



NMHA Webinar:

UNM's Response to Childcare during COVID-19

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Rapid Response


Direction of the HSC Incident Management Team:


- HSC Incident Command, Charge: To prepare the HSC Community to appropriately respond to COVID-19 for all three HSC missions: clinical, educational and research and to ensure complete alignment amongst the University, based on medical and scientific best-practices.

- Emergency Childcare Preparations- March 22nd
 - Establish resources for UNM HSC families directly\indirectly impacted by COVID-19



Initial COVID-19 Wave- March 2020

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- Survey- UNM Medical Group, UNM Hospitals, COP and the SOM
 - 402 children would need immediate placement
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- Worked with community partners- CABQ, APS, State
 - Utilized HSC Health Professions Volunteers
 - Placed over 60 families with students willing to provide in-home childcare

Initial COVID-19 Wave- April/ May/June

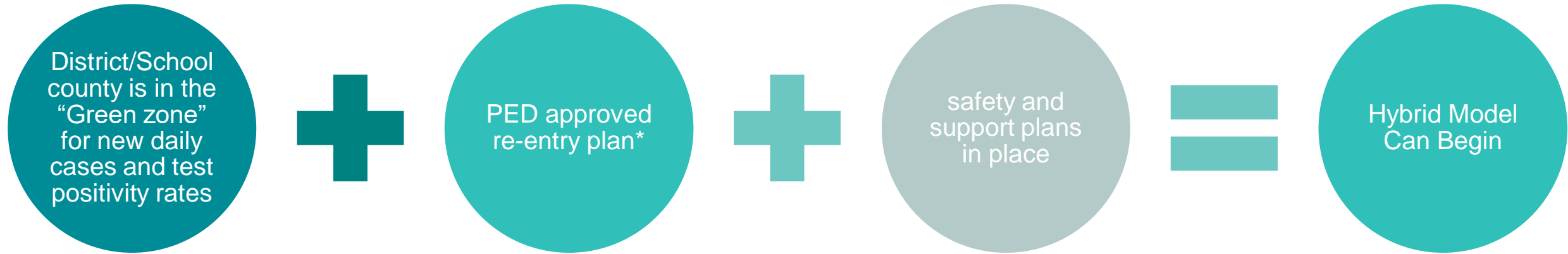
Coordinated Surge Plan
with UNM Children's
Campus
For Critical Care Workers

HSC Student and
Resident Emergency
Relief Fund

Tier II and Tier III
Resources for Main and
HSC parents

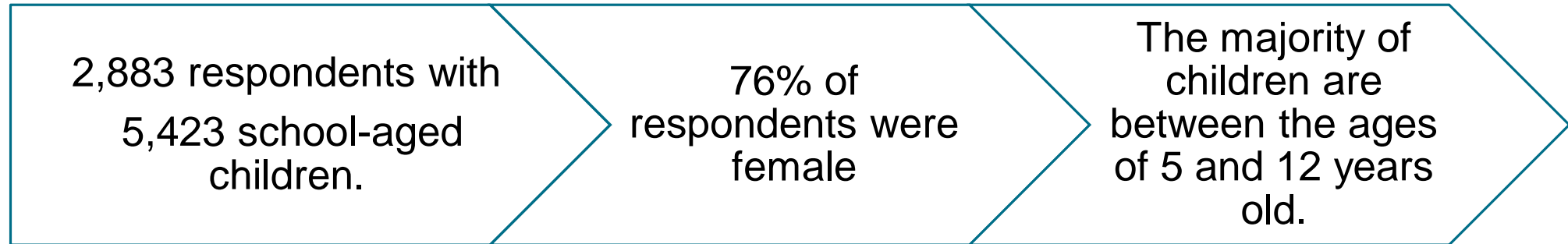
Long-Term Solutions

Schools are eligible for phased-in, hybrid in-person model, if:



