



**Covid-19 Staff Forum
with Mary Opperman, VP and CHRO**

Wednesday, March 18th, 2020

12:19:06 →^a Adam: Gina is saying that we're not -- they're working
on it,
12:19:10 but they don't know, they don't have an ETA. Not
12:19:15 necessarily being close to be able to expand it. Looks like
maybe we will either
12:19:21 have to maybe hold another
12:19:25 one. CIT is working on the problem right now. So
12:19:29 with that in mind, Mary, are you okay with going ahead and then
we'll maybe
12:19:33 follow up with
12:19:37 another one?

12:19:40 →^a Mary: Sure, of course. We'll do whatever you think is
best.

12:19:44 →^a Adam: Okay. So I apologize for this
12:19:53 , everyone. We'll have to put together another one, set it up
as a webinar
12:19:58 likely. But no those of you who are here, thank you for
joining
12:20:03 us. As you can tell, this is somewhat of an
12:20:08 unless I dented situation and we're all working through it the
best we can.
12:20:12 On the employee assembly, we're not used to having such a large
digital forum
12:20:16 , so we set it up one way and we should have probably set this
up as
12:20:20 a web I that are, but we -- webinar. We'll March
12:20:25 forward and do what we can and try to get some good afternoon
out. We'll also make sure that this is recorded
12:20:30 and that so that we can get that
12:20:32 out to folks as well.

12:20:36 I'm Adam Howell. I am the Chair of the employee assembly
for
12:20:41 the 2019/2020 term, as well as the College of agriculture and
life sciences
12:20:45 representative. Thank you for being here. Those of you who
could get in. And
12:20:49 I hope that this * -- I hope that this helps. This is very
uncertain
12:20:54 time for folks. There's a good amount of anxiety and likely
many
12:20:58 questions. And we're hopeful
12:21:03 this forum will help you answer some of those. What we're
going to
12:21:08 do it we will ask you all, first of all, to mute your
microphone
12:21:12 and then how we'll proceed is you can either type in your
questions in it the
12:21:16 chat log or what we will do is you can
12:21:20 use the raise your hand function in the side bar and we'll
12:21:25 recognize you to have these questions
12:21:29 be asked for Mary. And I guess I should

12:21:34 also mention Vice President of Human Resources, Mary O
12:21:38 fferman, is with us and she'll be fielding questions. Thank
you, Mary, for taking the
12:21:42 time to be here. And just I know that this is going to be a
12:21:43 big help and

12:21:47 hopefully we'll get a lot of good information out for
12:21:49 folks.

12:21:53 Hahe did he pew, vice-chair to the employee
12:21:57 assembly, will be taking down your questions if you type
12:22:02 in the chat log or recognizing you. Gina Batis
12:22:06 ta, Director of the Office of the Assemblies, will also be
assisting with this. She
12:22:10 may be working on trying to open up
12:22:15 the zoom meeting for others, so Hahe, you may
12:22:19 just be doing this on your own for right now, but we'll
12:22:20 see.

12:22:24 So with that, Mary, I'll turn it over to you. I'm
12:22:29 sure you have a few remarks you want to make and then we'll
open it up for
12:22:33 questions. Mary heir thanks, Adam. I do have some remarks
12:22:34 --

12:22:38 -^a Mary: Thanks, Adam. I do have some remarks I want to
make, but I really
12:22:42 appreciate that the employee assembly did this and the fact
that
12:22:46 we're having some technical difficulties
12:22:51 is actually a moment to reflect on how we deal with things
12:22:55 that disappoint us. So I know that people wanted to get in,
but
12:22:59 I'd also just take a moment to thank the employee assembly
12:23:04 and the Office of the Assemblies for putting this together on
less
12:23:08 than 24 hours notice. We learn each time we try something, and
12:23:13 I just want to say to the assembly's office and to the EA,
12:23:15 thank you very much. I appreciate this.

12:23:19 So I'm going to make a few remarks and then we can open
this up no
12:23:25 * -- for questions. Let me start by saying that this is truly
an unprecedented
12:23:31 situation. As many of you know, I'm far along in my career and
I've
12:23:35 been through many situations that when
12:23:40 I was in them I thought they were unique and different and I
didn't know how to
12:23:44 handle them.
12:23:48 I was at another university when the AIDS epidemic hit and the
reaction of
12:23:52 people in the workplace and how that evolved

12:23:58 evolved. I was here through 9/11 and for the great recession,
and each time I said
12:24:02 to myself, this is the most challenging thing I've ever dealt
with. And
12:24:07 here we are again dealing with something that is truly
unprecedented
12:24:11 . The whole world is trying to grapple with the emerging
understanding of what
12:24:16 Covid-19 means and what it means for
12:24:18 us.

12:24:22 We're working our way through this here at Cornell in a
12:24:26 thoughtful and careful way, yet we are moving quickly
12:24:30 , because the situation warrants it. We have, right
12:24:35 from the start, prioritized the health of our community
12:24:39 and president Pollack and our leadership team have
12:24:43 made some very difficult and courageous decisions, including
sending
12:24:48 people home in order to de-dense I identify our campus.
12:24:52 When we moved to remote work, most of our staff, we moved to
remote
12:24:56 work and most of our staff have either moved into remote
working or
12:25:01 will be doing season. But not all of our work can be
12:25:05 done remotely, and in those cases, our leaders are assessing
12:25:09 what work still needs to be done
12:25:14 and how best to do it. Since this pandemic first became
12:25:18 known to us, we have been trying to respond to issues as we
understand
12:25:23 them. One of the things about this health crisis is what
12:25:27 we knew and understood yesterday may have changed today. So
we've
12:25:31 been focused on the issues right in front of us. And let me
give
12:25:35 I just a few examples. And these are just a few.

12:25:39 On March 10th, that was ten days ago,
12:25:44 we decided that it was best for students to
12:25:49 leave campus and we made the decision that they should not
return
12:25:54 after spring break, which would begin on March 27th, and
12:25:58 that instruction would begin online after break.
12:26:02 Three days later, it became clear that it was not in the best
interest of our students
12:26:06 or the campus community for the students to remain on
12:26:11 campus until March 27th. And so we made the decision to
suspend
12:26:15 classes at the end of that day and asked students to begin
12:26:19 to leave for home. That
12:26:23 significant change happened in three days.
12:26:28 At the end of that day on March 13th, all K-
12:26:32 12 schools in the County closed through April
12:26:37 12th. Other counties soon followed
12:26:41 . On March 16th, 3 days later

12:26:45 , the governor ordered that all food establishments
12:26:49 must move to takeout only by 8:00 p.m. that night and the crowd
capacity was
12:26:54 reduced to 50 people. Yesterday, March
12:26:59 17th, daycare centers in the County were ordered to close for
12:27:03 all but healthcare workers and first responders.
12:27:09 Many of you have probably felt like you've been in this
situation for a very long time
12:27:13 , but in fact, we've been in this situation for less than
12:27:18 two weeks. And so here's what I've learned. What we
12:27:22 decided to may be outdated by tomorrow.
12:27:27 It's very hard to communicate clearly in a rapidly changing
12:27:32 environment, because it's hard for folks to keep
12:27:37 up. And it only takes missing one message for your
understanding to be outdated
12:27:42 . And that's absolutely okay. People are doing the best
12:27:44 they can.

