



Quality of Life Sub-Committee

21 February 2023

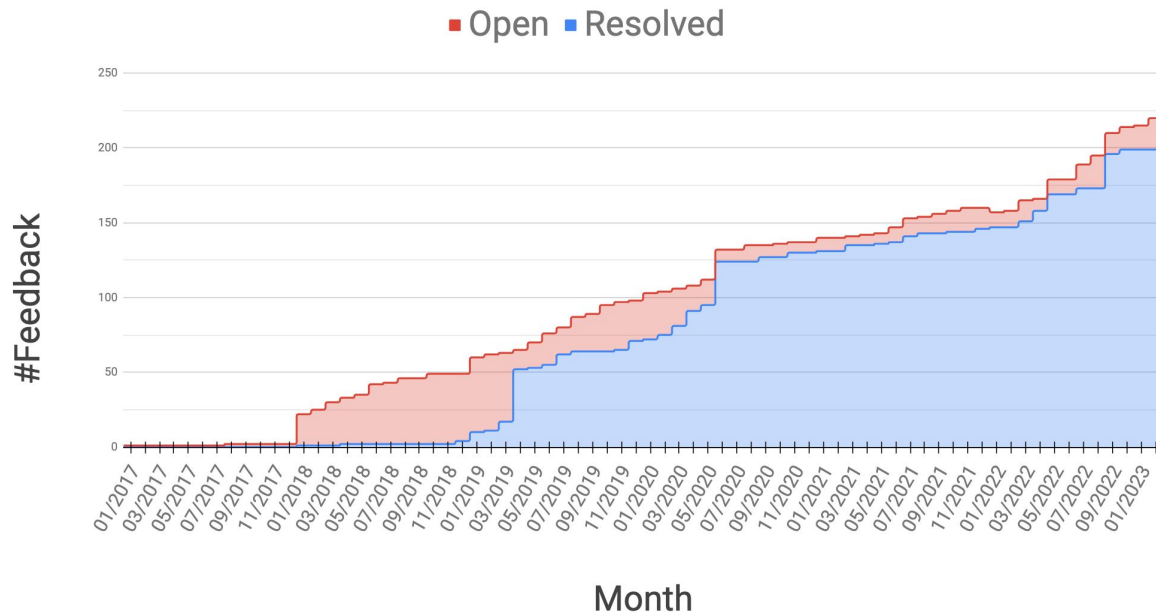
Richard Cavanaugh, Tom Carroll

Contents

- Overview of Feedback
- Campus Life
 - WhatsApp network access
 - Summer camp and play group
 - Housing and Authorized Guests
- Campus Access
 - Authorized Guest badging
 - Short-term (1 day) badging solutions
- Facility Issues
 - Carpool slots
 - Lab taxi
 - WH vending machines
 - Cafeteria food options

QoL Feedback Overview

UEC Feedback



(*) Includes items we don't publish

9 new issues received

- 3 Campus Access
- 2 family support
- 2 facilities/services

30 open issues

- Some require further action
- To be discussed today

Campus Life



Five Open Issues Related to Blocking Whatsapp

- Issue with blocking access to Whatsapp
- Paraphrased feedback: Whatsapp should be accessible on Fermilab site. Useful for communicating with colleagues and family in Europe.
- Follow up:
 - This is one of the primary means for communication for many Fermilab users onsite, especially international users.
 - Contacted Jon Bakken: The WhatsApp blockage came as a directive from Washington, and we were required to make sure the app wasn't on any equipment owned by the government and to block it on all Fermi networks. Security asked our DOE AO (authorizing agent) to allow WhatsApp on the Guest network. This request was denied.
 - The networking team has designed a separate network segment. If approved, the network will only initially be available as a wireless network around housing units (houses, dorms) in the village, require registration for the device and approval of the individual wanting to use the network. If the DOE AO approves this, we plan to ask for approval to deploy the network lab wide.
 - Security will start to communicate the proposal to DOE this week. If it gets approval, we believe it will take 1-2 months to configure the network to accomplish the goal.

