



COO



EHS



Facilities



HR



IT



Security

MARCH/APRIL 2020

## OFFICE OF THE CHIEF OPERATING OFFICER

### Ask the COO



#### University Space

Do we have to submit a facilities request for our staff to swap offices or move into an empty space even if the space is already in our college/department area?

Yes, as a reminder all space is managed and assigned from an institutional perspective. No open space (including vacated offices) should be occupied before obtaining authorization from the unit's Senior Vice President and final approval of the Chief Operating Officer or, in the case of research facilities, the Senior Vice President for Research. Facilities maintains floorplans and a database of assigned and available space and provides this information to Senior Leadership for space allocation purposes. A primary goal will always be to allocate space in a manner that supports unit contiguity and cohesion.

### Message from the COO

As we go into our second week of working remotely I have to say how impressed I am with how our university has pivoted in response to this crisis. The fact we continue to operate and function with most cylinders firing is a testament to the readiness and preparation of both the people and the institution. I have been amazed at how faculty and staff have stepped up and stepped out of comfort zones to keep our core mission of teaching and learning in full swing. I want to give a special shout out to all the support staff for what they have done to get people connected and working remotely, and to faculty for making the switch from teaching in-person to online on such short notice. I also want to give special thanks to members of the university community who are working so hard on ad-hoc teams formed to address issues and stay one-step ahead of this fast-moving crisis. The Coronavirus Response Team (CRT) headed by Trena Rich and the Coronavirus Logistical Support Team (CLST) headed by NeeCee Cornish have been at the forefront of this response and they and their teammates have played a critical role in helping us make this transition. It goes without saying that all the other teams and groups, both faculty and staff, who are working to keep the wheels in motion are to be commended; you have shown how resilient we are as individuals and as an institution...thank you!



On a more mundane note, we need to be aware that employees may have left food in the departmental refrigerators when they left to work at home last week. Because there are still a number of essential people working on campus and we don't want to arbitrarily throw away their lunches, we are going to ask the Facilities Custodial staff to remove and dispose of all food from departmental refrigerators after 5pm this Wednesday.

The last thing we want to return to when we come back to work are refrigerators full of decaying matter and interesting fungi. Remember, if you want it, please remove it from the fridges before 5pm

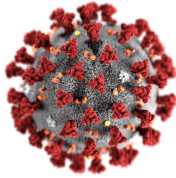
Wednesday. Thanks, and stay safe.

**Clive Houston-Brown, Ed.D.**

Senior Vice President & Chief Operating Officer

# Environmental Health & Safety

## COVID-19 Update



For COVID-19 updates, please visit the university website for relevant information.

**WEBSITE:** [Student/Employee Health News](#)

### Helpful Links:

- ✓ [CDC Coronavirus Information](#)
- ✓ [Oregon Health Authority: Coronavirus \(COVID-19\)](#)
- ✓ [John Hopkins Coronavirus Resource Center](#)
- ✓ [Situation Updates](#)
- ✓ [LA County Public Health: Coronavirus \(COVID-19\)](#)
- ✓ [WHO International Information](#)

# FACILITIES

## COVID-19



The Facilities Department is taking extra precautionary measures to ensure the safety of the campus by disinfecting and sanitizing all buildings. Please continue to practice the Center for Disease Control and Prevention (CDC) COVID-19 recommended guidelines, such as minimizing campus visits, social distancing and washing your hands for 20 seconds under warm water. If you need any assistance while on campus, please call our Security Department at 909-706-3000.

## Campus Projects

**14** Gait Lab – CPM  
Major Capital Project  
ACTIVE PROJECT

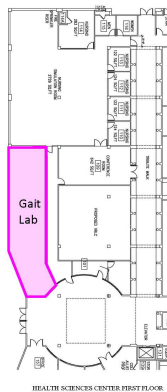
This project will renovate a section of the 1<sup>st</sup> floor of the Health Sciences Center into a gait lab for the College of Podiatric Medicine.

**Summary:**

- Renovates approximate 1,200sq. ft.
- Project Start Date: November 2019
- Construction Date: TBD
- Completion Date: TBD



**Project Status:**  Total Project Cost: \$177,489  
 Total Approved: \$125,000



**15** VRLC  
Major Capital Project  
ACTIVE PROJECT

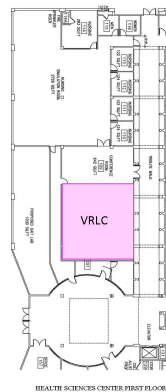
This project will renovate a section of the 1<sup>st</sup> floor Health Sciences Center, the former LEAD space, into the VRLC.

