From Peter O'Toole to Everyone: 02:57 PM

We are just waiting for a few minutes before admitting everyone

From Leonor Heleno Wielgosz to Everyone: 02:59 PM

Hello everybody!

From John Mina to Everyone: 03:00 PM

hi everyone

From Yanping Guo to Everyone: 03:00 PM

Hi, Everyone! Afternoon!

From Katie Lloyd-Jones to Everyone: 03:00 PM

hi

From Richard Grenfell to Everyone: 03:01 PM

afternoon everyone :)

From Rachael Walker to Everyone: 03:01 PM

If you can add your full name to your account, it makes it easier to talk to you when you put your hand up

From Vidhu Sharma to Everyone: 03:08 PM

Hello from Vancouver!! Can you please add question or topic in the chat box as we go so we don't get lost in discussions? Have attended some other sessions and sometimes partial comments don't help if we don't have recording afterwards. Thanks

From Derek Davies to Everyone: 03:10 PM

First section: HOW TO PRIORITISE USER ACCESS

From Richard Grenfell to Everyone: 03:13 PM

we’re not prioritising now, as the institute is partially open for normal work now. was covid related only till about 2 weeks ago

From Bee Ling Ng to Everyone: 03:13 PM

User priority access: already control by BOM at first level. All PI have to first fill in a form and these will be reviewed.

From Yanping Guo to Everyone: 03:14 PM

We offer first come first book system

From Michael Gregory to Everyone: 03:14 PM

Human primary samples of course > animal/culture work

From Lucia Pinon to Everyone: 03:14 PM

During lockdown we were opened just for Covid19 related research. Now that we are opening for everybody else, we are not necessarily prioritizing covid19

From anne wilson to Everyone: 03:15 PM

our machines are available 24/7 so everyone is finding time to work

From Andrea Holme to Everyone: 03:15 PM

The university will prioritise the work- clinical trials, covid 19, commercial, end of grants/milestones that will impact funding- these are the ones that will be back on campus first and it has to be signed off be the Dean and Estates Committee

From Huw Kruger Gray to Everyone: 03:15 PM

We use the iLab reservation system, based upon a "first come, first served" basis and we usually do not prioritise any specific users.

From Richard Grenfell to Everyone: 03:16 PM

we are first come first served on analyser booking and sorter scheduling

From Rachael Sheridan to Everyone: 03:16 PM

user access priority: during shutdown, we had an insititutional committee who had to approve experiments allowed to run. The core only allowed trained users and we offered no sorting. Now that we're out of shutdown, we're lucky to have sufficient space to allow our instruments to book as usual and sorting is offered again.

From Michael Gregory to Everyone: 03:16 PM

we use iLab as well first come first serve, but our staff manually shuffles the schedule when priority samples come in

From Huw Kruger Gray to Everyone: 03:17 PM

During this pandemic, we also currently still are servicing just formally approved "critical" projects.

From Vidhu Sharma to Everyone: 03:20 PM

Just wanted to add additional criteria for us additional to this list: Critical clinical research concurrent with clinical care• Time-sensitive activities that cannot be done remotely and require onsite research access• Equity considerations for those that cannot work from home due to personal reasons

COVID research still continues to stay priority as most funding opportunities still focus on COVID 19 too.

From Gelo dela Cruz to Everyone: 03:21 PM

We’ve been open for a while, and just this week opened up for all research. When we started opening up, it was only for critical experiments that were decided by the PIs. Only specific people and specific experiments were allowed to continue. Bookings in the flow lab came through the facility manager to make sure these are approved critical experiments. Also, this is to make sure there is no conflict in the use of the tiny flow lab where only one person is allowed in.

From anne wilson to Everyone: 03:21 PM

All users external and internal are welcome

From Vidhu Sharma to Everyone: 03:21 PM

Yes, internal are prioritized always!

From Michael Gregory to Everyone: 03:22 PM

External work is stopped here due to institution policy - we actually have capacity for them, which is unfortunate

From anne wilson to Everyone: 03:22 PM

External pays more per hour and we need the income

From Rachael Sheridan to Everyone: 03:22 PM

we have special sample drop off procedures for external users but still allow some work if we can accommodate it

From Andy Johnson to Everyone: 03:22 PM

The university is the main regulator as they have limited who can do research in the building. This has limited the flow of work to the core labs.

From Karen Hogg to Everyone: 03:22 PM

@external work: still ongoing priority from Department guidelines but able to plan ahead

From Richard Grenfell to Everyone: 03:23 PM

some issues with researchers only working some days, as part of limited opening of the institute, so needing sorting with less flexibility on time

From Yanping Guo to Everyone: 03:24 PM

@external work: external user can only use sorting service, with sample drop off. We have institute policy that only internal staff have access to the building

From Peter O'Toole to Everyone: 03:24 PM

@anne Wilson - absolutely correct, all welcome and external will help plug a financial hole for the institute, but this must be balanced as research success is required to attract the next round of funds, and without those, the whole institute and facilities will suffer even more.