New Issue

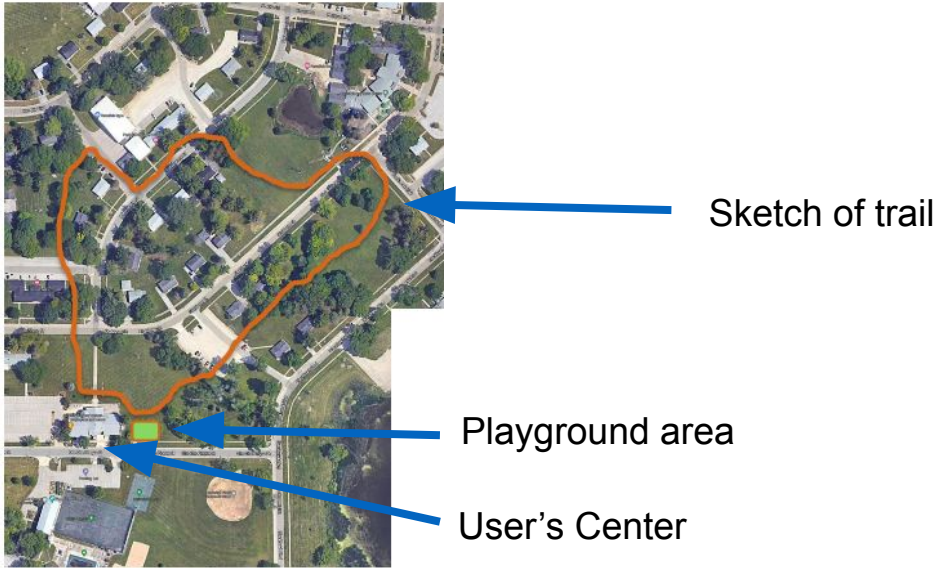
- Request for Summer Camp this year
- Paraphrased feedback: Users and their children would like summer camp back. They miss it, and it helps them work better.
- Follow up:
 - To be discussed in today's meeting

New Issue

- Users would like family/play group to return.
- Paraphrased feedback: User heard that the group stopped because of the pandemic. They are a new parent and new to the area, and they could use the support this group can provide.
- Discussion:
 - Is Jessica Jensen the right person to contact?
 - If there are campus access issues, perhaps we can help facilitate offsite organization

Proposal for New Playground and Fitness Trail

- Aria Soha has organized a committee for support and input.
- Playground for 6-12 year olds
- Goal to have the playground available summer camp 2023
- Longer-term goal a fitness trail with stations around the village



Campus Life (developing issue)

- Users are petitioning Scott Tingey to access gym for indoor soccer
- Petition:

https://docs.google.com/presentation/d/1vuw_h1-KSFnYSLdKvnL1b_6E6ZdoBkT1AFkheG1ZtpA/edit#slide=id.g20f6c7cda1a_0_0

New Issue

- Dorm resident waited in a hotel for 15 days while there were empty dorm rooms.
- Paraphrased feedback: User said they had to wait for 15 days in a hotel because there were no rooms available, and they learned later that were vacancies.
- Discussion:

New Issue

- Ability of the fermi village to accommodate residents that are caregivers.
- Paraphrased feedback: User was attempting to bring mother to the village as an Authorized Guest, and was living in single occupancy dorm room. The user was frustrated that they were able to start the authorized guest process and told that they cannot move to an apartment to accommodate an authorized guest.
- Discussion:
 - It's not clear what the issue is here. Was it space?
 - There is a definition for Authorized Guest here:
https://directorate-docdb.fnal.gov/cgi-bin/sso/RetrieveFile?docid=108&filename=Policy%20on%20Access%20to%20Fermilab_20221024.pdf&version=11
 - “Authorized Guest: An individual who does not have business with the laboratory but is approved to access select Fermilab facilities, such as the Fermilab Children’s Center, Fermilab Village Housing, or Recreation Program. For the purposes of determining who can stay in onsite housing, an authorized guest is defined as: spouse, domestic partner, child, stepchild, parent, parent-in-law.”
 - Is this definition correct?
 - How can we make housing availability more transparent? And publish alternatives?

Campus Access



New Issue

- User would like to see badges for authorized guests.
- **Paraphrased feedback:** User was carpooling with spouse. There was no issue during the drop-off. When their spouse came to pick-up they were stopped at the gate. After a call with security they were allowed to pick-up. A badge would have made this smoother, and the User would like to bring their family onsite to see the [“public”] areas.
- **Discussion:**
 - How is the lab communicating authorized guest access and other access levels?
 - How can families that live off-site get authorized access?