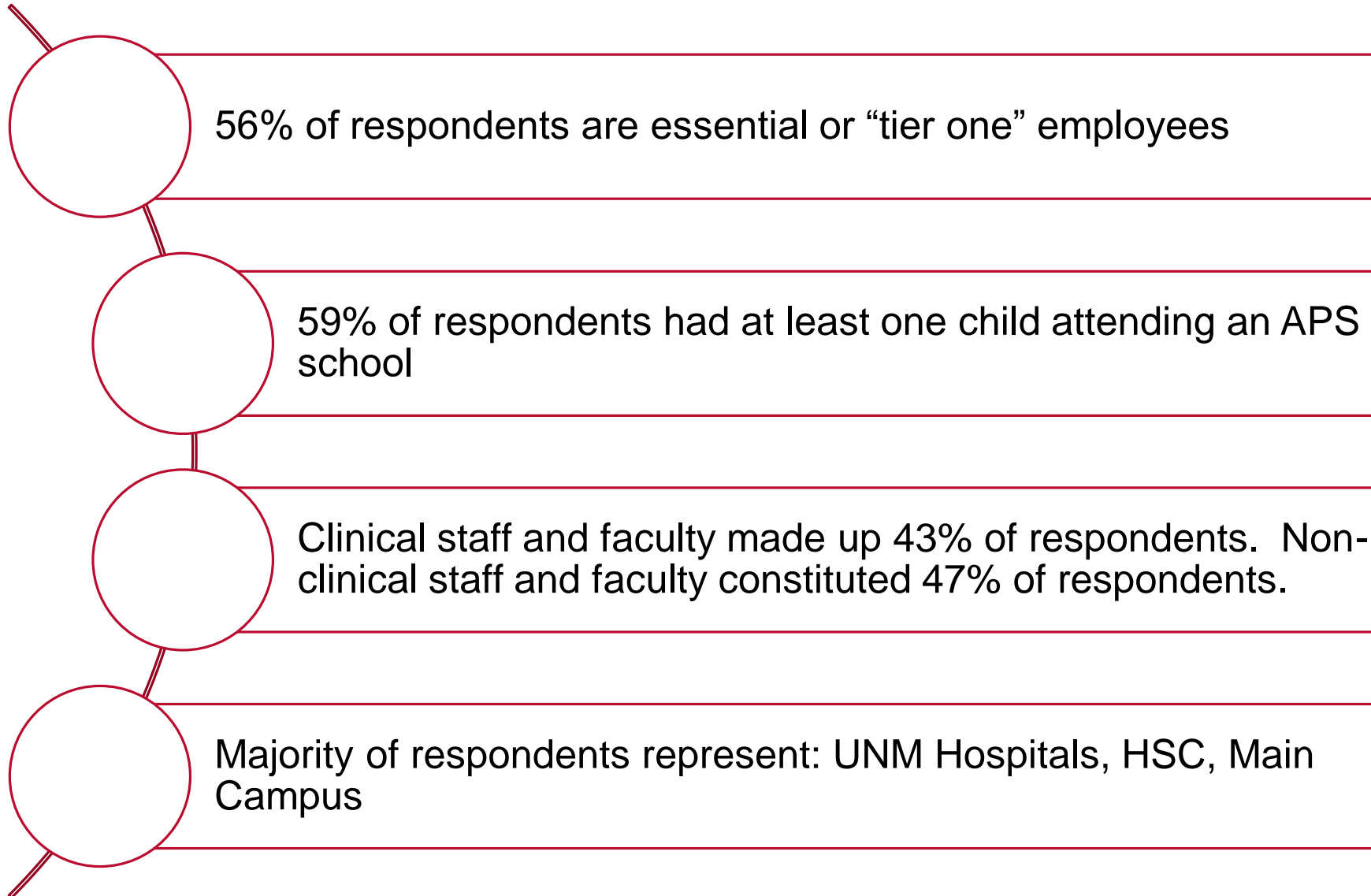
- RRPS will begin PreK-5th Hybrid In-Person Model – September 14th – 3 positive employee cases since hybrid inception
- APS will continue on-line learning through December; may hold another board meeting to reevaluate
- Some private schools meeting in-person, beginning in August, with varying percentages of students.
- Schools are serving small groups of K-3 students, in-person; those with special needs

UNM Needs Assessment:

