

Moving Forward: HEALTHY @NKU

Campus Conversation

July 29, 2020

9-10:30am



Valerie Hardcastle, St. Elizabeth Healthcare Executive Director
for the Institute for Health Innovation and Vice President
for Health Innovation





Thinking about COVID-19

NKU's approach to health and safety

- Assume everyone is contagious
- Develop protocols to diminish viral spread under those conditions as much as possible
- Realize that no protocol will guarantee complete success

“Why aren’t you testing everyone?”

Three types of test for COVID-19

- **Polymerase chain reaction (PCR)**
 - Turn around time is 3-5 days
 - *You won’t know you are positive until after you have been contagious for 5-8 days*
- **Rapid antigen testing**
 - Low sensitivity (false negative results)
 - *Many people who have the virus and may be contagious will test negative*
- **Antibody testing (or serology testing)**
 - Tests for immune response to the disease
 - *Shows you had the disease in the past*



Image from: <https://news.medill.northwestern.edu/chicago/private-sector-hops-on-covid-19-testing-as-the-nation-lags-behind/>

Lori Southwood, Chief Human Resources Officer



On Campus Scheduling Considerations



Overall Campus Scheduling Philosophy:

- NKU's campus is opening with a blended, flexible environment that includes some in-person interaction with modifications to minimize risk
- All departments will determine minimum staffing levels in order to serve faculty, staff, and students on campus
- All student facing offices and services will maintain an on-campus presence. Some offices may offer extended hours to serve post-traditional students
- Employees not needed for on-campus coverage will continue to work remotely

Below are some questions to consider in creating your return to work plan:

- What work or activities need to be done on-site or at another location away from your home? Why?
- What location(s) (e.g. buildings, rooms, etc.) is/are required for you to conduct your work or activities?
- What is the minimum staffing level necessary to meet the needs of those you serve?
- To practice social distancing and de-densify what is the maximum staffing level you will approve?
- What precautions will you take to ensure your health and safety and the health and safety of others in your workspace (methods and means for social distancing, PPE, etc. in alignment with the university plan)?

Qualtrics Moving Forward Departmental Plan:

- Each department location will be required to complete a Moving Forward Departmental Plan (more information will be forthcoming)

Training & Development



NKU Moving Forward: COVID-19 and Employee Campus Re-entry Training

- **Mandatory** for all faculty, staff, and student employees
- Covers COVID-19 and expectations for working on campus
- **Must complete:**
 - Prior to your first or next day of coming to the office; or
 - No later than August 31

(whichever takes place first)

- Weekly reports to monitor completion – 100% participation



Moving Forward: Manager Playbook

- A guide for all supervisors, managers, and leaders
- Covers information, tools and resources on manager expectations and how to assist direct reports and the NKU community



2020 Manager Summer Speaker Series

- Topics remaining: **What You Need To Know About Communication, Team Building, and How To Coach**

Healthy@NKU App



All members of the university community must self-screen symptoms each time they come on campus using the Healthy@NKU app within myNKU.

- Time administrators will receive a daily email notification at 9:00 a.m. with a list of individuals who have completed the Health and Temperature Screening for the organizational units based on their security access
- Monitoring of check-in's after the daily email can be completed by use of the Healthy@NKU report found in myNKU Manager Self Service (MSS)
- Employees who are working on campus and have not completed the Healthy@NKU app should be contacted and directed to complete the questions in the app
- Employees that are directed by the App to not come to campus should notify their supervisor and contact their health provider for further instruction and possible testing

Emergency Paid Sick Leave

This new leave may provide **up to two weeks** of paid (full or partial) leave for eligible employees if they are unable to work, on site or remotely, for the following reasons:

- The employee is subject to a government-ordered quarantine or isolation order related to COVID-19
- The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19
- The employee is experiencing COVID-19 symptoms and is seeking medical diagnosis
- The employee is caring for an individual who is subject to a government-ordered quarantine or a health care provider's recommendation to self-quarantine
- The employee is caring for a child whose school or place of care has been closed due to COVID-19
- The employee is experiencing any other substantially similar condition specified by the Secretary of Health and Human Services in consultation with the Secretary of the Treasury and the Secretary of Labor