12:27:48 I've learned that people deal with ambiguity and stress
differently. So their reactions
12:27:52 to this situation are different. For most of us, the
12:27:57 enormity pandemic is hard to grasp and we find
12:28:01 that some people are searching for simple answers to complex
12:28:05 or even unknown questions. This also is completely
understandable
12:28:12 . It is a way of coping with something that we cannot control.
And I've
12:28:17 learned that sometimes we just need to Showdown, reach out to
12:28:21 our friend friends, our family, and our colleagues, and take a
12:28:26 deep breath, even though we don't really know what's coming
next
12:28:30 . We have no answers for how long this is going to go on.
What we are
12:28:35 doing is learning as much as we can and responding as
12:28:39 best we can to a changing situation. But
12:28:45 we are committed to getting through this and getting through
this
12:28:50 together. Can you all still see
12:28:55 me?
12:28:58 -^a Yes, we can.

12:28:59 -^a You can?

12:28:59 -^a Yes.

12:29:03 -^a Sorry. Something just happened. So I'm going to keep
on going in
12:29:08 case there are still people out there.
12:29:12 Here's what I would ask of all of you. Take care of
yourselves.
12:29:16 I hope by now you all know how to protect yourself by washing
your hands
12:29:20 , refraining from common practices such as shaking hands
12:29:25 , and you should all be practicing

12:29:30 social distancing to the best of your ability. And also take
care of your personal well-being as
12:29:34 best you can. Plan to the extend you are able. Be mindful of
your
12:29:38 eating habits. Get outside and breathe the fresh air.
12:29:43 Move around. And get some rest. As the
12:29:47 president says to me, this is going to be a marathon, not a
12:29:51 sprint. And let me say one other thing before I turn it over
for questions
12:29:56 . I have spoken to so many
12:30:01 tap and tacklely and leaders over the last nine days. Some of
them are struggling
12:30:06 to put this into a place that they can understand and deal
with, so they are understandably
12:30:10 looking for sometimes, looking for someone to give

12:30:14 them answers that we don't have and in some cases,
12:30:20 because they don't know what else to do, they're looking for
someone to blame, and
12:30:24 I can understand that. I want a human nature to try to make
sense of such a
12:30:28 unique and challenging and changing
12:30:34 situation, and at least for a while being angry is a release of
energy, and there's
12:30:37 something really healthy about that.

12:30:41 I'm asking you, though
12:30:45 , to be mindful of the impact that anger and
12:30:49 negativity have on your own well-being, because in the long run
you need to take care of yourself
12:30:54 and find a way to do that that is healthy and sustaining. So
I'm going
12:30:58 to open up to
12:31:03 questions now and I'll do my best to answer them, but please
understand in some cases my answer is
12:31:07 we don't know or we're working on it.

12:31:11 So with that, I'm going to turn this back to Adam and we
can open it up for
12:31:14 questions.

12:31:18 -^a Adam: Okay. Again, thank you, Mary.
12:31:22 We really appreciate this, especially as we're seeing in the
face
12:31:26 of trying to adapt to an unknown situation. This
12:31:30 is very helpful. For everybody, again, if
12:31:34 you have questions, please do one of two things. Use the raise
your
12:31:42 hand function or type it in the chat log. And A, I will turn
12:31:46 it over to you to start fielding some questions for Mary
12:31:48 .

12:31:52 -^a Thank you, Adam. So we collected some questions that
have come through chat, either

12:31:56 privately to me or to everyone
12:32:01 and also some questions that have been submit through e-mail.
One of the questions we have, Mary, and thank you so much
12:32:06 for your time, I think everybody appreciates, you know, this
opportunity to engage
12:32:11 with you, the first question that we have is as students leave
campus, this negatively
12:32:15 impacts the staff these to provide services for said
12:32:19 students. We're thinking dining facilities. Many staff
members, particularly wage workers
12:32:24 who cannot perform their jobs remotely, may be subject to loss
of hours, work. I know
12:32:28 that we've added health and personal days, but this is ten days
and
12:32:32 students are gone for the rest of the semester. Can you shed
some light on maybe
12:32:37 the preparations or discussions being made to accommodate a
loss of demand
12:32:41 for these types of staff members, particularly wage workers who
cannot perform their jobs
12:32:44 remotely, you know, discussions

12:32:48 beyond the ten additional days, which I think is pretty
generous, but again
12:32:52 , this doesn't cover much of the spirit of time when the
students are gone.

12:32:56 -^a Mary: Yep. So it's a great question and it's one I
12:33:00 completely understand. Right this we
12:33:04 don't have answers toe that right now. Here's what we're
doing. We're taking
12:33:09 a look at work that we do need to have campus. We need to
figure
12:33:13 out how long we need that work done for. We're also looking
12:33:18 at other types of work that we are
12:33:23 , our service workers and others who are, I don't know, do
12:33:27 . And we're succeeding on a regular
12:33:32 basis how long we can continued to find meaningful
12:33:36 work. So I don't have an answer to that, although it's an
understandable question
12:33:43 , because we're kind of going day by day as things
12:33:47 change and we're trying to, as boast we can,
12:33:53 keep the workers and their best interests in the tore front of
our minds as we do
12:33:56 that.