New Issue

- Badging solutions for 1 day visits.
- Paraphrased feedback: User came for 1 day, and there were no badging slots available. Had to wait off-site while a badged User attempted to find a solution. They were told to call x3111 (Campus Access) by security, but they were not able to connect with someone. Later solved in-person and was told that extension isn't regularly answered.
- Discussion:
 - What is the best path forward in this situation?
 - What is a our temporary access solution in a case like this? Escorted access?

Facility Issues



New Issue

- Question about carpool parking spots
- Paraphrased feedback: More carpool spots should be added back in the parking lot. Prior to 2020 there were more the the current 3 there are now. I can understand why some of the spots were removed during the pandemic when few people were coming in to the lab, but as the number of people coming in grows it would be useful to bring back more of the spots to try to encourage carpooling more.
- Follow up:
 - To be discussed in today's meeting

New Issue

- Graduate student living in the village would like taxi service available after business hours.
- **Paraphrased feedback:** A graduate student noted that it is difficult to get from the Village to the lab after working hours. They suggest having an emergency taxi service available for after working hours so graduate students living in the Village without a car could still access the lab.
- **Discussion:**
 - ◉

New Issue

- Users are having trouble finding and using the vending machines.
- **Paraphrased feedback:** User needed the vending machines and was struggling to find them. Upon finding them they did not have the correct denomination to use the machine. Commenter would like to see **signage** for the new location, possibly a **Fermi News article**. They also suggest having machines that can take **credit cards**
- **Discussion:**
 - Is having a change machine possible? I think there was one in the library at some point, but that is likely gone.
 - Are there still vending machines in the laundry building? What forms of payment do they accept?

Open Issue requiring further action

- Question about food options at the cafeteria
- Paraphrased feedback: Hi, I just wanted to flag the lack of a hot food bar with healthier food options in the Fermi cafeteria as an issue that needs to be addressed as we move towards in-person participation at the lab. This is especially challenging for employees that are unable to pack lunches as they are forced to either have the unhealthy food options, go off campus for lunch, or skip the meal entirely. I have skipped several meals for this very reason, and this makes me not want to come to the lab in-person very often. I really hope this changes in the near future.
- Follow up:
 - FESS is aware of the limited options in the cafeteria. Much depends on the demand ramping up following COVID restrictions.
 - To be discussed in today's meeting

Other Issues



One Open Issue Related to Meeting Room Reservations

- Long standing issue with WH meeting room reservations
- Feedback:
 - From FSPA officers: There is a recurrent problem FSPA has with room reservations. Just this past month, we had 3 occasions in which we had the room reserved for an event and couldn't use it. First there was a DUNE review going on in it, nobody notified us and I had to stay at the door redirecting people to another room we had to book last minute. The second, a week before NP we received an email re-allocating us to Curia II (which doesn't comfortably fit 50 ppl with social distancing) because they said they needed the auditoriums for some DOE review, and that took precedence over room reservations. A few days later they notified us again changing their mind. Lastly, we arrived this morning to start NP at One west and there was a training going on in it! The whole conference schedule is late because of it. It is just too difficult to keep organizing events like this.
- Follow up:
 - This was brought up in a UEC/directorate meeting. Hema mentioned that there is a limited Zoom availability of rooms and the reviews happen to change at the last minute from fully zoom to in person to hybrid and we had to accommodate.
 - This is a communication problem
- No longer seems to be a problem. Close issue?

New Issue

- The lab lacks a plain English communication of DOE Order 486.1A
- Paraphrased feedback: Given the potential consequences of DOE order 486.1A there should be a human readable form of the order easily accessible to FNAL Users like at LBL <https://research.lbl.gov/2020/11/11/revise-doe-order-486-1a-on-foreign-government-sponsored-affiliated-activities/>
- Discussion:



Summary

- 1 new issue reported
 - Carpool parking slots
- 1 open issue closed
 - Online payment for housing
- 21 open issues remaining
 - 1 Cafeteria food options, 1 UEC notification of elections, 1 FNAL employee removal (close?)
 - 4 related to a 2018 incident of sexual harassment (close?)
 - 3 related to funding for guests & visitors to neutrino programme
 - 5 related to Lab access (close some?)
 - 5 related to WhatsApp
 - 1 related to conference room scheduling (close?)