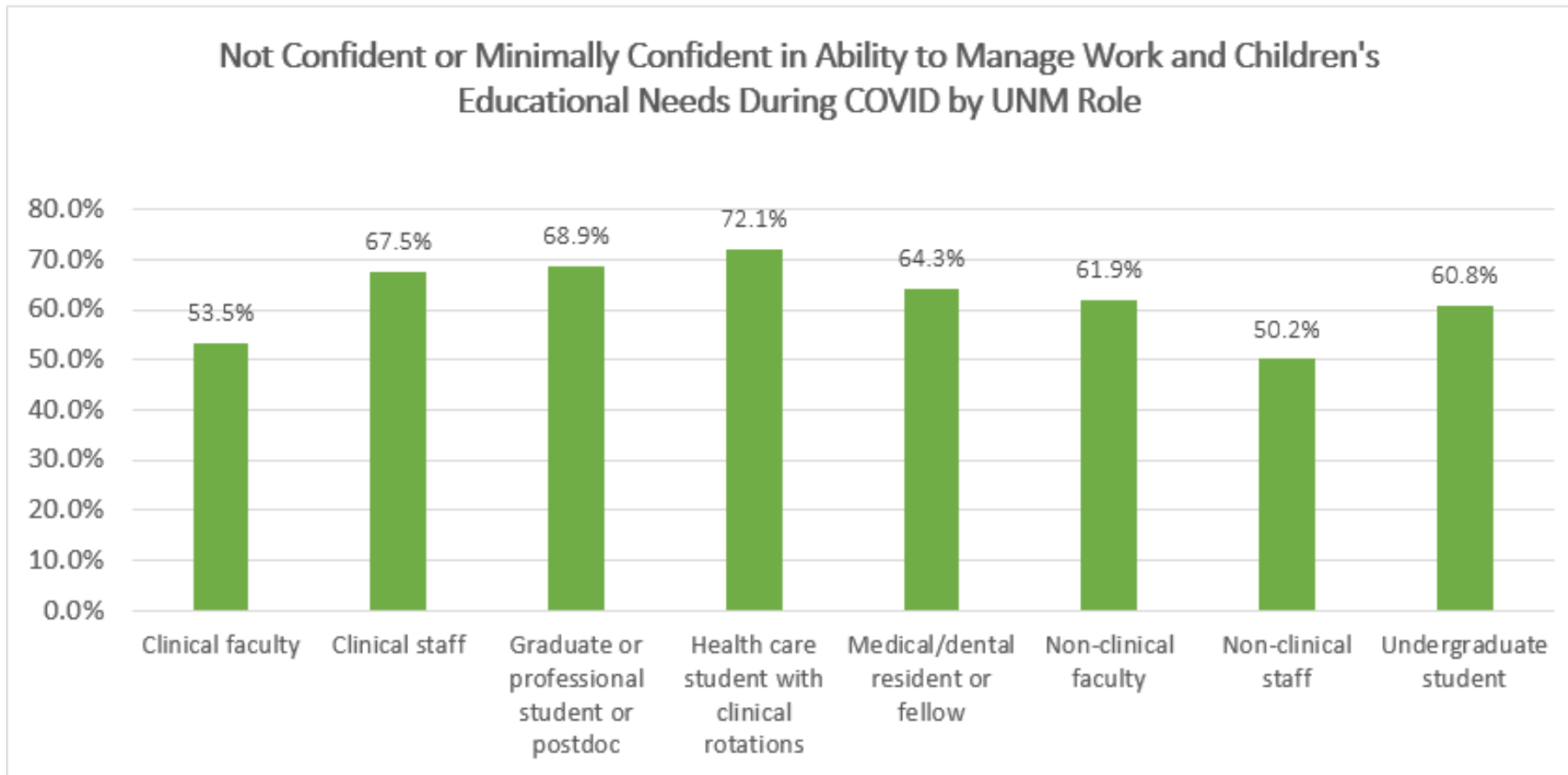


Child Age	Number of children
Under 3 years	652
3 – 4 years	584
5-12 years	2843
Over 12 years	1353
Total	5423

Results Continued:



Results Continued:



Over 65% of parents of children between the ages of 5 and 12 lacked confidence in their ability to manage their work responsibilities and their children's education during COVID

Results Continued:

Reason(s) for Lack of Confidence	Responses	% of respondents (n=2,610)
I cannot be home to supervise my child(ren)'s remote learning	1363	52%
I cannot simultaneously work from home and appropriately supervise my child(ren)'s remote learning	1127	43%
My child needs help with schoolwork or educational supports that I cannot provide	712	27%
Other	417	16%

3 Asks from UNM Parents:

- 1. Flexibility**
- 2. Increased opportunities to Tele-work**
- 3. In-home Care and Community Resources**



Albuquerque Public Schools (APS) recently announced that classes will remain online through the fall semester, postponing the hybrid model of virtual and in-person learning that was slated for after Labor Day. Many other New Mexico school systems will implement a hybrid model this fall, with children learning from home part-time. This means that parents with school age children will continue to balance the demands of their work schedules and educational support for their kids who are learning from home. Many of us may also face the additional challenge of caring for loved ones who are sick, while doing our part to contain the spread of the COVID-19 virus.

UNM Health Sciences has always been a family first organization. In these challenging times, we remain committed to our staff, faculty, students, learners, and providers who are working to support New Mexico communities while also caring for their dependents. Supervisors should work to provide as much flexibility as possible to their employees.

Since the beginning of this year, the UNM Health Sciences community has proven that we are adaptable, competent, and dedicated to our work. We deeply appreciate each and every one of you for the part you play, and your contributions in providing the highest quality care for our patients and education for our learners. No matter your circumstances, please continue to work with your supervisor to establish job performance expectations and uphold them to the best of your ability.

Supervisors, please be mindful of the unprecedented demands we are all facing, and utilize out-of-the-box thinking and solutions to fortify our employees and support their needs.

For our clinical entities, this adaptability will look a little different, as we work to be as flexible as possible with little to no interruption in the daily management of our hospital and clinics. We must continue to provide patients with access to our services and the care they need. Please work with your supervisor and refer to any guidelines for your specific clinical area.

Thank you for everything you do to help keep the people in our communities healthy and safe. Your wellbeing, and that of your families, comes first. We are here to support you in every way possible.



Looking for Childcare Options? We can help!

HSC has identified several resources and options for childcare. Below you'll find resources from UNM and community organizations, providing options that may work for you and your family.



Tips for Leaders of Employees with School-Aged Children

Times are stressful, and many members of the UNM Health family are experiencing difficulties with the start of the school year. In order to help you to best support your team, here is a list of things you can do to alleviate some of that stress for them, for others on the team, and even for yourself!

Flexibility

- Negotiation and flexibility are key! This will be hard, especially at first, while the dust is settling. Even when they think they have it down, more issues may come into the mix. Treat each situation as unique, and partner with your employee - ask what they think will work best. They likely have a plan in mind to get their work done, and still meet the needs of their families.
- Evaluate the work that must be done, including timelines and deadlines. Can it realistically be done at home? Is work from home even possible in your area? Ask yourself "why" or "why not" at least five times to make sure you're not caught in the "we've always done it that way" mentality. Utilize work-from-home logs in the beginning, to get a feel for productivity.
- Consider flexible work hours, and if the employee is willing to try off-hours, try it, even if just as a test. You can re-evaluate after a short period of time, and make adjustments as necessary. Example: "it's okay if you want to work 5am-8am, and take time to help your child from 8am – 11am."
- Know that productivity may suffer a bit. Don't assume the employee isn't working, or "slacking off." Instead, work with them to find out what is happening. Re-negotiate deadlines when possible, and extend grace when they are struggling. Ask what you can do to help.

Communication

- Communicate the "why," and do it often. If things are working out, tell them exactly what they need to know – they can't change if they don't know there is a problem, and they may just surprise you with an alternative solution.
- Strive for a healthy balance of fairness among the entire team, and ask others on the team how they might be willing to help, including trades for work assignments or days in and out of the office. Expect heavier days where employees may need flexible work hours – Mondays may be especially hard, as the week begins and new assignments begin for children. Plan ahead, so that you have ample coverage.