12:34:00 -^a Thank you. We also have a question from Jamie who is an
EA member
12:34:04 who wants to know what steps in the central university
administration are being taken to ensure that
12:34:08 all units, departments are providing their staff with guidance
and
12:34:13 instructions that meet the federal/state recommendations with
regards to workplace

12:34:18 conditions? Heir heir this may be related
12:34:23 to those who have to be on campus, but if not would you clarify
it so I'm
12:34:27 answering the right question? But here's what
12:34:31 we are doing. We meet at least once a week with all of the
college HR and business
12:34:36 officers. They have bee been, since believe it or not, liking
12:34:41 last week or actually it might have been Investigators before,
trying to develop
12:34:46 their remote work strategies and their on-campus
12:34:50 needs. Again, I just want to say that what we
12:34:54 knew when we started the planning, what we expected to have
happen is very
12:34:58 different than what's happening today.
12:35:04 So each time something changes, the plans have to be adjusted
12:35:06 , so

12:35:10 the answer is yes, we are trying to -- and I know
12:35:14 I talked to the HR people every other day. They're all looking
-- they're
12:35:19 all developing their staffing plans, working with people to
make sure that those who are remote
12:35:23 have the right equipment, working on social distancing
12:35:28 for those who are here.
12:35:35 -^a Thank you. I have several questions from Brian God
Godell
12:35:39 . I want to touch on some of them. I think one is related to
the question that Jamie
12:35:44 asked. I believe that the question was posed, why doesn't
Cornell
12:35:48 just shut down, period. Front line workers are concerned,
because
12:35:52 they feel that they still have to go to work everyday, because
they can't work remotely.
12:35:57 Trades, building care, front line workers don't feel safe. They
also feel
12:36:01 they're taking a chance by going to work and returning to their
families and possibly exposing
12:36:05 themselves. Many members, you know, in this field have family
members who are in
12:36:10 higher risk group groups.
12:36:15 That is the question. Why doesn't Cornell shut down, period?

12:36:19 -^a Mary: The university is not shutting down. We are
definitely in a reduced
12:36:24 operations capacity
12:36:28 , but at this point our intention is to continue to operate
12:36:33 . Let me speak specifically to the question that Brian has
asked, which is if people do
12:36:38 not feel safe coming to work
12:36:43 , can we develop an alternate strategy for them and the answer
is, Brian, we will
12:36:47 try our very best. For folks who, in the short-term, who feel
12:36:51 that they can't come into work, they should contact

12:36:56 their local -- their supervisor or their local HR person and we
12:37:00 will work with them to find another arrange
12:37:04 meant for them or they can take their time that we've
12:37:09 put into their bank. In the longer-term, we're trying to
figure exactly
12:37:13 that out. We're trying to figure out what
12:37:19 services need to be here and how best to get them accomplished.
These are very understandable questions that
12:37:24 you all have. But for me to give you a simple answer to an
incredibly
12:37:29 complex situation would just be
12:37:31 irresponsible of me. We're

12:37:35 working on T we're continuing to work on it. This is a
12:37:40 24/7 effort on our part to do the right thing by people.
12:37:44 If individuals have specific issues and they don't feel
comfortable
12:37:48 talking to anyone else, I'm pretty much here all the time.
They could call
12:37:53 me.

12:37:58 -^a Thank you for making yourself available. We have a
question to everyone
12:38:02 . What actions are specifically being addressed for essential
staff, support, and
12:38:06 safety if they have to work on-site? I think
12:38:11 a lot of the questions that are come this go are this regards
to staff members who feel the
12:38:15 nature of their work requires to them to be
12:38:19 at work and provide that support, whether they're cleaning
items, clea cleaning
12:38:23 facilities and they don't feel safe doing so. What is your
guidance to that?

12:38:27 -^a Mary: So they should be practicing all of their
12:38:32 safety requirements.
12:38:36 If they include wearing gloves to do their cleaning, wear
gloves. They should be
12:38:41 washing their hands frequently. They should be social
distancing. What does that mean?
12:38:45 If they are needing to clean and there are still people in that
building
12:38:50 , they should make every effort to stay
12:38:55 3 to 6 feet away from individuals while they do tha that. If
that is difficult for them to
12:38:59 do in their environment and they feel that they are at risk,
they
12:39:03 need to talk to their supervisor. If it they're not getting
help from their
12:39:07 supervisor, they should talk to their HR person.

12:39:11 The best way to handle these concerns is
12:39:15 really one by one in the environments that they're in. So
12:39:19 in some environments, the buildings are almost emptied out.
And so there's

12:39:24 very little risk in terms of social distancing
12:39:28 . People are practicing good hygiene and watching their hands
on a
12:39:33 regular basis. There is no one in the building or very few
people
12:39:37 in the building. Wind be able to practice social distanceing.
12:39:41 That said, right now we are trying to get
12:39:48 instruction online, and it is not always possible while they're
doing that for them to fully practice soci
12:39:52 al distancing. And if they have concerns, then we want
12:39:56 to try to mitigate those. What we need to know about them in
order to
12:39:58 do that.

12:40:02 -^a Mary, that is Tony [Indiscernible] could I
12:40:06 add a comment to that? If F C S building
12:40:11 care, I have zero employees at my clock and what we're doing is
stagger
12:40:15 ing start times so that we're abiding way the less than
12:40:19 ten people at a time. So we're adapting and we feel that
12:40:24 as they understand the student population that's going to
remain, that will establish our
12:40:30 priorities and we're actually able to maintain the social
distancing
12:40:35 guidelines here, and that was just worded out yesterday.

12:40:39 -^a Mary: Thank you.
12:40:45 -^a I have a 2-part question. One is from Laura Sant
12:40:49 ac Santacross. Is there any number to the estimate of students
12:40:54 who will remain in-house examining off campus housing. And
12:40:58 tran chess could asked on -- Francesca says there's a call
12:41:02 for volunteers to help students move out. What tools are
provided to volunteers to ensure
12:41:06 that they're doing this safely, especially since so many
parents may come from
12:41:11 out of town to pick up students. Do you know how many students
still remain? How many students have moved
12:41:14 out? And what are the tools provided?

12:41:18 -^a Mary: Okay. So even if I wasn't
12:41:23 really tired littler I could never have remembered all of those
parts to that one question. So
12:41:27 I'm going to start and then, hey, you can prompt
12:41:32 me. I'm not sure I remember the beginning. Let me give this a
try and then you can
12:41:36 prompt me for the different elements of this. We don't
12:41:40 yet know how many students will remain in campuses housing
12:41:45 . The number we originally had is changing
12:41:50 . Some people that expected they would need to stay in on
campus housing
12:41:55 are now going home or elsewhere. And
12:42:00 others who felt they could go home or go elsewhere are
indicating
12:42:04 that they need to stay. It will till be

12:42:09 tractional -- still be fractional in comparison to the number
of students on
12:42:10 campus in normal times.