Closed Issue

- Question about online payment for housing
- Paraphrased feedback: I was wondering, Is there any way we could pay online housing fee without showing up at Fermilab housing. It would really helpful and save some time?
- Follow up:
 - Tenets may already call housing by phone and pay for their rent by credit card
 - An online option is also being considered, but not yet available.
- Issue closed

Open Issue requiring further action

- Question about email notification of UEC elections
- Paraphrased feedback: Some FNAL employees have shared that they didn't receive emails related to the UEC elections, and it sounded like this issue extended to other announcements meant for all Users.
- Follow up:
 - Still need to check and ensure that the email lists used for UEC communications are fully inclusive

Open Issue

- Question about removal of FNAL employee
- Paraphrased feedback: I heard a FNAL Theory division postdoc was removed from Wilson Hall and the village while sick with COVID.
- Follow up:
 - Directorate is aware of the issue, which was discussed in the last UEC general meeting.
 - Is there any action needed from the UEC regarding this issue?
 - Shall we close the issue?
 - Does FNAL come under the state's jurisdiction regarding tenant expulsions?
 - If so, did FNAL violate state laws with this case?
 - If not, what is FNAL's policy regarding tenant expulsions?
 - What are the consequences for users if they have an change in conflict of interest (such as participating in a talent recruitment program)? What are the consequences of disclosing it?

Four Open issues related to 2018 Backhouse Incident of Sexual Harassment

- **Paraphrased feedback:** Can we get any transparency around how many complaints were filed? And what steps were taken? We have also heard no general statement from the lab leadership on this incident.
- **Follow up:**
 - Directorate has indicated that no statement from the Lab specifically related to the Backhouse case will be made
 - A general statement was made in an all-hands meeting about code of conduct and current Lab policies – statement was positively received.
- **Shall we close these issues?**



UCL (University College London)

Former UCL academic to pay damages after harassing colleague for months

Christopher Backhouse falsely portrayed Erica Smith as a sex worker and signed her up for far-right groups and fetish websites



University College London. Photograph: peterspiro/Getty Images/iStockphoto

Three Open Issues Related to Funding for Neutrino Guests & Visitors

- Question about resuming Intensity Frontier Fellowships
- Paraphrased feedback: Is there any plan for reopening Intensity Frontier Fellowships application (https://www.fnal.gov/pub/forphysicists/fellowships/intensity_frontier/index.html), reopening of NPC fellowship program (<https://npc.fnal.gov/neutrino-visiting-scholar-program/>) and the Neutrino Guest and Visitor Program?
- Follow up:
 - Reply from Joe Zennamo (Neutrino Physics Center Coordinator)
 - Currently, the funding for these programs and the NPC Fellowship Program is requested through an annual proposal submitted to the DOE. Over the past few years, these proposals have not been funded, which has led to these programs being put on hold. In the coming years, we will continue to submit these proposals with the hope of receiving these programs.
 - The Fermilab UEC could help by encouraging your members to reach out to their program managers and highlighting how critical these programs (and hence the funding for them) are to the Users' community.
 - Further action required: Invite NPC Coordinators to discuss strategies with LPC Coordinators

Five Open Issues Related to Lab Access

- There appear to be two broad categories of issues:
 - DOE directives / policies are currently severely and negatively impacting Fermilab's core mission, which is founded on a strong user community
 - Can only be addressed at a high level by the Fermilab Directorate
 - There should be site and access differentiation based on levels of sensitive information – Fermilab has almost no sensitive information related to national security
 - Fermilab's Implementations of those directives / policies have been short-handed:
 - Resulting in confusion & high levels of frustration within broader user & employee communities
 - Recent good experience today, but study (possibly adopt) procedures from other labs.
 - Meeting scheduled next week to address this.
- Both of those issues are detrimental to the future of Fermilab
 - Brought to the attention of the FNAL Director in a monthly UEC Meeting.
- Some issues are candidates for closing
 - E.g. time required for renewal of onboarding - 6 months (not req'd) vs 1 year (curr. req'd) vs 3 years (possible?)