Emergency Family Medical Leave

- The federal government has expanded the Family and Medical Leave Act (FMLA) to provide **up to 10 weeks** of partially paid coronavirus-related family leave
- Eligible employees may take this leave if they are unable to work or telework due to the need to care for a minor child whose school or day care is closed due to COVID-19

Accommodations and Alternate Work Arrangements



- According to the CDC, individuals with certain conditions may have a higher risk for COVID-19 infection
 - These conditions may include:
 - Older adults (aged 65 and older)
 - People with HIV
 - Asthma (moderate to severe)
 - Chronic lung disease
 - Diabetes
 - Serious heart conditions
 - Chronic kidney disease being treated with dialysis
 - Severe obesity
 - Being immunocompromised
- Employees whose health condition falls within one of the above categories may seek a Temporary COVID-19 Workplace Arrangement by using the ADA, Courtesy Accommodation, or Alternate Work Arrangement process found on the HR COVID website
- Approval for accommodations and alternate work arrangements is an interactive process involving the employee, their supervisor, and Human Resources

NKU Employee Assistance Program

Sponsored by Aetna



- Aetna offers a wide range of services for employees and their family members including 24/7 access to care providers, a robust set of online resources, and counselors available across the geographic region
- If you are eligible for health coverage through NKU, you and your family members are invited to utilize the [Aetna Employee Assistance Program](#).
- If you or a family member are dealing with stress, family issues, alcohol or substance abuse problems, relationship difficulties, legal or financial concerns or need help locating child or elder care, Aetna can assist you
- Free counseling services are available to you and your family, 8 sessions per topic, per calendar year
 - Sessions are confidential

EAP Access Information

- Call the toll-free number for Employee Services: 1-888-AETNA-EAP (1-888-238-6232)

Web Site: www.resourcesforliving.com.

Use your company username and password to log in:

Username: **mynkueap**

Password: **eap**

Tim Ferguson, Chief Information Officer



IT Preparations for Fall 2020

Technology

- Most **classrooms** will be updated to support hybrid instruction
- Significant **Wi-Fi** improvements especially in open areas and classrooms
- Software to use your **work phone remotely** continues to be available for faculty and staff
- **Steely Library** Technology Improvements including updated study rooms, updated labs, improved Wi-Fi and new and improved website
- **Student Union Ballroom** has been updated with all new technology
- Open **computer labs** with Printing and social distancing– list available in **Quick Links** under **Student**; New “Zoom Rooms” will be available in certain buildings for taking virtual class while on campus

IT Preparations for Fall 2020

Technology

- All faculty, staff and students have access to a **Zoom Pro** license
 - You can connect via Zoom directly from their Canvas course
- **Access** to discipline specific software
 - Adobe Creative Cloud, SPSS, and AVID Pro Tools Student licenses are available for home use. Request access from the IT Helpdesk
 - ArcGIS, Mathematica, Minitab, and Visual Studios available through a virtual desktop
- **Loaner** laptops, tablets, headsets and Wi-Fi hotspots are still available
 - A new digital request system will automate this process (info in upcoming Newsletter)
- **NKU Mobile App**
 - Available for both iOS and Android
 - Will be updated with ability to contact IT Support
 - Healthy@NKU App Access
 - Important Push Notifications

IT Preparations for Fall 2020

Expanded Website Information [IT.NKU.EDU](https://it.nku.edu)

- Virtual Campus - learning, teaching, working remotely
- Training and support links
- Updated FAQs

How to get IT support

- Appointment based support is now available (either virtual or in-person) – please watch for our IT Newsletter for information
- All Academic buildings have local IT staff that are available
- For technology support, you can stop by the Norse Tech Bar, chat, email or call the IT help desk (572-6911) (see [IT.NKU.EDU](https://it.nku.edu))
- Watch for Student, faculty, and staff newsletters (via email) for latest information