**Summary:**

- Renovates approximate 1500sq. ft.
- Project Start Date: February 2020
- Construction Date: TBD
- Completion Date: TBD



**Project Status:**  Total Project Cost: STBD  
 Total Approved: STBD



**2** Library & Student Resource Center  
Campus Master Plan Project  
ACTIVE PROJECT

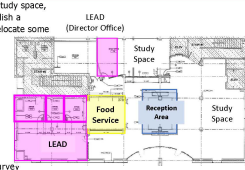
This project will create new student study space, relocate LEAD to the 1<sup>st</sup> floor, establish a "wellness" space for students and relocate some of the library staff.

**Summary:**

- Renovations include:
  - 1<sup>st</sup> FL, 6,742 sq. ft.
  - 2<sup>nd</sup> FL, 7,080 sq. ft.
  - 3<sup>rd</sup> FL, 7,080 sq. ft.
  - 4<sup>th</sup> FL, 7,080 sq. ft.
  - Basement 5,740 sq. ft.
- Student, staff & faculty library survey sent on April 2019
- Survey results compiled in June 2019
- Partial Funding Approved: November 2018
- Project Start Date: April 2019
- Anticipated Construction Start Date: April 2020
- Anticipated Completion Date: September 2021



**Project Status:**  Total Project Cost: \$2,194,000  
 Total Approved: \$449,000



**First Floor:**  
LEAD office and staff will be relocated to the first floor of the Library Resource Center. A food service space will be created in the first floor as well as open student study space.

### Gait Lab

This project will renovate a section of the 1st floor of the HSC into a Gait Lab for the College of Podiatric Medicine.

### VRLC

This project will renovate the former LEAD space in HSC, into the VRLC (Virtual Reality Learning Center).

### LEAD

This project will relocate the LEAD office and staff to the first floor of the Library Resource Center.

## Human Resources

### COVID-19 Workplace Policy



Due to the COVID-19 pandemic the University is implementing a specialized workplace policy. If you are currently an employee who is working remotely, please take time to review the following: [COVID-19 Workplace Policy](#)

### New Employees

Please join us in welcoming the following new employees to the Human Resources department:



**Mariela Diaz, Leave of Absence Specialist:**

Mariela has 4 years of human resources experience, both as an HR Generalist and a Leave Specialist. Mariela joined us on February 24, 2019.



**Aaron Reynoso, Employee Relations Specialist:**

Aaron comes to us with 7 years of human resources experience. In his last position, he served as a Human Resources Manager with over 200 clients and a high volume of employee relations work. Aaron's first day was March 2, 2020.

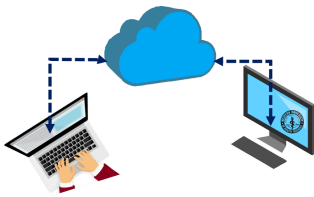
## INFORMATION TECHNOLOGY

### Coronavirus Logistical Support Team (CLST)



The Coronavirus Logistical Support Team (CLST) can help answer any logistical questions regarding remote work. Please email [clst@westernu.edu](mailto:clst@westernu.edu) for any concerns.

### Remote Access Set Up (GlobalProtect)



Instructions for installing and using GlobalProtect can be found in the IT Knowledge Base article titled [Use and Configure GlobalProtect](#). To request remote access on a more **permanent** basis, please log in and complete the [Remote Access Request Form](#). Any requests received through the Remote Access Request form will be routed the appropriate personnel for approval.

### Business Continuity

WesternU has many technology tools in place that can be used for business continuity while you are working remotely.



- Your desk **phone voicemail** can be received through your email and listened to through the audio player on any computer/mobile device with Internet and WesternU email access.



- **Video conferencing** tools like Zoom, MS Teams and Skype for Business can be used to host a meeting or have a virtual class meet synchronously.



- [go.westernu.edu](http://go.westernu.edu) provides access to all MS Office365 application.
- Many University resources are available from [you.westernu.edu](http://you.westernu.edu).



