- Topical Pages:
  - COVID-19
  - Parent Support
  - Racism, Diversity, & Equity

} Content

Harvardeap.kgreer.com
or
My.kgalifeservices.com
Company code: harvard

2

KGA Mobile

Home

KGA
More Human. More Resources.

Connect to a counselor

Your organization's benefits

Support for Emotional and Mental Health	Support for Family, Home and Work
Resources	Self Assessments
LifeSeries	Daily Wellness
My Benefits	Mindfulness Meditations

Anonymous mental health screenings

Short, guided meditations and MyMindfulness Challenge

About KGA   App Info

Home   Contact

Download **KGA Mobile**

Download on the App Store

GET IT ON Google Play
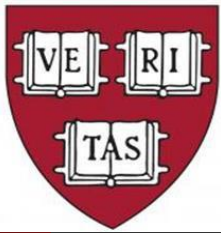
Thank you!

Accessible by:

- Phone: 877-EAP-HARV(24/7)
              877-327-4278
- Online Chat (9am-5:00pm, M-F)

- App: KGA Mobile

- Online Platform: Harvardeap.kgreer.com

- Email: info@kgreer.com

OPRP Update

Zak Gingo

Associate Dean for Physical Resources

Building Updates

- COVID safety measures
  - Ventilation
  - Masks
  - Testing

- General safety/good maintenance
  - Exercising building systems
  - Circulating/flushing hydronic systems
  - Changing filters, inspecting equipment, etc.

- There will be bumps
  - Can't catch everything
  - Partial vs. Full "loads" on building systems
  - Reach out to your Building Manager
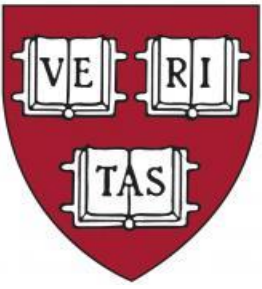
Sick Time and Dependent Care Well Time Update

Harvard Leadership Development Programs (HLDPs) Enrollment

Gary Cormier

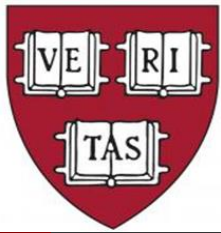*Interim Associate Dean for Human Resources*

Kathy Santoro

Interim Associate Dean for Human Resources

HLDP Enrollment

Registration for CWD's **Harvard Leadership Development Programs (HLDPs)** will open in the Harvard Training Portal on July 29. These programs include Leadership Essentials, Leadership Strategies for the Individual Contributor, Foundations of Leadership, Leadership in Action, and Focused Leadership. Fall programs will be virtual instructor-led via Zoom. Learn more about these programs at https://hr.harvard.edu/leadership-development.

❑ The content for these courses has been updated based upon feedback from a survey of HLDP alumni

❑ Universal Manager Training (UMT) is a prerequisite for Leadership in Action and Foundations of Leadership

❑ Executive UMT is recommended prior to Focused Leadership

❑ All potential participants should be in their role one year prior to attending a program.

❑ Manager support is needed to participate in these programs, so we suggest that interested staff have a conversation with their manager before enrolling

❑ An email will be sent to FAS staff next week with registration links

❑ **Massachusetts COVID-19 Temporary Emergency Paid Sick Leave** runs May 28 through September 30, 2021.

   ▪ This time should be reported as Excused Absence with the reason code MPS (description – MA COVID-19 Paid Sick)

   ▪ The amount of leave entitlement is based upon an employee's regularly scheduled hours per week up to 40 hours

❑ Emergency Excused Absence for **Dependent Well Care**, which offers up to ten days of paid time off, is available through the end of August 2021.

Read more about both these policies on Harvie: https://hr.harvard.edu/corona-virus-workplace-policies/sick-time-dependent-care-sick-time

Administrative Systems Update

Stephanie Nasson

Senior Director of Administrative Operations

Quick Updates

- POI (Person Of Interest)
  - Updated policy and system went live – July 15th
  - Training available in HTP

- New Performer Object Codes
  - See Financial Policy website for additional information
    - https://policies.fad.harvard.edu/

- GL – Posted Costing Redistribution
  - New tool for FY22 to process salary journals (6001-6233, Giga 601)
  - HUGL- Journal Adjustment
  - Materials available in HTP

- B2P update
  - System will be down from 9:00 PM on Friday, **July 23** through 12:00 PM on Sunday, **July 25**
  - Jaggaer will be making minor updates to the UI as part of their regularly scheduled updates.

Finance Fundamentals – Round 2!

- Remaining dates for Finance Fundamentals:

  - Mastering Reimbursements – July 28th
  - Monitoring Funds – September 21st
  - Maximizing Funds – October 6th
  - Mastering Procurement – October 21st

- All sessions will be held from 10:00 a.m. – Noon
- Please enroll via the Harvard Training Portal

Additional Trainings

- Thanks for participating in our summer training survey!

- Upcoming Admin Ops/ASAP trainings:
  - July 23rd – B2P Requestor
  - July 26th – B2P Approver
  - July 27th & 29th – GL-PCR
  - July 30th – B2P Advanced & Document Search
  - August 2nd – Journal Transfers w/TLX
  - August 3rd – Concur
  - August 4th – Chart of Accounts