



Quality of Life Sub-Committee Meeting

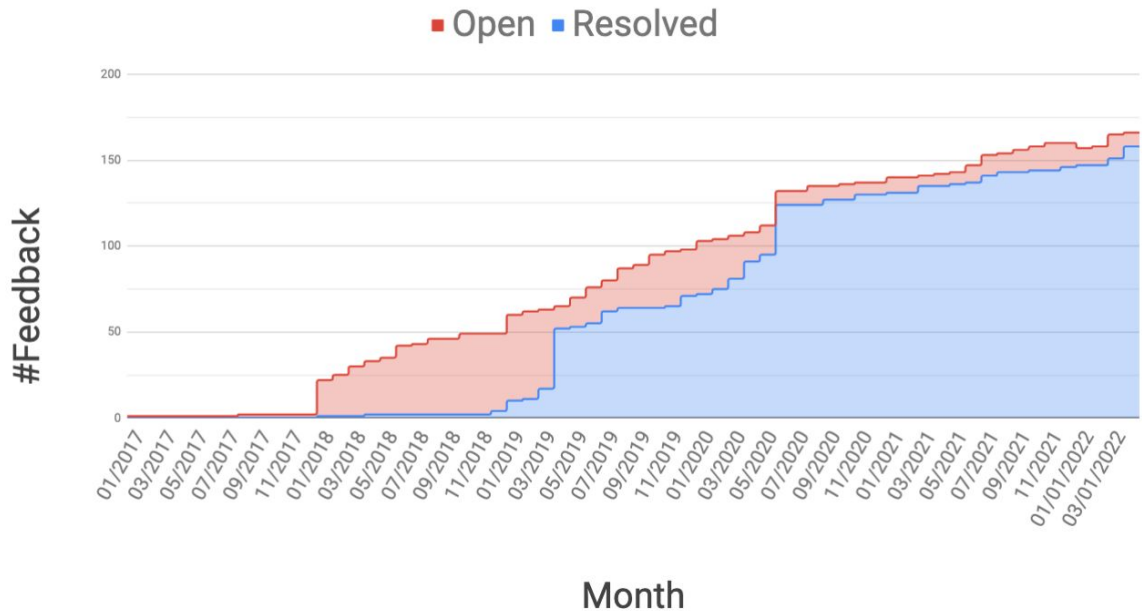
12 April, 2022

Aleena Rafique, Richard Cavanaugh

QoL Feedback Overview

**One new issue received during last month.
Seven issues have been resolved.**

UEC Feedback



(*) Includes items we don't publish

Open

(*) Excludes items we don't publish

COUNT of Category	Responsible	
	QoL	Total
QoL	8	8
Grand Total	8	8

New feedback since last meeting

New Issues since the last QoL sub-committee meeting

Just a moment before this message below came through, I got a call on my cell phone from Batavia III. It was marked as “Potential SPAM”. I refused the message, and then I saw this email.

This seems like a minor glitch in the system. If the caller had been identified, I guess my carrier wouldn't have marked it as potential SPAM. So you might contact the Emergency Notification guru and see if you can arrange for the outgoing call to be listed better with caller ID.

Begin forwarded message:

From: Fermilab Emergency Notification System <noreply@everbridge.net>

Subject: Kirk Rd. and Wilson St. closed due to accident

Date: March 21, 2022 at 3:54:53 PM EDT

To: "xxx@bu.edu" <xxx@bu.edu>

Reply-To: Fermilab Emergency Notification System <noreply@fnal.gov>

Fermilab Emergency Notification

Please note that Kirk Rd and Wilson St. is currently closed due to a severe automobile accident. Use Pine St. or Batavia Rd. gates to enter or exit the Batavia site. A message will be sent when the area is all clear.

- Sent an email to Jim Niehoff and David Esterquest from Emergency Management office

New Issues since the last QoL sub-committee meeting

- Follow-up:
 - Reply from David:
 - The phone number associated with Everbridge is the main Fermilab number 630-840-3000. So when a mass notification is being sent the caller ID is the 630-840-3000 phone number. The best means to ensure they receive a message is to have this saved as a recognized, or identified contact and also have an additional contact pathway listed in Everbridge.

