



## Quality of Life Sub-Committee Meeting

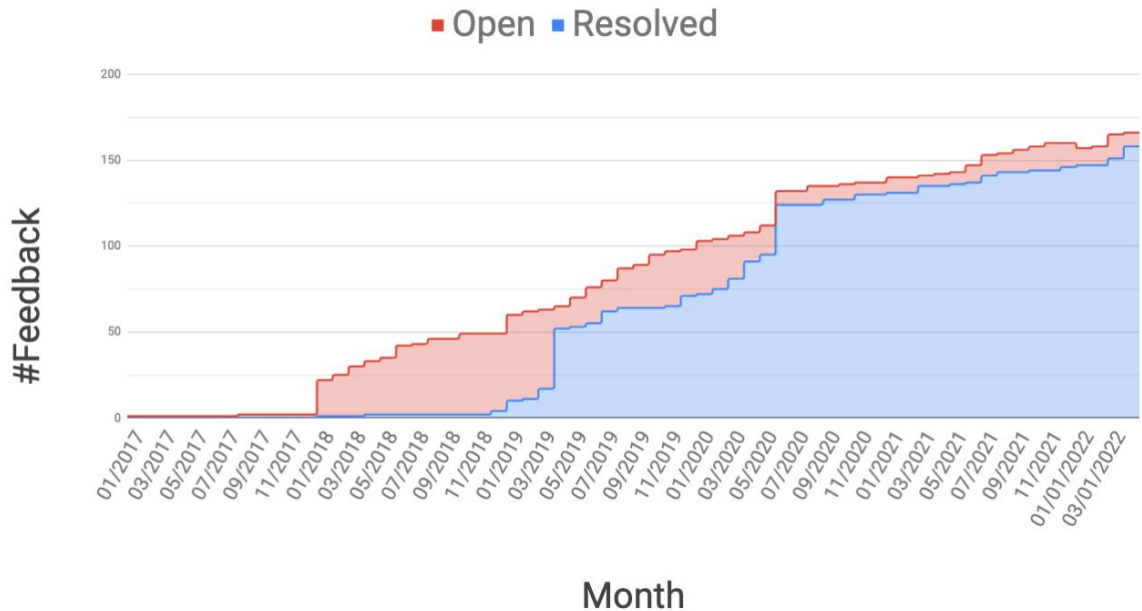
14 April, 2022

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
<b>Grand Total</b>	<b>8</b>	<b>8</b>

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# New feedback since last meeting

# New Issues since the last QoL sub-committee meeting

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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

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- 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.

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# 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

UPDATE:

Reply from Mark: The immediate issues of potholes have been addressed by grounds crews. For the longer term strategy, this area has been identified as a priority for general replacement as funding becomes available. Regarding the crossing, Canadian National manages that maintenance and it is scheduled by that organization. We can reach out and see if there is any update they can provide to us or if there is anything they can do to alleviate the raised concern.

# Open Issues

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- 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

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- 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?