12:42:14 In terms of off campus, it's a very good question. People
who are in
12:42:18 off campus parents, what we can do
12:42:23 is limit their
12:42:27 time ask the way they interact on campus, but
12:42:32 they have private leases and those are the decisions that they
would
12:42:36 make as a private lease holder. We know some are
12:42:40 leaving and we expect that some are staying. I'm sorry. What
are the other pieces
12:42:44 of that question?
12:42:49 -^a They wanted to know an estimate. Sounds like numbers
wise we don't have an exact count, and it's
12:42:53 kind of hard to know which students are living off campus.
There's also been
12:42:57 a call for volunteers to help move students out. What tools
are being provided to
12:43:02 volunteers to ensure that they do this safely?
12:43:04 So many students are coming from out of town.

12:43:08 -^a Mary: Great question. So campus life will give safety
instructions for how to help.
12:43:13 I was around this past weekend and I can tell you they're asking
the parents
12:43:17 not to go into the residence halls. They are bringing
12:43:23 the dorm -- the stuff that was in the
12:43:28 room out. They're doing everything they can to
12:43:34 not have the parents go in. And that's been working actually
pretty well.

12:43:37 The other thing I would say is we -- I think we have had
12:43:42 a pretty steady -- more than a trickle,
12:43:46 but a pretty steady number of parents
12:43:50 coming through, so they haven't been as inundated i in any one
day
12:43:54 . That also helps with social distancing.
12:43:59 -^a Mary, this is Tony again. If I could comment in housing
12:44:04 . As of the end of the day yesterday, 50%
12:44:08 of the students on campus have left, and there really hasn't
been a lot of
12:44:12 chaos. Parents are coming, as you said. There are signs.
Parents
12:44:16 and visitors should not go into the buildings. So it's been
quite orderly. So the big
12:44:21 move out is scheduled for this Friday and this weekend. So
we'll have extra
12:44:25 staff in on Friday, Saturday, and Sunday, but it's been really
orderly
12:44:30 and I haven't seen any large groups of people. So it's been
going pretty

12:44:31 well so far.

12:44:35 -^a Mary: Great. Thank you.

12:44:41 -^a Adam: So really quickly, I just have a brief announcement about

12:44:45 the meeting. We anticipate being able to add a few hundred

12:44:49 more people to this particular

12:44:56 zoom meeting and we'll probably have to set up another one correctly as a webinar

12:45:01 very briefly in the future. I know that there are people listening

12:45:06 in on other folks' computers and such. If you have your own questions,

12:45:09 we'll try to get something set up correctly in the future.

12:45:13 And just as a reminder, please don't ask

12:45:18 direct questions -- please type your questions

12:45:23 in the chat or raise your hand to speak and we'll try to get -- we'll try to

12:45:27 get to you. So that's just a quick announcement about this. And again, sorry for

12:45:31 the technical difficulties, everybody.

12:45:41 -^a Thanks. So I'm just continuing on the questions that we've been collecting right

12:45:46 now. One of the questions that came in from UMP

12:45:50 4, temp employees are not eligible for personal sick time. Are there plans to provide

12:45:54 a safety net for those employees in the event they may get sick?

12:45:58 -^a Mary: Yep. Let me say

12:46:03 there's a lot of concern in general for everyone, and I completely

12:46:07 understand that and I appreciate that. We are trying as

12:46:12 best we can to figure out how to take care of our

12:46:16 folks as much as we can for as long as we can.

12:46:23 Temping officials without benefits don't get sick and vacation days, and right now

12:46:27 there is no plan to do that.

12:46:35 -^a More questions are coming in had. We received one question from

12:46:39 Joshua Holden. Will the UAW staff be able to collect

12:46:42 unemployment? Heir Mary so if there is a --

12:46:46 -^a Mary: So if there is a lack of work and the UAW staff are furloughed

12:46:50 , we're working right now with the

12:46:54 unemployment compensation office, and you can imagine that they are inundated, so it's

12:46:58 a little hard to get informatio information, to understand what

12:47:03 benefits would be available if that were to come to pass.

12:47:10 -^a Thank you. We received one question. If staff members are negative financially impacted

12:47:14 by Covid-19 due to loss of wages, whether that

12:47:19 is from self-quarantine, loss of demand from the employer, can they tap
12:47:23 into any emergency funds? Are there any plans or discussions on going on for
12:47:24 these staff members?

12:47:28 →^a Mary: Let me answer that question in two ways. One, we're looking at what we can
12:47:32 do here at the university.
12:47:37 But the other I think is a really important thing to say in general
12:47:43 . This is a situation the
12:47:47 entire globe has never dealt with.
12:47:52 Italy is dealing with these circumstances. We are not going to be able to
12:47:56 get through this and out the other side.
12:48:02 Simply and only from the efforts of individual employers. It just isn't going to be able
12:48:06 to happen. And while we need the
12:48:10 kinds of responses we are starting to see from the state and federal
12:48:15 governments in order to be able to get ourselves through in it a manner
12:48:19 that will allow all organizations, including Cornell, to be able to get
12:48:24 back to business when this subsides, and so we are doing
12:48:28 the very, very best we can
12:48:32 . And I just want to say, I've been in this community a long time and I completely
12:48:36 understand and actually appreciate the high standard
12:48:41 that our community and our workforce holds under the circumstances to,
12:48:45 but there are -- this is an unprecedented
12:48:51 situation. Completely unprecedented. And we're going to need the kinds of help that's coming
12:48:55 from the government. So as those become available, and I'm confident that they will
12:49:00 , we'll make sure that we let people know what those are and how
12:49:05 they affect our workforce.
12:49:09 →^a Thank you. We received a question from Michelle Po Podalack.
12:49:14 I super vice a team of hourly employees. Will the university be coming out with additional
12:49:18 guidelines on working at home for hourly employees? Can we allow team members
12:49:23 ' expanded work hours? Our team members are vital
12:49:26 to supporting the transition to virtual for staff. I'd like to make
12:49:31 sure my team members can meet the heavy workload in it the transition
12:49:35 while still accepting the fact their children may need daytime attention that may impact
12:49:39 the staff's ability to work full time, 8:00 o'clock to 4:
12:49:44 30, ten extra days of HAP is very generous, but I

12:49:48 need to be able to use as many work hours as possible for our
team's transition to virtual
12:49:49 .

12:49:53 →^a Mary: Hourly workers can, indeed, work remotely. And
that information is already

12:49:57 on the HR website about remote work.

12:50:03 If you have other questions, though, specific questions about
how to set that up, and

12:50:07 they're not answered on the website, send me an e-mail and I

12:50:11 will get you to the right person. But yes, we have

12:50:16 -- we absolutely can have hourly workers work from home. They
must

12:50:20 track their hours. Yes, you can be flexible in how those
hours are collect, but

12:50:24 they must track their hours. So look on the website. See if
what

12:50:30 we have there answers your question. If it doesn't, then I'm
happy, send me an e-mail

12:50:34 an and I'm happy to get you to the right person.