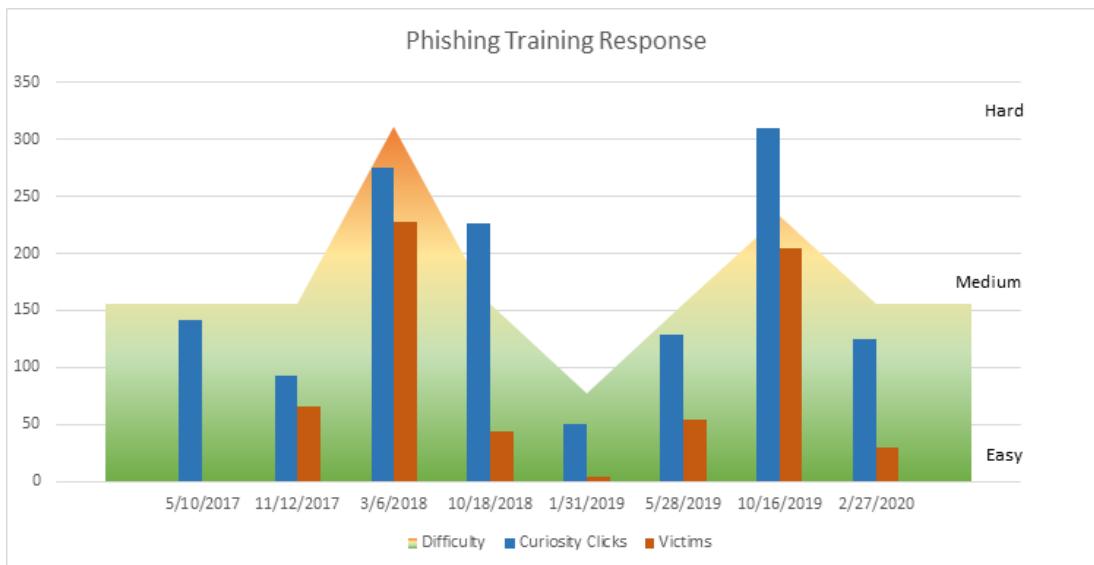
- **How-To articles** on using these resources are available at [support.westernu.edu/](http://support.westernu.edu/). Sign in to be able to see the full set of articles available as an employee, then use the search at the top of the page to find articles on specific applications/topics or use keywords like 'Remote Work'.



- Additional training on tools like Zoom and Microsoft Office Suite applications, including MS Teams, is available at **LinkedIn Learning** ([inlearning.westernu.edu.](http://inlearning.westernu.edu.)) Sign in with your WesternU email address and password.

## Phishing Training

WesternU occasionally sends phishing training to gauge how susceptible we are to the tactics of the cybercriminals. Each phishing training is based on a real phishing email reported to the Helpdesk by you, the WesternU community. Like test questions, each phishing training is rated on its difficulty. Difficulty ranges from easy, where most employees should be able to spot the fraud, to hard, where even some seasoned skeptics will fall victim. Our latest training in February emulated a real ransomware attack that included a document download that enticed the recipient to launch the ransomware by enabling macros. In this latest exercise, 125 recipients downloaded the “infected” Word document out of curiosity. WesternU systems are configured to warn you when there is potentially unsafe content in a Word or Excel file. Of the 125 downloads, 29 recipients were tricked into enabling macros. If this was real ransomware the malicious code would be running on their computers and would likely try to infect as many systems on our network as it could. The recipients who enabled macros had the document change into a one-page training presentation detailing what they should look out for next time. You play a critical role in protecting WesternU systems from phishing. If you get a strange message, be skeptical and forward it to the Helpdesk. The Helpdesk can help you determine if the message is malicious or safe.



## CAMPUS SECURITY

### Employees on Campus During COVID-19



If you need to visit campus to collect personal belongings from your work site, you are permitted to do so. **You must fill out the [form](#) via the link below to alert WesternU Security that you will be on campus.** Please complete it and submit it prior to your arrival.

While on campus, please adhere to the social distance minimum of 6 feet between yourself and others. Please do not linger longer than necessary on campus.

Link:

[https://westernu.az1.qualtrics.com/jfe/form/SV\\_bsCkh31QSQajbUx](https://westernu.az1.qualtrics.com/jfe/form/SV_bsCkh31QSQajbUx)

## Building Access & WesternU Badges During Closure

During this closure period, **all employees must have their WesternU ID badge with them.** Campus Security is requesting that all personnel who access buildings use their own access badge. Please do not tailgate others entering the building as it is important to track who is in or has been in buildings during this time.