## Discussion at QoL meeting about rent & how the increases occurred.

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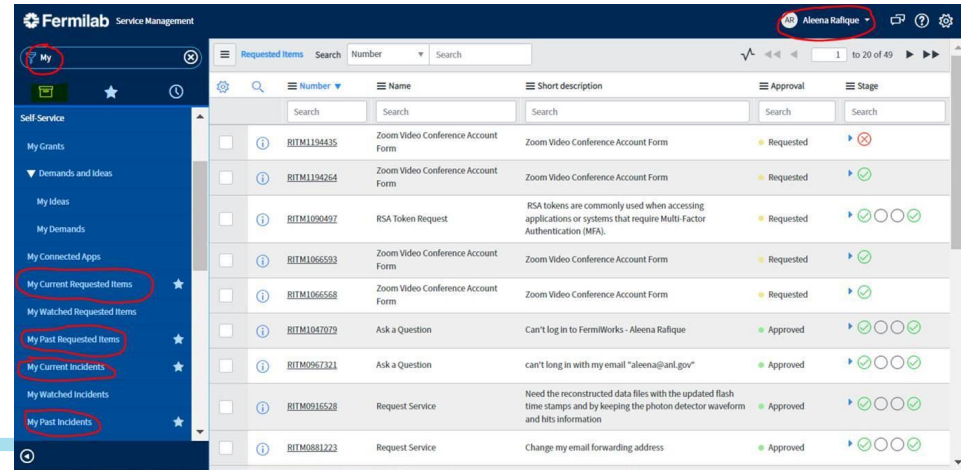
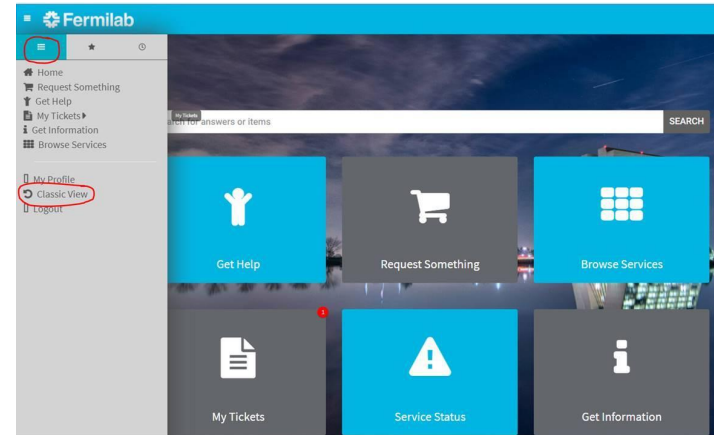
- Steve replied that housing has been very busy with the lab reopening.
- Jeanne explained that all residences were given several months' notice that rate increases were going to take place, and then 30 days' notice of the actual dollar amount. The residents had the option to sign or not to sign a new contract.
- Steve noted that the actual rate increase was determined by a survey market analysis performed under contract by an external company.
- Jeanne noted that it is the OMB that required the market analysis. And that previously the analysis had not been done for several years, hence there was a larger increase to catch up with the current market. Future surveys should be more frequent and rate increases are therefore expected to be more gradual.
- Rick indicated that the discussion had been productive. He hoped that future rate increases would be within inflation and that, if they were not, then he hoped that more than 30 days notice would be given to residents regarding the dollar amount of the rate increase.

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# 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.



# 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

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- 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

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- 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

# Email sent notifying Users/affiliates about list of open/resolved feedbacks

- Email prepared 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.

- Sent out to all users and affiliates on 12 April

# Summary of the Minutes from the QoL meeting held on 12 April, 2022

## 2022- 04-12 UEC QoL meeting

Agenda: <https://indico.fnal.gov/event/54088/>

Attendance: Steve, John, Jeanne, Daisy, Aleena, Rick, Ashley

- This month, received 1 new issue and resolved 7 issues 8 total open items currently
- New feedback received regarding the emergency notification system.
  - Best means to ensure a user receives a message is to have this number saved as a recognized, or identified contact.
- Open feedback regarding potholes in front of the Batavia gate.
  - Email sent to Mark Jeffers. Steve replied that they are aware of the issue and are looking into it.
- Open feedback regarding W&C seminar.
  - Looking into DEI approval before any DEI-related seminar; also, a similar code of conduct as the Theory seminar could be adopted also for the W&C.
- Open feedback regarding rent increase.
  - Productive discussion ensued about how the rent rate and rent increases actually occurred.
  - Jeanne explained that all residences were given several months' notice that rate increases were going to take place, and then 30 days' notice of the actual dollar amount. The residents had the option to sign or not to sign a new contract. She noted that it is the OMB that required the market analysis and that previously the analysis had not been done for several years. Hence, there was a larger increase to catch up with the current market. Future surveys should be more frequent and rate increases are therefore expected to be more gradual.
- Resolved feedback regarding Service Now Tickets. Dashboard is available to track tickets.
- Resolved feedback regarding FSPA message. FSPA has modified the message.
- Resolved feedback regarding who can visit the village. Housing office have updated information on its website.
- Resolved issue regarding harassment in the village. Lab has taken action to address the issue.
- Resolved an item involving the gym reopening. Gym has now been reopened.
- QoL webpage has been updated with all of the open and resolved feedback items.
- An email has been drafted which notifies Users/affiliates about list of open/resolved feedbacks.
- AOB: None
- Meeting adjourned.