From Huw Kruger Gray to Everyone: 03:24 PM

We are allowed just 4 people in our entire facility, including staff. I am sending in just 2 of my staff daily, on a rota basis, to manage the instruments and perform some limited cell sorting, etc.

From Vidhu Sharma to Everyone: 03:24 PM

@external work: Yes, institutes are not considering that additional revenue as most research was curtailed so unless it is COVID research from external clients, our institute didn't allow external work which is unfortunate for core facilities if they are underutilized!

From Andrea Holme to Everyone: 03:24 PM

External brings in large funds - more than internal and have more covid 19 work so likely will be a higher external user base in the initial phased return.

From Karen Hogg to Everyone: 03:24 PM

@imposing rules: difficult for TF staff - get research groups together to try and work it out if there is time limiting instrument. We facility staff can help the the discussions.

From miguel.garcia@epfl.ch to Everyone: 03:24 PM

internal are always prioritised, but from Monday 15th external are welcome

From Rachael Sheridan to Everyone: 03:25 PM

We have asked all labs to prioritize sorting experiments to normal business hours. we will consider off hours requests as necessary

From Andy Johnson to Everyone: 03:25 PM

Rather than clustering all the instruments, we are having to space them out across the facility so we can do social distancing. We have the luxury of more space.

From Andrea Holme to Everyone: 03:26 PM

There is also a push for weekend access so that we can spread the footfall over the week.

From anne wilson to Everyone: 03:26 PM

we are sorting 8am to 8pm or even later Mon to Fri so we can fit with researchers schedules which have to be flexible to cope with 2 persons per lab at a time only

From miguel.garcia@epfl.ch to Everyone: 03:26 PM

Some labs are working in shifts, so we will are performing sorts in a more flexible way (9h-20h)

From Derek Davies to Everyone: 03:26 PM

@Andy Johnson, I hope we will cover this in a later section

From miguel.garcia@epfl.ch to Everyone: 03:26 PM

Users are not allowed to work on Week-ends for the moment

From Richard Grenfell to Everyone: 03:26 PM

institute has 25% occupancy limit at the moment

From anne wilson to Everyone: 03:27 PM

No limits on weekends for analyser use

From Rita Pillai to Everyone: 03:27 PM

The maximum number of consecutive hours are 6, and only a person could work in small laboratories, and full servcice analysis have the prioritu

From Stanka Semova to Everyone: 03:29 PM

We sort only 2 days a week at the moment but we extended our hours 11am-8pm so we can come in two shifts and not overlap (social distancing) …and try not to eat:)

From crumpton to Everyone: 03:29 PM

Peter our institute deans office limits 6am to 10pm

From Vidhu Sharma to Everyone: 03:30 PM

Weekend hours: Our institute is removing weekend and after hours access (increased day time from 8am to 8pm) to allow for sanitization and cleaning required.

From Rui Gardner to Everyone: 03:30 PM

How is everyone dealing with training, specially for new people to access the instruments?

From Karen Hogg to Everyone: 03:30 PM

We are not supposed to be on site unless scheduled in to do lab work - all staff on site need to be listed on the occupancy sheet in the research labs or the TF

From anne wilson to Everyone: 03:30 PM

@ Rui, we are doing it remotely

From Derek Davies to Everyone: 03:31 PM

@Rui, will be coming up later but if you are time limited check the recorded chat later! We have ceased all F2F training but can do some remotely

From Andy Johnson to Everyone: 03:31 PM

@Rui-Training. We are using Teams as we can remotely train and take control of the flow cytometer remotely

From Vidhu Sharma to Everyone: 03:31 PM

Sorry the typo: meant 6am-8pm for our working hours in Phase 1

From Michael Gregory to Everyone: 03:31 PM

@ Rui, we are ::trying:: to do it remotely but I’m not really satisfied with it yet.

From Pier Andree Penttila to Everyone: 03:31 PM

@Rui, we are doing the theory online and just started practical training this month with one-on-one and everyone wearing masks

From Avrill Aspland to Everyone: 03:31 PM

We have been fairly lucky with core space, most instruments are well spaced and thus available for use concurrently. Our older building is smaller and this is now starting to impact our users (starting to move towards a “new normal” here in Aus so demand is now increasing). We have “first come, first served”, but only competent/autonomous users have booking access at the moment. We have no limits on booking time at this stage, we try to limit over booking by changing the way we charge to discourage excessive booking times (e.g. users charged for excessively booked time - greater of booked vs used).

From Rachael Sheridan to Everyone: 03:31 PM

@rui we're doing as much as possible remotely, but we're currently struggling with some of it

From Karen to Everyone: 03:31 PM

We have had limited hours, and only worked on COVID and Server Research. We are now open at 25% capacity.

