

OPERATIONS DIVISION



E-NEWSLETTER



COO



EHS



Facilities



HR



IT



Security



PMO

NOVEMBER/DECEMBER 2020

OFFICE OF THE CHIEF OPERATING OFFICER

Message from the COO



As we bring this tumultuous year to a close and I reflect on all we have been through as a community, I am heartened by WesternU's response to multiple crises.

A worldwide COVID-19 pandemic demonstrated our resiliency as individuals and as an institution. Although we had been discussing the possibility for a number of weeks, the actual campus closure and move to a fully remote and online operation happened overnight in early March as COVID cases began to spiral out of control. We immediately formed the first of what was to become more than a dozen teams and workgroups to support this decision. The *Coronavirus Logistical Support Team* (CLST) was implemented to ensure all employees had the technology, supplies, and access to work effectively in a remote location.

This was soon followed by the *Coronavirus Response Team*

(CRT) to manage the day-to-day health and operational decisions necessary to keep our constituents as safe as possible during what was expected to be a crisis lasting a few months. As time passed and we realized this was not going to be a short-term issue, we formed the *Demobilization Task Force* (DMTF) to provide broad input and feedback on major institutional decisions, such as a return to campus. Nine workgroups were put together to address everything from signage to cleaning to communication. All these teams were staffed by volunteers who have performed these tasks on top of their regular work. Deans mobilized and worked with regional and national colleagues and organizations to ensure we were able to stay on course to educate and graduate our student body. Faculty turned on a dime and moved all their classes online, providing an almost seamless transition to fully online learning. Staff continued to provide high levels of support to their constituents from home. Students adjusted to the new paradigm and kept up with their coursework and studies.

National social unrest following yet another unnecessary death of a man of color at the hands of the police saw a strong and determined institutional response led by our students. Groups such as *White Coats for Black Lives* (WC4BL) and *WesternU Students for Racial Justice* stepped up and provided leadership on how to address the ongoing, systemic racism that still negatively impacts people of color in our nation. Not satisfied with just voicing discontent, these groups led efforts to identify actionable and proactive measures to address past, present, and future racism and discrimination in general, and the impact of racism on healthcare in particular. Their efforts have resulted in ongoing institutional dialogue and reflection and a determination to address these issues, on at least an institutional basis, in firm and measurable ways. This was student leadership advocacy at its best.

Other crises, including leadership changes at the national and institutional level, will continue to impact us in the new year. Having seen our resilience and our ability to work through crises, I have no doubt we will weather these storms as well. I, for one, will be happy to see 2020 end, but I hold no illusion that 2021 will move us beyond crises of these sorts. I am confident, however, that our institution will pull together to achieve our primary institutional mission: the education of our students and the graduating of the next generation of highly qualified medical

personnel to serve our nation and the world. My prayer is that we will continue to do this in a manner that upholds and affirms our tradition of humanistic compassion for the individual.

I wish you all a wonderful holiday break and hope we can all be with extended family and friends for at least the tail-end of the holidays. God bless.

Clive Houston-Brown, Ed.D.

Senior Vice President & Chief Operating Officer

Environmental Health & Safety



Personal Protective Equipment (PPE)

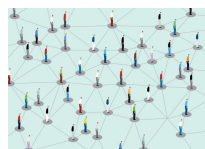
We continue to be quite busy with providing the campus and clinical rotation sites with a wide variety of personal protective equipment (PPE). Because of the winter break, we are asking that all PPE orders be submitted no later than Tuesday, December 15th at noon. This will allow EHS sufficient time to fill/ship the orders before break begins.

Chemical Oversight Committee

EHS is working with Research on the Chemical Oversight Committee to help put a number of policies and procedures in place related to chemical safety/training, ordering and removal. This is to ensure we maintain compliance with all local, state and federal mandates related to chemical safety



Contact Tracing



Thank you Shelby Reyes, Asst. Professor and Clinical Coordinator from CGN! She has done a tremendous job in helping to develop and manage the Contact Tracing Team for the university. We are starting to see significant increases in positive cases for both students and employees and each one must be contacted and traced. Based on the information we obtain, we are able to provide guidance as to next step each person should be taking.

Policies and Procedures (P&P)

We have completed the link updates on P&P that reference other P&Ps within the document. We have also combined P&Ps with the same name, thereby decreasing the total numbers. We also noted a number of P&Ps need to be reviewed as they have, or are about to expire. If you need assistance with this, please contact Shante Woods at swoods@westernu.edu

FACILITIES

Enhanced Cleaning Certification

WesternU's cleaning staff will be training and completing an Enhanced Cleaning Certification that includes PPE training, reinforces the basics of cleaning, disinfecting and equipment, discusses high touch surfaces and more.

1. eLearning

Topics Covered Include:

1. EnhancedClean Overview
2. Social Distancing
3. PPE
4. Reinforcing the Basics of Cleaning
5. Disinfectant and Equipment
6. High Touch Surfaces
7. Operating an Electrostatic Sprayer
8. Knowledge Check for each module

Certificate of Completion



2. Certification Webinar

Topics Covered Include:

1. SME Q&A
2. Discussion: Social Distancing in your workplace
3. Discussion: Overcoming obstacles
4. Knowledge Checks
5. Observation: Donning PPE
6. Observation: Doffing PPE
7. Video submission practice

Disinfection Specialist 1



3. Video Submission

Video # 1:

- Proper donning of PPE

Video #2:

- Proper chemical selection and loading of the electrostatic sprayer

Video #3:

- Securing the space

Video #4:

- Using the electrostatic sprayer
- Items that cannot be sprayed
- Proper place in room to start

Disinfection Specialist 2



Human Resources

Updated Leave Policies

Two new COVID-19 Supplemental Leave Policies are available on the [Policy and Procedure website](#). These policies are designed to provide supplemental paid leave time for employees to use for reasons related to the ongoing COVID-19 pandemic. The matrices are meant to provide guidance for supervisors and employees in navigating the various leaves and are scenario based.

