FAS Administrators’ Town Hall

July 22, 2021
Zoom
Agenda

Welcome
Financial Update
Return to Campus
  Technology Needs
  Jabber
EAP Overview
Building Update
Human Resources
Administrative Operations
Closing / Q & A Session

Mary Ann Bradley
Jay Herlihy
Mary Ann Bradley, Katherine Gates
Bill DeSimone
Jennifer Theodos
Betsy Pratt
Zak Gingo
Kathy Santoro, Gary Cormier
Stephanie Nasson
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

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

*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 - 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
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 after 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
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.
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.
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
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”

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
• 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
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
# Employee Assistance and Work-Life Program

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

## Emotional Health

**Consultation & 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

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

Website: https://harvardeap.kgreer.com
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

KGA Intake

Follow Up
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
KGA Mobile

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

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
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
Reminders – Mass Sick Time & Dependent Well Care

  - 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 28\textsuperscript{th}
  • Monitoring Funds – September 21\textsuperscript{st}
  • Maximizing Funds – October 6\textsuperscript{th}
  • Mastering Procurement – October 21\textsuperscript{st}

• 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