12:50:38 →^a Thank you. One question about the 10HAP days

12:50:42 . Is there expiration date on using these ten sick days?

12:50:46 →^a Mary: We just haven't gotten that far yet. I think
that we'll all be very happy

12:50:51 if, in it the outcome, we have ten sick days

12:50:56 that no one had to use for either themselves or anyone else.
That will be a nice

12:51:00 problem to have. Right now, we are focused on what's in front
of us and what's in front of

12:51:04 us is trying to make the current situation as d doable as

12:51:09 possible.

12:51:13 →^a The campus life division has been sending e-mails with
the expectation that staff are expected to be working

12:51:18 on campus. The person submitting this wants to remain
anonymous, is

12:51:22 in this division my position is not considered essential. I
have been on campus this week with

12:51:27 no official timeline to be transitional

12:51:31 * -- transitioned to work from home. The remainder is desolate
with administrative

12:51:36 meetings. Can units be re-encouraged to quickly transition
nonessential workers

12:51:40 to work remotely and is there an expectation to make staffing

12:51:44 plans due Friday that nonessential staff are to

12:51:46 physically report to work?

12:51:50 →^a Mary: So I will follow up on their staffing plans. I
had several conversations

12:51:55 with them as you can imagine. Student and campus life is on
the front

12:51:59 lines of trying to get our students moved out.

12:52:05 So they have understandably been trying to prioritize where the efforts of the leaders
12:52:11 go. As I said in opening
12:52:15 remarks, we have one set of understanding for how we do our dining,
12:52:20 and then in one day, because of the change in state regulations
12:52:24 * losses, we had to move to takeout. When each of those things happens, what we
12:52:28 find is that we just stop where we are. We have to go back and look at everything
12:52:33 we thought we were going to do. And
12:52:37 replan. So I know that student and campus life is working on their staffing plans and their
12:52:42 remote plans. If you haven't heard yet how that's
12:52:46 going to impact you, you can send a message to their HR
12:52:51 people or send me an e-mail and I'll get it to the right person, but I know they're working on
12:52:57 it.
12:53:03 -^a For colleges requiring faculty to come to campus April 6 to do
12:53:07 lectures, how are staff who must support them be protected some I think we're getting these
12:53:12 questions about people who are doing research. We're getting questions about people who have to support faculty
12:53:18 staff.
12:53:26 -^a Mary: Just a quick recap of what I said before. So
12:53:31 the situations are changing daily. For example, in research research, we're winding
12:53:35 -- we're putting on pause a lot of our research because of
12:53:39 social distancing issues. And those plans are really
12:53:43 just starting to form, because that decision was made over the weekend
12:53:48 . In terms of the staff needed
12:53:52 to move faculty to virtual
12:53:57 teaching, I do expect that some of that right now really does need
12:54:01 somebody there to make sure it's set up, and it may be
12:54:05 that those faculty will do their classes
12:54:10 from their offices or from classes
12:54:15 rooms. And we are talking right now about the extent to
12:54:19 which that support, that technical support needs to be on premise
12:54:23 and how much of that technical support can be done remotely
12:54:28 .

12:54:32 -^a We received a question from Scott Burke. Is the pandemic creating any new jobs
12:54:37 at Cornell? Program at IT. If so, what are the jobs? What are ways that
12:54:41 the pandemic is making Cornell University stronger? Are there anyways
12:54:43 we can volunteer to help?

12:54:47 ^{-a} Mary: What a wonderful question. Thank you so much. to date, we haven't
12:54:51 come up with new jobs
12:54:56 , but I think in time we may find some new opportunities and new assignments
12:55:05 , so stay tuned. I will tell you if we do ask for people to volunteer
12:55:09 to take on new responsibilities, we're going to do
12:55:14 that through the talent marketplace and a gig. So more to come
12:55:17 . We haven't gotten to that place yet.

12:55:21 I will say, let me tell you personally how I think this is making
12:55:26 us stronger. First of all, the
12:55:30 leadership team is
12:55:35 working around the clock to try to address issues that come
12:55:41 up. I have seen heroes across
12:55:45 this campus who have gone above and beyond to support
12:55:50 each other, to support our students, and I
12:55:55 know that in some cases it's frightening
12:56:00 to be in situations where the students and their families are, and that's completely
12:56:04 understandable. But I would just ask us
12:56:08 all to remember that they're scared, too, and for our seniors,
12:56:12 this was the end of their senior year and this is not at all what
12:56:17 they expected. So I guess what
12:56:21 I would say is I feel
12:56:30 a sense of pride in how hard everyone is trying to do what is best for everyone, recognizing how many
12:56:35 different priorities there are.
12:56:40 ^{-a} SASCL Becker asked in the event that
12:56:45 our UA summer positions that we've already signed up for are eliminated, will we
12:56:49 be guaranteed any sort of compensation? Because we were guaranteed summer work when
12:56:53 we signed our contract.
12:56:58 ^{-a} Mary: Yep, I understand. There were a lot of things we expected to be handled in it a different
12:57:02 way on March 5th than what we're dealing with now. We will get to summer
12:57:08 work. Whoa just are not there yet. I understand the concern
12:57:12 . We have it on the radar and we'll get to it.
12:57:21 If we can't fulfill summer expectations, we'll see what we can do to address
12:57:25 that. We just are not there yet.
12:57:31 ^{-a} I know that you addressed this before. They're
12:57:36 receiving more staff members
12:57:42 if afternoon R. an employee doesn't feel
12:57:46 comfortable, an example of isolation rooms was given
12:57:51 , they shouldn't be required to clean those others.
12:57:55 They feel they might have retaliation if they refuse.
12:57:59 Can you tell employees they won't be retaliated against if they see it as an

12:58:02 unnecessary health risk?

12:58:06 →^a Mary: Let me start this answer by saying I'm not a
12:58:10 health professional and so I just want to be
12:58:15 really clear here about what I am saying is being guided by
what we are learning

12:58:22 from health professionals. We are not putting anyone in
situations that the

12:58:26 Health Department has indicated we should not put them in.
That

12:58:31 said, individual individuals' own comfort with this unknown
situation

12:58:36 is different. And so

12:58:43 what I think is if somebody really feels afraid, to first and
foremost

12:58:48 talk with someone to figure out why.

12:58:53 It may be that they don't have all of the information they need
to make that decision for themselves.

12:58:57 It is the case that there's a lot of information swirl

12:59:02 swirling around about the virus and about how to

12:59:06 get it, most of which is speculation on the part of others.