## Operations Division

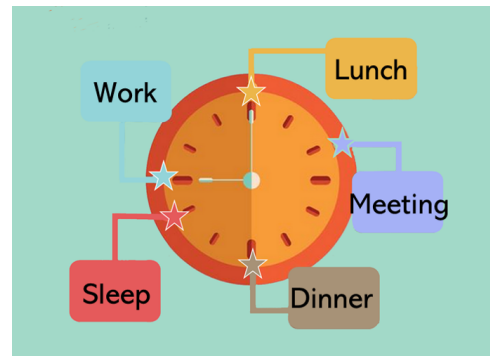
### Tips for Working From Home During COVID-19

Each of us face unique and operational challenges as we do our part to work from home during this unprecedented public health crisis. It is normal to find these few days challenging trying to find a balance between feeling focused, productive and mentally healthy. Having the right tools such as a device (laptop, computer) and Wi-Fi are crucial.

Following are five tips to help with motivation, the feeling of isolation, and time management.

#### Mari Frias, MPH

Operations Project Manager  
Office of the Chief Operating Officer



#### 1. Create a Schedule

To help with daily structure, maintaining regular hours by starting and ending work at the same time. This also can include getting ready and maybe changing out of your PJs.



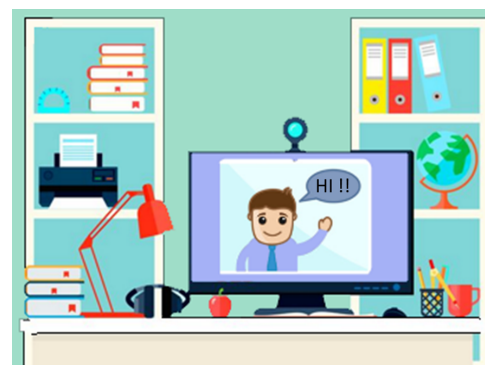
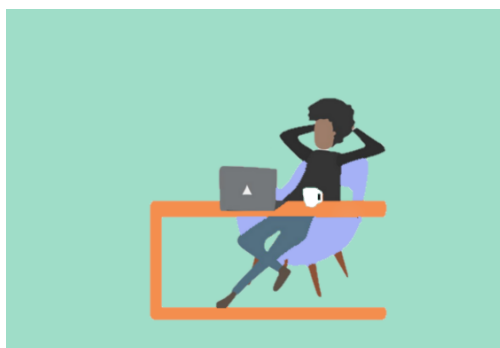
#### 2. Maintain a Routine

Set a morning routine and plan daily work goals, perhaps over morning coffee. This helps you get mentally ready for a day at work.



#### 3. Set your Location

Find a dedicated and comfortable corner that allows privacy and productivity; ideally this means getting off the couch or off the bed.

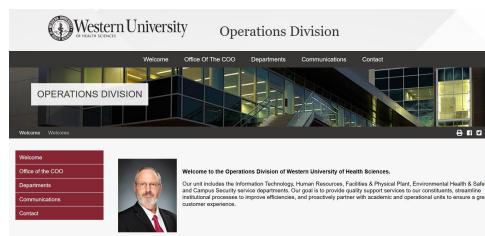
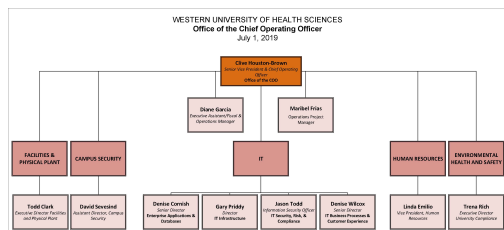


#### 4. Take Breaks

It is important to take breaks from your work area. While continuing to follow social distancing guidelines, walking your block can help your physical health as well.

#### 5. Socialize with Colleagues

Nurture your relationships as it is important to continue interacting with your work buddies. Create a Teams thread and keep each other motivated. This helps you with the loneliness and feeling isolated.



[Visit Operations Division Webpage Here](#)

»»»»

- ✓ Monthly Unit Updates
- ✓ COO News & Announcements
- ✓ Campus Projects



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<https://www.westernu.edu/operations/>