Open feedbacks

Open Issues

- The roadway entering Fermilab in front of the Batavia gate is starting to accumulate a serious number of potholes. I'm aware that there is a maintenance cycle for the Fermilab roads and I'm wondering how long until that entrance will receive some attention. Additionally, I know that there is periodic maintenance to make sure the road and the train tracks are level. Is this a Fermilab initiated activity or something that is done by the railways? Either way, the difference in elevation is beginning to be significant and I'd like to see this fixed before it starts to become a serious problem for cars entering and exiting the laboratory.
- Sent an email to Mark Jeffers from FESS

Open Issues

- Complaint about the W&C seminar from Feb 11
- Paraphrased Feedback (see previous meeting for full text):
 - On that “International Day of Women and Girls in Science”, I walked away from the talk feeling infuriated and hurt. From the speaker choice, to the talk, to the dismissal of racial and/or gender minorities during the talk, to the unprofessional behaviors in the audience, there are so many things that have gone wrong. Fermilab really need to make sure that such disasters don’t happen again, and also take appropriate remedial actions now.
- Follow up:
 - UEC recommend: (1) Zoom etiquette policy, (2) consult future DEI talks with DEI office.
 - Heard back from Kevin that they will look into DEI approval before any DEI related seminar
 - Kevin mentioned that a code of conduct similar to the theory seminar lists could be adopted.
 - **Code of conduct (Theory seminar):** The Theory Seminar is a scientific seminar and thus questions and discussion are welcome. The goal of discussion is to enhance the quality and understanding of the science. Even when questions are hard and probing, we will, however, insist that they will be asked and answered with respect and civility. We value voices of all backgrounds, accents, pitches and volumes, both among our speakers and in the audience. Scientific claims are judged by their content and rigor, and not by the confidence of their proponents.

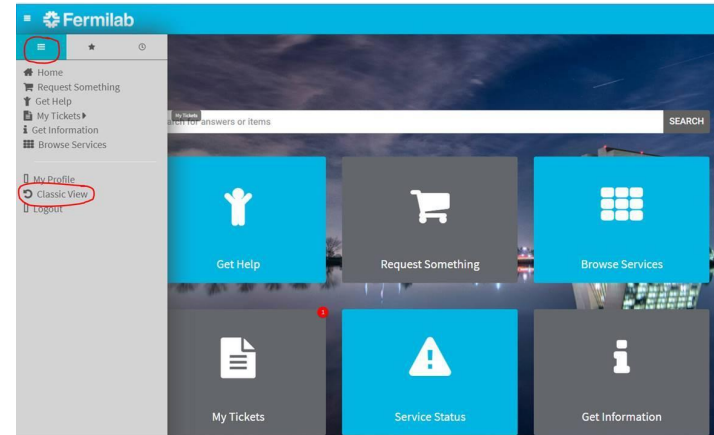
Open Issues

- Rent increase in the village
- Paraphrased Feedback :
 - Represents 5 open feedback items, dating back to July 2021
- Follow up:
 - Asked about possibility of a URA grant for this purpose
 - Will draft a grant proposal and submit to the URA
 - Fermilab onboarding should be improved to provide clarity regarding rent rates and when changes can occur
 - Housing office is in the process of understanding and thinking about the possibility of the rentposting on the website.
 - Any news?

Resolved feedbacks since the last meeting

Resolved Issues

- Request for a “Service Now” ticket dashboard
- Paraphrased Feedback:
 - Would be very helpful if I could see a list of "resolved" Service Now tickets. The only documentation I have is by saving emails, and it's difficult to follow chains of actions. (The tech support triage folks are too overwhelmed to address this request. So I'm trying to gain traction by submitting to UEC).
- Resolution:
 - We came to know that this feature already exists. Within your ServiceNow account, if you go to “classic view” from the upper-left “show menu” button, on the left hand side, you should be able to see all of your current and past requested items/incidents.



Requested Items	Search	Number	Search	Short description	Approval	Stage
<input type="checkbox"/>	<input type="text"/>	RITM1194435	<input type="text"/>	Zoom Video Conference Account Form	Requested	🚫
<input type="checkbox"/>	<input type="text"/>	RITM1194264	<input type="text"/>	Zoom Video Conference Account Form	Requested	✅
<input type="checkbox"/>	<input type="text"/>	RITM1090497	<input type="text"/>	RSA Token Request RSA tokens are commonly used when accessing applications or systems that require Multi Factor Authentication (MFA).	Requested	✅ ✅ ✅ ✅
<input type="checkbox"/>	<input type="text"/>	RITM1065593	<input type="text"/>	Zoom Video Conference Account Form	Requested	✅
<input type="checkbox"/>	<input type="text"/>	RITM1065568	<input type="text"/>	Zoom Video Conference Account Form	Requested	✅
<input type="checkbox"/>	<input type="text"/>	RITM1047079	<input type="text"/>	Ask a Question Can't log in to FermiWorks - Aleena Rafique	Approved	✅ ✅ ✅ ✅
<input type="checkbox"/>	<input type="text"/>	RITM0967321	<input type="text"/>	Ask a Question can't log in with my email "aleena@anl.gov"	Approved	✅ ✅ ✅ ✅
<input type="checkbox"/>	<input type="text"/>	RITM0916528	<input type="text"/>	Request Service Need the reconstructed data files with the updated flash time stamps and by keeping the photon detector waveform and hits information	Approved	✅ ✅ ✅ ✅
<input type="checkbox"/>	<input type="text"/>	RITM0881223	<input type="text"/>	Request Service Change my email forwarding address	Approved	✅ ✅ ✅ ✅