And

12:59:11 so we have made our decisions and we have pretty carefully
stuck

12:59:15 to this based on what the Health Department has told

12:59:20 us. With you if an individual is still concerned, we should

12:59:25 first and foremost talk to their supervisor and express their

12:59:30 concerns. Of course there are situations where people are
afraid to do that

12:59:35 , but everyone right now

12:59:39 is trying to come to terms with something we've never dealt
with before, and I have confidence

12:59:44 that our supervisors will

12:59:48 understand if someone is just worried and can't figure out
exactly what they should

12:59:52 do. If they're thought comfortable doing that, hopefully

12:59:56 they are comfortable going to someone else, a manager above
that individual, a manager

13:00:02 above that, the HR person, someone who can help them talk

13:00:06 through these.

13:00:10 High general advice to everyone is take a deep breath and

13:00:14 try to figure out where your

13:00:18 reaction is coming from. If it is coming from a place where
you need

13:00:23 more information, let's help you get that information. That's
totally, totally

13:00:27 understandable. If it's coming from a place

13:00:31 where you believe you have the information and you need to act,
then let's figure out how to help

13:00:35 you do that.

13:00:42 →^a Thank you. We have a question online that asks, do you
anticipate a mandate

13:00:46 for nonessential staff to be required to work? Is there an expectation from the unit

13:00:51 staffing plans through Friday that nonessential staff are to physically report to work?

13:00:57 -^a Mary: So let me start by saying that

13:01:02 we don't identify essential people. We

13:01:06 identify essential functions. And the essential functions

13:01:10 functions that we are -- that the colleges and units are determining are

13:01:16 those that then, after we've identified the essential functions, we're trying to figure out how to get

13:01:20 them done. So in some cases, they can be done remotely

13:01:24 . In some cases, they can be done mostly remotely. And in

13:01:28 other cases, the only way to perform those functions is on

13:01:30 campus.

13:01:34 So we do expect and have seen the staffing plans coming in

13:01:40 that are clearly identifying the work that must be done on campuses and how

13:01:44 they are going to get that accomplished. Did I answer that question?

13:01:48 I'm not sure I did.

13:01:55 -^a I think so. If anybody has any follow-up questions about that, they can e-mail me

13:01:57 or submit it in the chat.

13:02:01 Another question that came in through Brian good

13:02:06 El -- Goodell, I have a question about front line staff. If the only reason they were here is because

13:02:10 Cornell thinks they're expendable, can you reassure the after it that they're at

13:02:14 Cornell because theory replaceable? Not expendable? I think that's

13:02:19 the sense of some staff members. Yes.

13:02:25 -^a Mary: That makes me really sad that that's how someone would feel. The university has

13:02:29 worked so hard to prioritize its workforce and to try to find ways

13:02:33 to keep people in pay as long as

13:02:38 we possibly can. That for someone to feel that the fact that we're

13:02:42 trying to do that is because we of course they're expendable

13:02:46 , it's really sad. I just have to say it makes

13:02:51 me really sad. What I would say is we're working very hard to try to find

13:02:55 meaningful opportunities for people to continue to

13:02:59 perform services that we need done in a time where a lot of things are slowing down

13:03:05 . So if the

13:03:09 individuals that work on our campus, those who are working

13:03:13 in grounds and in housekeeping

13:03:18 and custodial and dining are very important members of this community. They

13:03:24 help with our buildings and our people, our
13:03:29 students and our spaces, and
13:03:33 we have such a sense of obligation to them that we're doing the
best we can to
13:03:37 try to keep them in a job that needs to get done. And
13:03:39 I would just implore

13:03:43 those of you who are in positions where you can help
13:03:47 people, find a space
13:03:52 there's healthy and resilient to work through those feelings of
anger and upset so
13:03:57 that they can come to a police where they're not looking
13:04:01 at
13:04:06 the actions taken in the worst possible way, but whether
generosity of heart and
13:04:11 spirit and that his the healthiest way for all of them to get
through this
13:04:15 together.

13:04:19 -^a Okay. I think to counter that
13:04:24 , I think there's been a lot of tremendous response from staff
member
13:04:28 s to say the response has been very effective, very efficient,
very quic quick, and
13:04:33 there have been a lot of comments be
13:04:37 turning the university. They want to thank you. They want
13:04:43 to thank
13:04:49 . They have asked earlier, knowing there's a lot of
appreciation from staff members to yourself
13:04:55 and to Martha
13:04:59 for the steps being taken and also a lot of questions I'm
really glad we have this forum to
13:05:00 try to answer those.

13:05:04 Moving on to another question.
13:05:08 For those who pay to Park and are not coming back to work, will
we be credited
13:05:11 and not charged for the parking fee?

13:05:14 -^a Mary: I don't know. We'll take it to transportation
and ask.

13:05:19 -^a Thank you. We have a question
13:05:23 from other live. Are there any plans to make
13:05:27 empty student housing available to healthcare organizations or
potential facility
13:05:31 overflow if the situation worsens?
13:05:37 -^a That's a great question and I saw that on the
13:05:41 news. That's something we haven't dealt
13:05:46 with in Upstate New York. Our campuses in downstate is very
different than what we're dealing
13:05:51 with here. So our medical college
13:05:55 , be our Dean and our faculty

13:06:01 and our staff who are working on the front lines are true
heroes, and you should be really
13:06:05 proud to be their colleagues. They are dealing with just an
13:06:10 unbelievable situation and they're doing a fantastic
13:06:16 job. .
13:06:20 This is really I think mostly a campus conversation, but
13:06:25 our leadership at Cornell tech has quickly ramped up a remote
13:06:31 work situation. Our medica medical college is trying as best
they can to
13:06:35 get people who can do remote work off.
13:06:39 Their doctors and nurses and technicians are busy in the
13:06:44 hospitals trying to deal with a situation that really is not at
all like what we're
13:06:48 dealing with here at this time. And they're doing an amazing
13:06:52 job. So I don't think
13:06:59 we've had that situation happen here.

13:07:03 -^a From Lisa Dean, are you moving students to one building
that will be remaining or are the students be
13:07:04 being scattered throughout several buildings?

13:07:09 -^a Mary: Actually, that's a great question. I thought
that question
13:07:13 might come up and I don't know the answer to it, but it's a
really good question. I know that they've been
13:07:18 trying to figure out -- they
13:07:22 wouldn't squash them all to the same building. This whole idea
is to create social distancing,
13:07:27 but I don't know whether or not they might disburse them into
more than
13:07:32 one. And I don't think they're really going to know that until
they see how many
13:07:36 are staying.