Syed Zaidi, Assistant Vice President, Facilities Management



Impact on Construction & Projects

- Evolving situation – Master Planning, New Housing & essential projects continue
- All Work beyond repair and routine maintenance subject to cabinet review/approval
- Contracted repairs may be delayed based on availability of labor and material



Change in Protocols

- De-densifying the campus
- Signage (social distancing awareness)
- Cleaning protocols on COVID page
- Disinfectant spray bottles
- Installation of safety barriers
- HVAC Systems – operation & filters
- PPE & Supplies
- Service requests and consultation



Managing Expectations

- Cleaning intensity and frequency
- Social distancing configuration and pedestrian circulation
- Access to supplies & PPE
- Indoor air quality
- Staffing challenges, given increased workload and potentially reduced work force



Andy Meeks, Director, Business Operations & Auxiliary Services



Northern Kentucky University Bookstore Operations – Fall 2020 Academic Semester

- The NKU Bookstore is currently operating at full capacity via its online platform. We continue to sell textbooks, supplies, receive the return of rental textbooks, and process summer and fall adoptions from faculty. Students may return their rental textbooks, via UPS, to the bookstore at no charge to the student
- The bookstore is currently preparing for processing Fall 2020 textbook orders. We are encouraging students to order their books and supplies online and receive them via UPS at their homes. All shipping charges are at no cost to the student
- The bookstore will be prepared to sell and distribute textbooks, in person, beginning the week of August 3rd
- The bookstore will reopen to the public on Monday, August 3rd
- Listed below will be a summary of operating hours as we prepare for the opening of the Fall 2020 academic semester

<input type="checkbox"/> Week of August 3 rd :	10:00am – 4:30pm (M-F)	
<input type="checkbox"/> Week of August 10 th :	9:00am – 4:30pm (M-F)	Saturday: 10:00am – 2:00pm
<input type="checkbox"/> Week of August 17 th :	8:00am – 4:30pm (M-F)	First week of classes

- The NKU Bookstore will be closed on; Labor Day, Election Day, and in association with the Thanksgiving holidays until we return for the spring semester
- Prior to the Thanksgiving break we will be announcing our business plans for the spring:
 - Return of fall rental books (likely to include a “Drive-Thru” during finals week as well as UPS return)
 - Faculty adoption process for the spring academic semester
 - Student purchase of textbooks for the spring academic semester. (we will likely be requesting/suggesting that students purchase their books on-line and receive them at their homes)

NOTE: The NKU Bookstore will be operating under all COVID-19 protocols that have been established by the university, Office of the Governor, and local health officials. It will be necessary for us to monitor/manage the total number of patrons allowed in the store at any given time.

Northern Kentucky University Food and Beverage Operations – Fall 2020 Academic Semester

- “STARBUCKS” will reopen for business on Monday August 3rd Hours: 7:30am – 3:00pm
- **Week of August 10th:**
 - Norse Commons Residential Cafeteria will be open for student dining in association with residential move-in. (please consult webpage as well as on-campus signage for hours of operations, normal operations begin Monday, August 17th)
 - The Student Union Food Court, limited operations, will reopen on Monday, August 10th. We will open with the “Travel Wagon” and continue to open additional operations as the week progresses
 - Catering operations will be available beginning Monday, August 10th
NOTE: There will be significant operational/logistical changes with regards to how we conduct our catering operations. Please contact; “Sara Truth, Director of Catering Services,” to discuss your catering needs.
- **NKU Food and Beverage Services Operating Schedule for Fall 2020:** (begins Monday August 17th)
 - SBARRO’s Italian Restaurant: Monday – Thursday 10:30am – 7:00pm Friday 10:30am – 3:00pm (closed on weekends)
 - Travel Wagon: Monday – Thursday 10:30am – 7:00pm Friday 10:30am – 3:00pm (closed on weekends)
 - The Student Union Market: Monday – Thursday 7:30am – 7:00pm Friday 7:30am – 4:00pm (closed on weekends)
 - STARBUCKS: Monday – Thursday 7:30am – 9:00pm Friday 7:30am – 4:00pm (closed on weekends)
 - Einstein’s Bros Bagels: Monday – Thursday 8:00am – 4:00pm Friday 8:00am – 4:00pm (closed on weekends)
 - As we open the Fall 2020 semester we will evaluate, on a weekly basis, retail operations and the number of patrons being served
 - We will open additional restaurants as business dictates and address hours of operations and weekend service

