

Welcome!

Managers Forum

August 28, 2020

Moderator:

Kathy Burkgren

AVP, Organizational Development
and Effectiveness

Opening:

Mary Opperman

Vice President and Chief Human
Resources Officer



Advancing Diversity Equity and Inclusion at Cornell

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*Diversity and Inclusion Specialist,
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Advancing Diversity, Equity and Inclusion at Cornell

Program Description

- Six-course certificate program focused on evolving a culture of diversity, equity, and belonging
- Delivered online and consist of short, 2-4 minute videos
- Required course will be followed by optional community conversations

Advancing Diversity, Equity and Inclusion at Cornell Courses

CU101: Cultivating Cornell's Inclusive Working Environment

CU102: Developing a Culture of Belonging and Respect

CU103: Understanding ourselves & Our Ability to Create Change

CU104: Engaging with Different Perspectives

CU105: Speaking up and Responding

CU106: Wrap-up of Content

Advancing Diversity, Equity and Inclusion at Cornell

Logistics

- Required for all benefits eligible staff
- Courses will be released once per month starting with Course 1 on September 8, 2020 and Course 6 in February 2021
- Staff members will have one year to complete all 6 courses

Daily Check and Surveillance Testing

Allan Bishop, AVP, Division of Human Resources

Betsy Shrier, Senior Director of Strategic Projects

Daily Check

Required:

- NYS Requirement –Complete Daily Health Assessment
- Must be completed each day an employee is reporting to a Cornell work location
- Required one-time attestation added on 8/17/20

Daily Check

Updates to the home page:

Welcome

Each of us has a part to play in preventing the spread of COVID-19. All students must complete the Daily Check every day (including weekends). Faculty, staff, and essential visitors with approval to be on the Cornell campus or in a Cornell-related facility must complete the Daily Check prior to arrival each day.

Testing Frequency

More details to come.

Daily Check

Click here to complete your Daily Check.

[Daily Check](#)


Report a Concern

If you observe behavior related to COVID19 that seems unsafe – whether by New York state or Cornell requirements – you may report the conduct by using the link below.

Please include names and address if you have them as well as what you saw.

[Report a Concern](#)

Help Maintain a Healthy Campus



Follow Cornell's [Face Covering Requirements](#).

Employee Surveillance Testing

What you need to know:

- All employees approved to be on campus are required to participate in the surveillance testing program.
- Regular surveillance testing will begin for faculty and staff on Sept. 2
- Testing group is determined by frequency on campus and ability to maintain physical distance (see university message sent on 8/20/20)
- Notice of testing group sent on 8/21/20 to faculty/staff. Notice of testing days will to be sent on 8/31/20.

Employee Surveillance Testing

Appointments:

Scheduling Appointments

- Each week employees will be reminded the day before their assigned testing day to schedule their appointment and reminded if they fail to do so.
- Employees will select the time and on-campus testing site each week

Employee Surveillance Testing

Appointments:

Missed appointments

- Employees who do not schedule and show up for their appointment will get a message notifying them action must be taken.
- Approach
 - Education – Importance of complying
 - Understanding – any issues/concerns
 - Loss of privileges and/or discipline

Supervisors Role

For Daily Check and Surveillance Testing:

- Model the behavior -Do your part to comply
- Remind employees of the requirements and expectations
- Talk with those who have concerns
- Recognize when things need to change
- Raise questions and concerns

Daily Check & Employee Surveillance Testing

Resources:

- Contact local HR Representative to adjust testing group and/or approval to be on campus
- Cornell COVID-19 and Reactivation Planning site
- FAQs embedded in Daily Check site
- Refer to Working During COVID-19 Employee Guidance
- Submit questions to dailycheckhelp@cornell.edu



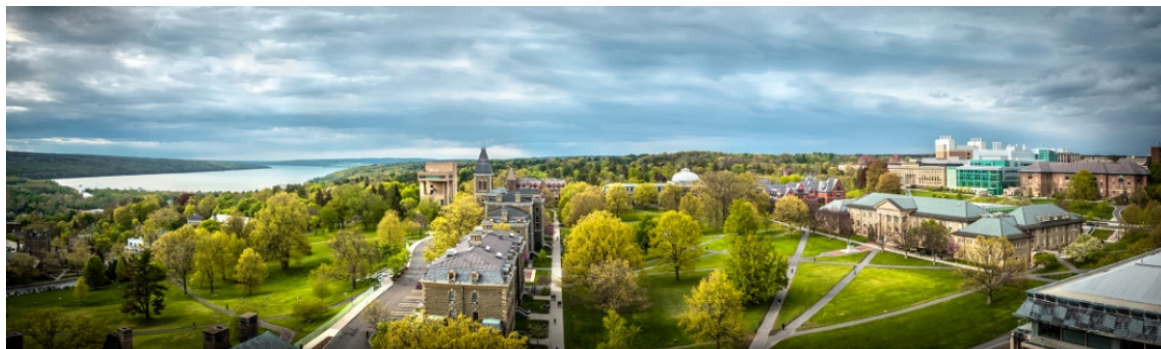
Managing Positive Cases, Quarantine and Isolation Notifications

Allan Bishop, AVP, Division of Human Resources

Tim Fitzpatrick, Director, Environment Health & Safety

Objectives:

1. Responsibilities
 1. Employee
 2. Supervisor
 3. Local Human Resources
 4. Environment Health and Safety
2. What to Expect



Responsibilities

- Employees, supervisors and human resources representatives are responsible for reporting employees with confirmed COVID-19 test results through appropriate channels

Employee Responsibility

- Follow local unit procedures to notify supervisor of inability to report to work
- Do not need to share medical diagnosis.
- Immediately notify local HR of the positive result and/or order of quarantine