Resolved Issues

- Comment regarding FSPA message
- Feedback:
 - [Regarding the message] that was sent about FSPA promoting awareness and allyship, I felt a bit uneasy initially since it started with "FSPA is committed to supporting *all* members of our community". I am not Black. I think it could have been a stronger message if it started directly with voicing support for members from marginalized communities, and/or actually started with supporting Black people in Black History Month. The current wording could sound like supporting marginalized members or Black members are important (only?) when it serves the goal of supporting everyone -- that should not be true. So in that sense, the mentioning of "supporting all" is diluting the message.
- Follow up:
 - Daisy from FSPA discussed this with other FSPA officers
 - FSPA has decided to not highlight the word "ALL" from their message.
- Resolution:
 - We have communicated with FSPA on this topic. FSPA has kindly agreed to not highlight the word "ALL" from their message. Otherwise they believe that their message is loud and clear in promoting the anti-racist society and addressing concerns of underrepresentation in our field. This has been addressed and webpage is updated to reflect the above-mentioned change.
 - <https://fspa.fnal.gov/fspa-promotes-awareness-and-allyship/>

Resolved Issues

- Information on who can visit village
- Paraphrased Feedback:
 - I opened feedback a while ago in regard to my fiancée's visit to Fermilab and to know about the rules and regulations for visitors but I never heard anything back. There is no information which is very disappointing. As Fermilab has now ended maximum telework with expanded entry so I am hoping to have a positive answer soon. Could you please update village residents either through email or by updating information on the website?
- Follow up:
 - The webpage has been updated with the information regarding authorized guests at housing
- Resolution:
 - The housing office webpage has now been updated with the instructions on who can visit the village in “Fill out authorized guest form” section in the website below.
 - <https://fess.fnal.gov/housing/on-site-housing/>

— If applicable, fill out and Authorized Guest Form for your family

If your spouse, adult child or any person over 18 is accompanying you to stay in Fermilab Village, please fill out the [Authorized Guest/Contractor Form](#) as soon as you are confirmed for housing. **An authorized guest is defined as: spouse, domestic partner, child, step child, parent, parent-in-law.** They will not be allowed onsite until they have completed this step and been approved for site access.

Resolved Issues

- Information on who can visit village
- Paraphrased Feedback:
 - Represents 3 of the current open issues dating back to October 2021
- Follow up:
 - The webpage has been updated with the information regarding authorized guests at housing.
- Resolution:
 - The housing office webpage has now been updated with the instructions on who can visit the village in “Fill out authorized guest form” section in the website below.
 - <https://fess.fnal.gov/housing/on-site-housing/>

— If applicable, fill out and Authorized Guest Form for your family

If your spouse, adult child or any person over 18 is accompanying you to stay in Fermilab Village, please fill out the [Authorized Guest/Contractor Form](#) as soon as you are confirmed for housing. **An authorized guest is defined as: spouse, domestic partner, child, step child, parent, parent-in-law.** They will not be allowed onsite until they have completed this step and been approved for site access.

Open Issues

- Complaint of harassment in Fermilab Village by resident
- Email to UEC from Kevin

- Dear UEC,

I understand that you were made aware of an incident that took place in Dorm 4 on Sunday, March 13, 2022. The Laboratory undertook an investigation of the incident and has taken action to address the issue and prevent recurrence. The privacy of the individuals involved prevent us from sharing additional details.

As always, we appreciate your input on ways that we can continue to communicate Fermilab Community Standards for behavior and encourage reporting of incidents through the Laboratory's Integrity Counts system (<https://www.integritycounts.ca/org/Fermilab>) – noting that a reporter can be named or anonymous within that system.

- Resolution:
 - The actions to address the issue have been taken by the lab and the incident has now been resolved.
 - We have also listed “integrity counts” reporting link on the QoL webpage.

Resolved Issues

- Gym reopening request
- Paraphrased Feedback :
 - FSPA collected multiple requests from village residents regarding gym reopening
- Resolution:
 - Fermilab today notification on April 1st.
 - Recreation services for employees, users, and affiliates will initiate on April 4. Please see the Fermilab Recreation Phased Reentry Plan for more information related to the fitness center, classes, clubs, athletic leagues and Fermilab cultural and community engagement activities. All participants are required to complete a Recreation Waiver in Workday. Instructions can be found here to assist you with this process. Instructions for reinstating your gym membership or starting a new gym membership are included in the Recreation Reentry Plan. Please email Jeanne Ecker with any questions.