13:07:40 -^a If somebody that his to go to Cornell for one reason or
another, will
13:07:44 they be ticketed if they go to a spot in the appropriate
parking
13:07:49 pass.

13:07:53 -^a I know the question -- I thought that had been
addressed. Let us
13:07:57 check. I thought they had relaxed the parking.
13:08:05 Let's make sure that's been done. Yes. And I believe they have
relaxed them
13:08:10 . And so if you haven't seen that, we'll make sure
13:08:15 that you can find them. I believe that they've relaxed
13:08:19 the parking restrictions until Apri April 19th.
13:08:23 -^a Mary, it did come out today. The only thing that's
13:08:28 prohibited is handicapped parking. No parking assigned. So if
you don't have a
13:08:32 permit or a lessor permit, you can Park in any permitted
parking
13:08:36 spot.

13:08:40 Another question we received online, from Lel
13:08:44 a Ellis is if there's a shortage of, say, dining work, or could
somebody come in
13:08:50 to put an hours with the grounds department botanic gardens,
would it be
13:08:54 possible to fill in those gaps where appropriate?
-^a Mary:
13:08:58 Again, we're not quite there yet, but once we have a sense of
our staffing,
13:09:02 we may very well be calling for people to volunteer
13:09:07 to take other assignments, and if we do that, we put
13:09:12 that call out through workday and we use that opportunity
market lace, and
13:09:16 in it there's sort of a gig request and we'll gut them in as
gig requests. If
13:09:20 we do that, because that all sounds like something from another
country to should have us, we'll
13:09:25 make sure that we give lots of information about
13:09:29 that and walk you through how to do that. But it may be that
we have that
13:09:35 situation and we'll thank you for asking that. Yeah.
13:09:42 -^a What are some preparations being made to alleviate any
negative long term impacts to
13:09:43 the staff?

13:09:47 -^a Mary: I just saw a question come through. Gigs are
generally unpaid. So we're just using
13:09:52 the gig technology. That's a good question. Thank you for
clarifying it. We're just
13:09:56 using the gig technology as a way
13:10:00 to put the call out and get the information. It's not a gig in
the
13:10:04 way we use them for professional development. I'm sorry. I
just
13:10:07 wanted to clarify.

13:10:11 -^a That's fine. Thank you for clarifying. So the
13:10:16 question was what do you project are the long term impacts
13:10:21 to alleviate any long term negative impacts to the
13:10:21 staff.

13:10:25 -^a I Jeff I knew. I think we're
13:10:29 all watching and reading. We don't know what the long term
impacts of
13:10:34 Covid-19 are, and I'm not a publi public health professional.
And for
13:10:38 me to give you a sense of what I think that would be would just
be me repeating what I've read
13:10:42 or heard from others.
13:10:53 I want you to remain as strong of a community as
13:10:58 we can.
13:11:02 -^a Does Mary know when a staff member event eventually is
diagnosed

13:11:07 with a positive case how the healthcare department wants to make sure

13:11:11 colleagues are detected

13:11:14 to make sure others aren't exposed?

13:11:18 →^a Mary: That's a great question and I had on my list to address this.

13:11:23 I will just stop to say this is all

13:11:27 I've done for six months. As I looked at the calendar, it's been less than

13:11:32 two weeks. When I first started realizing that we had to

13:11:38 develop plans there were no test kits available anywhere

13:11:43 . So it was very few people were being tested. Now the test kits are

13:11:48 starting to come out and more people are being

13:11:53 tested. We are getting way more questions, because of that, which is good. I'm glad those

13:11:57 questions are coming. If a positive

13:12:02 test, if someone on the

13:12:07 campus is tested positive, the Health Department

13:12:12 contacts us ask

13:12:17 contacts them and they work with a person to develop what I

13:12:21 believe they called a contact map. And

13:12:25 that contact map allows the Health Department

13:12:30 directly, not us, directly to of this the individuals who have been in contact

13:12:35 with that individual. For us, if

13:12:39 we were to be informed, we would not be informed of who it is.

13:12:41 That person may choose to tell us,

13:12:45 but the Health Department would not. That's my understanding

13:12:48 .

13:12:52 →^a It seems like some people have been able to join this chat, so might

13:12:57 have missed some of the questions asked earlier, so I apologize if any of

13:13:01 this seems redundant.

13:13:06 Rereceived a question online. Other colleges and universities have relieved their

13:13:10 custodial staff due to high risk environments, but Cornell has yet

13:13:14 to send custodial staff at home. The risk

13:13:19 with shaving this virus are children and parents is of paramount concern. When they come in

13:13:23 at night, it is a huge risk. Is Cornell going to be

13:13:27 moving to have custodians to stay home? If not, are there ways in which they are

13:13:33 being protected with no masks being available? What is being

13:13:33 done?

13:13:37 →^a Mary: So it's he a great question, and let me just

13:13:42 say that one of the reasons we de--dens

13:13:46 icified the campus, people

13:13:50 here can practice social distancing. And in social distancing
and
13:13:55 hand washing, the risk to an individual of being in a
13:14:02 relatively
13:14:10 is Relatively low. Well, let me stop. I don't know that.
I'm not a health
13:14:16 professional. In order to increase the protection of
individuals, if a
13:14:20 custodian feels that I or she is unsafe in
13:14:25 doing the work they're doing, implore them
13:14:29 to talk to their supervisor. Implore them to do
13:14:33 that. Also, please read the actual information that we have on
13:14:38 our websites so that the best you can
13:14:42 , you can separate for yourself what you're feeling
13:14:46 that feels like fear and what you're feeling that feels like
concerns
13:14:51 you can get answers to. It will help you to figure out what
13:14:54 you want to ask and what you want to do.

13:14:58 It is true that other places have made the decision to
13:15:03 let go and stop paying the individuals that have been doing
13:15:08 this work. to date we have tried to find ways
13:15:13 as we have the we can to keep workers in pay as long as
possible.
13:15:17 And when we have work, we're
13:15:23 asking people to do it. I understand that may feel very
frightening to some of
13:15:27 you. Please, if you want to, you can call me and talk to me.
Let's figure
13:15:31 out why. In we can understand why you're having that reaction,
13:15:35 then maybe we can figure out what the best next step is for
you.