Supervisor Responsibility

- Stressful times. Be flexible and supportive.
- Immediately notify local HR of a positive case or order to quarantine/isolate
- Do not
 - Share confidential medical information
 - Close buildings or put warning signs up unless directed to do so by EHS or Facility Management.
 - Instruct employees to get tested or self-quarantine.
 - Conduct in-house contact tracing
 - Note: may be asked to provide information to support contact tracing

Local HR Responsibility

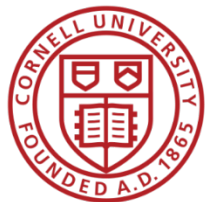
- Contact supervisor
 - Confirm awareness that employee is not able to report to work
 - Provide guidance and support to supervisor and employee
- Collect pertinent information (full name, net ID, last day on campus, date of onset of symptoms and/or testing if tested, etc.)
- Contact Environment Health and Safety, Medical Leaves Administration, and others as appropriate

Environment Health and Safety Responsibility

- Manage/Direct health and safety response
- Evaluate and make decision on whether level 3 cleaning is required
 - Building Care will conduct required cleaning

What to Expect

- **Local health department**
 - Contact-tracing process
 - Communication with close contacts
 - Order isolation or quarantine (including for PUIs, confirmed COVID-19 cases, and individuals identified as close contacts).
- **Employee will be out**
 - Quarantine = 14 days
 - Isolation = minimum 10 days
- **Cleaning**
 - Depending on circumstance – Building Care Level 3



COVID-19:

Talking With Others About Behavior

Tim Marchell, PhD, MPH
Director, Skorton Center for Health Initiatives

Manager's Role

- Role modeling: follow guidelines
- Proactively set tone and expectations
 - We're in this together
 - Here are the behavioral guidelines (masks, distancing)
 - It's important that we follow them (reduce risk, model for students)
- Intervening/reminding when noncompliance occurs
 - Employees, students

What People Need to Follow Guidelines

- **Knowledge** (the “what and why” of the rules and the risks of noncompliance)
- **Motivation** (sufficient emotion that leads to action, such as a sense of caring, respect, duty, obedience, or fear of COVID or sanctions)
- **Means** (e.g., access to masks)

Manager's Role: Addressing Noncompliance

- **Observer:** “Hey, I notice that . . .”
- **Educator:** “Remember that the rule is . . .”
- **Facilitator:** “Need a mask?”
- **Motivator:** “It’s important that you . . .”
- **Enforcer:** “If you don’t . . .”

Keep in Mind Our Natural Tendencies

- We tend to attribute our own actions to the situation (Stop sign)
- But assume another's behavior is a reflection of who they are as a person
 - If I am not wearing a mask = I forgot it at home
 - If another person is not wearing a mask = “He's selfish.”
- More likely when we perceive people to be different from us (e.g., race/ethnicity)
- Be aware of identities and biases when approaching someone
- Assume good intent and willingness to do the right thing

Also Remember Co-Existing Crises

- Pandemic and crisis related to racial injustice
- Our population (especially grad students) is diverse
- Witnessing police violence has been traumatic for many Black individuals and other POC
- Asian/Asian American individuals may have experienced COVID-related discrimination
- Many people of color have experienced unfair treatment by authorities or by others in positions of power
- Vital that enforcement be equitable and fair

Intervention Checklist: 3 Steps

1. Notice behavior and interpret as a problem
2. Decide you are responsible for taking action
3. Say or do something

Step 1: Notice & Interpret (examples)

- **Mask**
 - Person not wearing mask indoors or outdoors near others
 - Not fully covering mouth and nose
- **Distance:** 2 or more people, less than 6 feet apart
 - Sitting at table
 - Standing in hallway

Step 2: Decide You Need to Act

- If clearly problematic, yes
- If ambiguous, use your judgment
- If hesitating, consider why?
 - Emotion? (Natural to feel awkwardness, anxiety, fear)
 - Not sure what to do

Step 3: Act

- **Connect:** “Hi, . . .”
- **Hold up mirror:** “I see that . . .”
- **Educate:** “Did you know you’re required to . . . ?”
- **Script the move:** “Could you please . . . ? “
- **Wait and watch**
- **Compliance**—thank you and goodbye

Step 3: Act (Distance)

- People sitting together at table
 - “Excuse me, you’re sitting a bit too close to each other. Could you please move further apart? You need to be at least 6 feet from each other.”
- Two people talking together outside a building
 - “Please remember to stay at least 6 feet apart, even if you are wearing a mask.”

Step 3: Act (Masks)

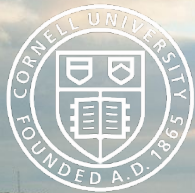
- “Excuse me, I see that you are not wearing a mask. Do you have one with you? Do you need one?”
- “Hey, I don’t know if you realize it, but your mask isn’t covering your nose. You need to cover that too. Okay?”

Step 3: Act (De-escalation)

- If someone becomes resistant and tension rises:
 - Be empathic (e.g., acknowledge compliance can be hard)
 - Use non- threatening tone
 - Avoid over-reacting to the situation
 - Ignore challenging questions/getting into argument
 - Remove yourself

Follow up

- **Consultation:** Supervisor, Human Resources
 - Circle back to employee for further education/discussion
- **Reporting:** safetycompliance.scl.cornell.edu
 - Cornell Compact Compliance Team (reports re: students)
 - Human Resources (reports re: employees)



Thank You

for all you're doing to
help us through these
challenging times.

Working at Cornell
PURSUE EXCELLENCE. DISCOVER SUCCESS.