Updated the QoL webpage with latest open and resolved feedbacks

- Open and resolved feedback webpage
 - <https://uec.fnal.gov/internal/qol-feedback/>
 - Need VPN connection if trying to access offsite

Quality of Life – Feedback

Open Feedback

Date Received	Summary	Feedback
03/21/2022	Concern regarding emergency notification system	Just a moment before this message below came through, I got a call on my cell phone from Batavia III. It was marked as "Potential SPAM". I refused the message, and then I saw this email. This seems like a minor glitch in the system. If the caller had been identified, I guess my carrier wouldn't have marked it as potential SPAM. So you might contact the Emergency Notification guru and see if you can arrange for the outgoing call to be listed better with caller ID. Begin forwarded message: From: Fermilab Emergency Notification System Subject: Kirk Rd. and Wilson St. closed due to accident Date: March 21, 2022 at 3:54:53 PM EDT To: "xxx@bxx.edu" Reply-To: Fermilab Emergency Notification System Fermilab Emergency Notification Please note that Kirk Rd and Wilson St. is currently closed due to a severe automobile accident. Use Pine St. or Batavia Rd. gates to enter or exit the Batavia site. A message will be sent when the area is all clear.
03/17/2022	West side gate road maintenance complaint	The roadway entering Fermilab in front of the Batavia gate is starting to accumulate a serious number of potholes. I'm aware that there is a maintenance cycle for the Fermilab roads and I'm wondering how long until that entrance will receive some attention. Additionally, I know that there is periodic maintenance to make sure the road and the train tracks are level. Is this a Fermilab initiated activity or something that is done by the railways? Either way, the difference in elevation is beginning to be significant and I'd like to see this fixed before it starts to become a serious problem for cars entering and exiting the laboratory.
02/11/2022	Complain about Wine & Cheese semina on Feb 11	Feb 11 was the International Day of Women and Girls in Science. At the beginning of the w&c seminar, the host mentioned that the seminar was dedicated for the day. It was anything but. 1. To begin with, the seminar was given by a male

Resolved Feedback

By "resolved" tickets would enable me to create a list of on-boarding activities for new employees on my team. (The tech folks are too overwhelmed to address this request. So I'm trying to gain traction by submitting to UEC).

Date Resolved	Summary	Feedback	Resolution
04/11/2022	Information on who can visit village, quarantine conditions etc	Hello UEC and FSPA, I opened feedback a while ago in regard to my fiancée's visit to Fermilab and to know about the rules and regulations for visitors but I never heard anything back. I regularly check the UEC website and housing website under the section "I am a Village Resident" but there is no information which is very disappointing. As Fermilab has now ended maximum telework with expanded entry so I am hoping to have a positive answer soon. Could you please update village residents either through email or by updating information on the website? That would be very helpful. Thanks and I really hope to have some answers this time.	We came to know that this already exists. Within your account, if you go to "classifications" on the upper-left "show menu" the left hand side, you should see all of your current and past requested items/incidents.
04/11/2022	Feedback regarding FSPA message	Hello, as with the message that was sent about FSPA promoting awareness and allyship, I felt a bit uneasy initially since it started with "FSPA is committed to supporting "all" members of our community". I am not Black. I think it could have been a stronger message if it started directly with voicing support for members from marginalized	We have communicated with them about this topic. FSPA has kindly agreed to highlight the word "ALL" from their message. Otherwise they are promoting the anti-racist so addressing concerns of

Draft email notifying Users/affiliates about list of open/resolved feedbacks

- An email is drafted by QoL and approved by UEC chair.

Dear Fermilab users and affiliates,

The Quality of Life subcommittee within UEC receives and responds to issues related to services such as housing, dining, and work space, facilitates, international Users visiting Fermilab, and works to provide a positive working environment. The feedbacks can be submitted anonymously using the form below.

<https://uec.fnal.gov/uec-feedback-form/>

A list of resolved and open feedback provided to the Quality of Life sub-committee can be found here. From this list, you can check the status and/or resolution of your anonymously (or otherwise) submitted feedbacks.

<https://uec.fnal.gov/internal/qol-feedback/> (Please note that a VPN connection is needed if trying to access this page offsite.)

In case you have a particular concern/issue/violation that requires immediate attention, please submit the integrity count form instead.

<https://generalcounsel.fnal.gov/how-to-report-concerns-or-violations/>

As the lab is now reopening, we wanted to remind everyone the choices that are available to you all in case of any issues or concerns.

- It should be sent out to all users and affiliates soon.