• [California COVID-19 Leave Policy](#)

• [Oregon COVID-19 Leave Policy](#)



Annual Benefits Fair

We are currently working on our employee benefits renewal. We will hold our annual benefits fair which provides an opportunity for employees to hear about all of our employee benefit offerings and ask questions. Due to COVID-19, the fair will be virtual via WebEx. We will hold 2 virtual fairs:

- For our California based employees, the date is: January 11th at 2 pm.
- For our Oregon and out-of-state based employees, the date is: January 12th at 2 pm.

Open Enrollment

The time period in which employees can select health and welfare benefits is called open enrollment. The open enrollment period is: January 13th to January 27th

EAP Resources

Reminder regarding EAP: The Holiday Season has a variety of emotions, challenges, expectations and possibilities. Your EAP has free and confidential resources to address the issues you face so you can enjoy the full potential of the **New Year. EAP is available 24/7 800-234-5465**

INFORMATION TECHNOLOGY

Information Transfer & Workflows

The IT Department is in the process of purchasing a new software tool that will allow the university to create improve efficiency by automating information transfer and workflows between systems. If your department would like to collaborate with IT to explore automation options with TDX iPaaS submit an idea through

<https://support.westernu.edu/TDCClient/1848/Portal/Requests/TicketRequests/NewForm?ID=x8XtFwDh5kw>



Dropbox

“WesternU will no longer pay for Dropbox licenses effective Nov. 16th, 2021 and IT will not provide support for Dropbox issues after that date. The purpose of the change is to enhance security and reduce University expenditures on software licenses and support costs. For additional information see the email from TechSupport on 11/8/2020, The email notification was sent to all University employees to give ample time to migrate files from Dropbox to OneDrive.”

IT-Software Costs per person

Interested in knowing IT Expenses per user? The IT Department put together [software licensing costs](#) to assist colleges and departments in projecting costs associated with new programs, student FTE increases, and new hires.

DocuSign

DocuSign Implementation: The IT Department purchased the DocuSign electronic signature and contract workflow program. Beginning January, 2021. The Operations Division Project Management Office (PMO) will officially launch the DocuSign project campus-wide. For departments interested in utilizing the DocuSign program, there will be a request form to complete. Stay tuned for more information.

CAMPUS SECURITY



Employees on Campus During COVID-19

If you need to visit campus, **you must fill out the [form](#)** via the link below to alert WesternU Security that you will be on campus. Please complete 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.

A reminder that **all employees must have their WesternU ID badge** with them to access buildings. 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. If you have lost your ID badge or it is not working, please contact facilities at ext. 5258.

PROJECT MANAGEMENT OFFICE

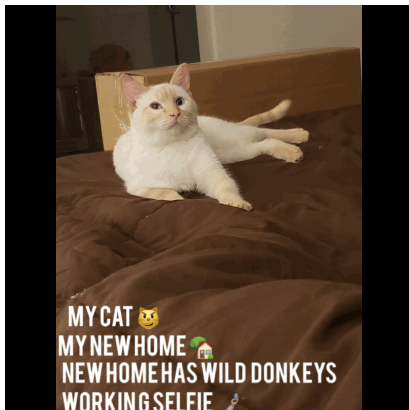
New Faculty Contract Process

The Manager of Process Improvement and the IT Department are excited to partner with the Provost's Office and begin project planning for a new faculty contract process. The new process will utilize the Banner Faculty Load and Compensation (FLAC) module, Ellucian Workflow, and the Banner HR module. A special thank you to Dr. David Baron, Kevin Shaw, and Dr. Clive Houston-Brown for sponsoring the faculty contract initiative. Many thanks to Dr. Dean Smylie, Mark Goggin, Allie Pawell, and the Directors of Operations for participating in interviews and product demonstrations. Finally, the Operations Division would like to thank the Enterprise Applications Governance Subcommittee led by Dr. Juan Ramirez for leading the Strategic Alignment Initiative, which helped pave the way for the faculty contracts initiative to become a reality.

Get to Know the Operations Division

How have you survived working remotely?

Denise (NeeCee) Cornish, MBA
*Associate Vice President & Deputy
Chief Operating Officer*



Staying connected with colleagues and team members via MS Teams and Zoom have been helpful. In some ways, I have built deeper connections with people, and I appreciate being afforded the opportunity to do so. I try to keep to a routine; even the simplest things help, such as setting my alarm, getting dressed in my work clothes for work, taking time away from the computer to eat lunch, and leaving work at a decent hour.

Todd Clark, AIA
*Executive Director of Facilities and
Physical Plant*

Clive Houston-Brown, Ed.D.
*Senior Vice President & Chief
Operating Officer*



I am blessed to have a small office off our garage that I am able to work in. This allows me to “leave” home each morning and commute 10 steps to work via the outside breezeway that connects the house to the garage (versus my prior 2 ½ hour round-trip commute). The office is self-contained with a bathroom, microwave, minifridge, and kettle, so I am able to spend all day in the office without having to return to the house. This gives me the mindset of being at work without the distractions of normal activity going on in the house. When it's time for a quick break to refresh myself, I take a walk down our driveway surrounded by pines, firs, spruces, and apple trees.

Dave Sevesind
Director, Campus Security



What has helped me stay sane is that my wife is also working remotely. It also helps that I have a nice quiet space on a lower level of the house. I only have to share it with some bikes, family members doing laundry, our wine cooler and the cat 🐱.



What motivates me to come to work? I have a duty to safeguard the students/staff and the campus.



By: Mari Frias, MPH, LSS Black Belt
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