Northern Kentucky University Food and Beverage Operations – Fall 2020 Academic Semester

- **Norse Commons, All-You-Care-To-Eat™ Dining Facility:**

- With 1125 students in residence we have had to make the difficult decision to only operate one of our two residential dining facilities. That facility will be Norse Commons. The Bistro Café, located in the East Village, will be closed for the fall semester.
- The university has made adjustments in the schedule of the NKU Shuttle to address the transportation needs of the East Village Students needing to get to Norse Commons (***please check the shuttle schedule on-line or on the many signs located around campus***)
- Norse Commons Residential Dining – Hours of Operations:

Monday – Friday:

Breakfast	7:00am – 10:30am
Light Lunch	10:30am – 11:00am
Lunch	11:00am – 3:00pm
Light Dinner	3:00pm – 5:00pm
Dinner	5:00pm – 10:00pm (closes at 8:00pm on Friday)

Saturday and Sunday:

Brunch	11:am – 2:00pm
Dinner	5:00pm – 8:00pm

NOTE:

- Dining rooms operated by the NKU Food and Beverage services will be open to the public while considering social distancing and COVID-19 protocols. We will be operating at 35 – 40 percent capacity and invite students, faculty, and staff to enjoy their meals in our dining rooms asking that you be considerate of time and others waiting to use the room.***
- The NKU Food and Beverage operations will be operating under all Covid-19 protocols that have been established by the university, Office of the Governor, and local health officials.***

Northern Kentucky University Office of Parking Services – Fall 2020 Academic Semester

- The office of Parking Services will reopen to the public on Monday, August 3, 2020. (regular operating hours)
- The office will announce, via our web-page, any Saturday hours based on patron traffic
- Student, faculty, and staff passes are currently available through the parking office
- We are requesting that patrons visit our web-site to update their accounts and purchase their parking passes (this can be done in person, after August 3rd)
 - We are still requesting this be done online, the office will mail passes to permanent residences or they can be picked-up in the office
- Those without parking passes are advised to park in one of the three garages designated for visitor parking
- Parking enforcement will be light for the first two weeks of the fall academic semester
 - We will be citing patrons, without proper tags, in Lot N, Reserved, and Handicapped stalls

**Arnie Slaughter, Interim Chief Student Affairs Officer
and Dean of Students**



Student Experience

- **Student Experience and Support**

- NKU Community Care Team
 - Student Emergency Fund
- Centers for Student Inclusiveness and Engagement
- Impact on the student experience

- **University Housing and Residence Life**

- Housing capacity will be approximately 1100 students
- Move In Day Experience
 - Scheduled shifts
 - Dining service will be available for residential students in Boothe Village
- Strategies for Fall 2020
 - Cleaning protocol, social distance, programming and support, etc.

Student Experience

- **Health and Counseling**

- CDC recommendations and consultation with St. Elizabeth
- Regular hours of operation- **appointments only**
- **Health**- testing is available on campus
- **Counseling**- daily staffing and crisis management after hours

- **Campus Recreation**

- Officially opens Monday, August 3rd
- Adjusted operations
 - Equipment, facial coverings, intramurals, and facilities

Questions?



For more details on today's conversation, please visit
<https://www.nku.edu/covid19/moving-forward.html>