13:15:35 -^a
13:15:40 Mary, this is Tony again. Again, from Bill and Cara
13:15:44 Cara. Appreciate all of the concern for custodians, but just
to share, for general knowledge
13:15:48 , all custodians receive extensive train
13:15:52 ing on cleaning, personal protective equipment.
13:15:57 They have everything available to them: Masks, gloves, training
procedures
13:16:02 . There's special training being set up now for cleaning
isolation
13:16:07 rooms. And it's
13:16:12 always, to my knowledge, custodians have always
13:16:16 been able to loca localize if they feel that they're in if an
unsafe situatio situation. So
13:16:20 it's really appreciated, but another perspective
13:16:24 is custodial staff kind of feel proud that, you
13:16:29 know, they're seen as being essential and this is part of their
daily
13:16:33 mission and an extension of that. So not to speak for them,
but
13:16:37 that's a sense we get. And again,

13:16:42 somebody says I'm not comfortable being here, they can go home.
I don't feel I should do this,
13:16:46 then don't do it. So yeah, custodians are not forced
13:16:49 , nor would they be to do anything

13:16:53 they're comfortable doing and they are totally properly prepared
and trained to do

13:16:57 what they do.

13:17:05 -^a We have a question from Catherine Burke online. Mary,
can you please

13:17:09 explain the purpose of the extra half days and when to use them
is this I've heard difficult ways people

13:17:13 have been interpreting how to do [Indiscernible]

13:17:17 -^a Mary: Thanks for asking the question. They are added
to your banks

13:17:22 . For most of the campus, it's a half pay. For

13:17:26 some we have sick banks. So what we've done is

13:17:31 we've broadened the access to HAP

13:17:36 to help your own, to care for someone in

13:17:42 your care and for personal reasons.

13:17:47 Those are just days. So I do know that people are asking
questions about

13:17:52 that.

13:17:56 -^a Some other questions we've been asked online, some
people want

13:18:00 to know what the likelihood of the university closing is. What
would be the implication for their jobs?

13:18:04 -^a Mary: Right. Not there

13:18:09 yet. And

13:18:13 so we are doing our very best to remain open and to continue to
do

13:18:18 the things what we can continues to do. I think that's very
important for our workforce

13:18:22 . We also think it's important for our

13:18:27 ability to come back after this

13:18:32 situation. But we just aren't there yet. Right now we're open

13:18:36 . We're continuing to

13:18:41 do work and that's where we are today.

13:18:45 -^a What advice do you have for those who, even though we're
practicing social

13:18:50 distancing, there might be times when they might have to
congregate in the

13:18:55 same space if there are time clocks that

13:19:00 require people to be clocking in and these time

13:19:04 clocks accommodate 30 plus people. What is your recommendation
in instances like

13:19:09 this? Both facilities and campuses serves have made changes

13:19:14 to the clocks so they can spread them out

13:19:19 and not find them congregating at the clock. If if you find
yourself in

13:19:24 the situation where you're not social distancing, remove yourself 6 feet away
13:19:33 and have the conversation with the individual so we can provide
13:19:37 for that next time. You're not perfect with this
13:19:42 , but
13:19:47 I know we're staggering start times and using social distancing as an expectation
13:19:52 .

13:19:56 -^a I think we're reaching about the end of the questions. And also probably

13:20:01 the end of the allotted time. If Nick
13:20:05 has any other questions, please submit to me via
13:20:10 the chat. Again, I'm seeing a lot of individuals expressing their got I
13:20:15 itude towards -- gratitude towards this opportunity to be able to engage. I know that there are
13:20:19 technical difficulties that we've experienced, but I think a lot of
13:20:24 this is growing things and trying to figure out how to make the necessary accommodations in these times that we're
13:20:28 finding ourselves in. And things occurred that
13:20:31 we were not anticipating, like the zoom room chat.

13:20:35 -^a Can I say something before we all depart?

13:20:35 -^a Sure.

13:20:39 -^a Mary: I just want to thank everybody. You know, when
13:20:44 we open to questions, we get the hard questions and we get people's

13:20:48 fears and anxieties, and I actually really actual
13:20:52 grateful that people felt comfortable enough to answer
13:20:57 those questions. I think it says a lot about our community. And I also

13:21:01 want to thank you all for being so flexible and resilient during this time. It's
13:21:07 very difficult to be dealing with
13:21:12 something so unknown and filling out how to make all of these changes
13:21:17 happen. How you're doing or why you're doing it. I just couldn't be prouder of everyone. I know
13:21:22 we're making lots of mistakes and we're stumbling here and there and you're not
13:21:26 getting all the information and I wasn't able to answer a lot of
13:21:30 questions. But I university really appreciate how dedicated
13:21:35 everyone is and how much concern you're all showing for
13:21:39 each other and I ask you to continue that and also to
13:21:43 please, please take care of yourselves. Please take care
13:21:45 of yourselves. Do things that

13:21:49 help you see how to kind of breathe through a situation that
13:21:53 none of us have ever been through before. So it's

13:21:59 just my parting words are ones of gratitude and admiration
13:22:05 .

13:22:09 →^a Some last minute questions. Some individuals have asked
if there are any plans to address any
13:22:13 potential bur burnout in the future from staph members who have
been
13:22:17 asked to work and who might be feeling some stress from that
13:22:19 -- staff members.

13:22:23 →^a Mary: Yes. That's a great question. We're looking at
things like how to manage the isolation
13:22:27 of being remote. How to deal with this ongoing
13:22:32 stress. And what you can look forward to is that we're looking
13:22:36 at putting some short videos up, at least a couple of too tips
13:22:41 a week, is some from me. Although you're probably sick of
looking at
13:22:46 me. Some from me, some from others with helpful tips and
tools to try to
13:22:50 deal with such a changing situation. The so when we do those,
we'll try
13:22:54 and make sure you all know where you are so you can see them.
And if you have advice for
13:22:58 other things we should be addressing, please let us know.
13:23:02 →^a Thank you.

13:23:06 →^a Adam: I guess to kind of wrap things up, Mary, I really
want to thank you for your
13:23:11 time, for being here and answering these questions. I know
that it's a
13:23:16 great help to everybody who was able to join us. And
13:23:20 also, I apologize to everybody who could not get through.
We're going to try to work through this. We're
13:23:25 all dealing with this as an ab normal situation. So we're
13:23:29 going to try to see if we can -- what we can do for the future
13:23:34 . And thank you to all the staff members joining us and just
13:23:39 to echo Mary's comments to everybody else out there
13:23:43 who are keeping the lights on and keeping things running as
13:23:47 best as possible. What you do is truly appreciated. I think
the staff are
13:23:51 being great stewards of the university at a very trying time
13:23:56 , and all of those efforts are truly appreciated.

13:24:00 Thank you all, once again. And hopefully we'll
13:24:04 see if we can do something in the future, but I appreciated
13:24:09 you all being here and joining us for
13:24:13 this and staying healthy. Take care,
13:24:17 everyone. Have a great rest of your week.

13:24:19 [Event Concludes]

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