Processes

- Set up processes, such as rotation schedules, or handoffs, and work with the team to ensure they are monitored and kept up to date. Post schedules so everyone knows where everyone is working each day. Share Outlook calendars if at all possible.
- Empower your employees to make trades with coworkers, without your interference, and encourage them to talk to you if they ever feel things are not fair amongst the team.

Professionalism

- Expect human nature to take over – if employees are working from home, children (or pets!) may be seen or heard in the background of a virtual meeting, and that's okay! Remember that school-aged children are accustomed to raising their hand in class, and getting their questions answered just when they need it. Extend grace to your employees if they must "step away" during the department staff meeting, or if they need an "emergency lunch hour" at 9am.
- You may occasionally see employees out of dress code when working from home. Remember that it may not always be possible to wear a suit or dress when working from home, but encourage them to use their best judgement regarding professionalism when they are participating in virtual meetings if possible.

Wellness

- Conduct weekly wellness checks – what are they struggling with, and what resources might you be able to provide? Recognize burnout early on. For tips on recognizing burnout and other well-being resources, visit the [Employee Well-Being website](#). Encourage employees to utilize resources when they are actually at the worksite, as they may be less likely to access from home.
- Remind your employees to take breaks and decompress a few times a day. If they want to function at their best, they need to re-charge periodically. Create wellness accountability among the team, or create wellness "challenges."
- Encourage "no meeting zones." For example, Friday afternoons from 4pm – 5pm should be reserved for wrapping up the week. Respect the employee's time; early on Friday, ask what you can do to help them finish up the week's work. The same may apply for Monday mornings at 8am, which could be better utilized for planning, checking email, etc.
- Call Outcomes, Organizational and Professional Development or Employee Well-Being to talk about your situation – it may just be about hearing what others are doing, that you just hadn't considered, or brainstorming options.



Examples of Flexibility

SRMC

- Shift exchanges for staff
- Clinical education - rearranged class schedules for faculty

UNMH

- Ambulatory Business Operations - float 8 hours work from home and flex schedule amongst two employees
- Radiology - moved reading stations out of reading rooms and into the home

UNMMG

- Truman clinic - Parsed out admin. work vs. patient-facing work and allowed folks to do admin work at home and had a core staffing component for clinical work (included performance/behavior standards)
- SBHC - job sharing and FTE sharing



Working during COVID-19



Child care options and resources

UNM understands that childcare has become a real struggle during the modified K-12 instructional schedules. In an effort to assist parents and guardians identify solutions, we have identified the following resources:

UNM Student Employment – Parents did you know you can post a job for child care on the UNM Student Employment website? The process can be initiated by completing the **Off-Campus Request for Job Posting Form**. For assistance, please contact email JLandD@unm.edu .



Childcare Sign-Up

Are you a UNM student, staff, or faculty parent in need of childcare? If so, please sign up here!

Please note that the pay rate will be determined between you and the childcare provider.

Employee Name *

Employee Email *

Phone Number *

Number of Children *

Ages of Children *

Do you have a child with special needs? *

Yes No

Preference *

- In-home childcare
 In-home childcare that facilitates educational oversight
 Online tutoring

Informed Consent

Please review the informed consent document found here:

https://unmm-my.sharepoint.com/w/g/personal/dduran10_unm_edu/EVG17UMwXdRLkESxtEnfKeoBXduBrgdD6064W4cVztl7Mw?e=tYgQw5

Confirmation of Consent *

This checkbox serves as your signature.

I HAVE CAREFULLY READ THIS AGREEMENT AND UNDERSTAND THAT IT IS A RELEASE, WAIVER, AND HOLD HARMLESS OF LIABILITY OF ALL CLAIMS AND CAUSES OF ACTION FOR INJURY OR DEATH TO MYSELF AS A CONDITION OF RECEIVING CHILDCARE PROVIDER INFORMATION.

UNM's Response:

Community Resources



Flexible Scheduling Across UNM



Communicating Resources



UNM Childcare Workgroup



Questionnaires to Identify Clusters

Looking Ahead

“The foresight of UNM and its leadership, to provide childcare resources for our employees during COVID-19, has starkly revealed that health care workers and other essential workers’ ability to care for New Mexicans depends on access to safe, affordable childcare.”

Thank You!