From Eric Lam to Everyone: 03:32 PM

we are quite fortunate our facility Analyser/sort are built to pc2 standards so neg pressure. and spacious enough for everyone to work and keep to their 1.5m social distancing and 4squarem space (Australia regulation).Sort Operators are limited to 50% at work in case something happens and we get wiped.Analyser users are trained to operate on their own.No major prioritisation as we are PC2 so no major covid19 work. but if a researcher has any request we will work with them and other researchers to organise who gets priority to go on the sorter

From Huw Kruger Gray to Everyone: 03:32 PM

We do not allow users to wait during sorts and we use zoom to set up their experiments.

From Karen to Everyone: 03:32 PM

We do have many instruments so I think we can aid the PhD and postdocs

From anne wilson to Everyone: 03:33 PM

on the web site, posters on all doors, instructions posted next to machines

From miguel.garcia@epfl.ch to Everyone: 03:33 PM

@Rui, we are doing the theory by zoom, we have now a approved plan to restart practical training with one-on-one and everyone have to wear masks, gloves, lab coat etc..

From Derek Davies to Everyone: 03:33 PM

Section 2: MANAGING USER EXPECTATIONS

From Karen Hogg to Everyone: 03:33 PM

Cleaning laminated sheets: next to all instruments with specific instructions

From Andy Johnson to Everyone: 03:33 PM

Our big opening regulation is that we have tracing. We need to know who was there and when.

From Rachael Sheridan to Everyone: 03:33 PM

Communication: mass email, internal sharepoint, signage, cleaning logs and instruction sheets for rooms and individual instruments

From anne wilson to Everyone: 03:34 PM

@Andy,

From Karen Hogg to Everyone: 03:34 PM

Occupancy signs on each door

From anne wilson to Everyone: 03:34 PM

we have tracking of all staff and users

From Yanping Guo to Everyone: 03:34 PM

Mass email about booking and cleaning to all users

From Huw Kruger Gray to Everyone: 03:34 PM

User needs surveys; web-site and iLab announcements; e-mail distribution of our revised policies and procedures document.

From Derek Davies to Everyone: 03:34 PM

@Andy Johnson, how is tracing done?

From Peter O'Toole to Everyone: 03:35 PM

@andy Johnson and Derek - some labs in Austria are testing all staff twice a week.

From Karen Hogg to Everyone: 03:35 PM

15 minutes between each booking - no User allowed to overrun booking with out permission from the next user booked on.

From Andy Johnson to Everyone: 03:35 PM

@tracing: can only be done through the schedule and a SLACK channel that we set up. No access to area without a booking

From Richard Grenfell to Everyone: 03:35 PM

charges still the same

From Karen to Everyone: 03:35 PM

We use iLabs and online booking and billing system. I wrote protocols for users to clean instruments and protocols for the staff to clean throughout the day. We have been informing users thorough emails and we have a Research Task Force that aided us in being sure we follow recommendations. We are not training at this point but we have people run their own lower fee, and we run at a higher fee.

From anne wilson to Everyone: 03:35 PM

@tracing all PIs and core managers have to keep timesheet of all staff movements

From Rachael Sheridan to Everyone: 03:36 PM

TRYING to limit people in the room as much as possible. we'll run samples for untrained users at the self-use rate so they can get things done

I do have to yell at ppl who bring their labmates down with them...

may have to get a couple of meter sticks...

From crumpton to Everyone: 03:36 PM

Booking merged calendars to book space rather than machines

From Huw Kruger Gray to Everyone: 03:37 PM

Strictly limited facility access and maintenance of distancing. No simultaneous bookings of close instruments. Enforcing wearing of masks, washing hands and changing of gloves.

From Gelo dela Cruz to Everyone: 03:37 PM

The platform managers produced a “Guidelines to Working During the Pandemic” that listed all the work and user restrictions, changes in booking policy, and also taking into consideration the Occupational Health and Safety standards for pandemic times. These were reinforced with graphic signs everywhere summarizing the conditions for the specific lab or office.

From anne wilson to Everyone: 03:37 PM

@rachel - mo left only 1 chair per machine in the rooms

From Derek Davies to Everyone: 03:37 PM

Crick is testing all staff weekly

From Karen to Everyone: 03:37 PM

We book with a 15 minute time line in-between users to allow for cleaning. We have not really shutdown and most Cytometers are located in good spacing the other two we stagger booking.

From Lucia Pinon to Everyone: 03:37 PM

We changed the booking for room booking instead of instrument booking

From Huw Kruger Gray to Everyone: 03:37 PM

All training is by zoom, no hands-on.

From anne wilson to Everyone: 03:37 PM

@ Lucia

so did we

From crumpton to Everyone: 03:37 PM

Went from 14 machines to 4 spaces:-(

From Bee Ling Ng to Everyone: 03:37 PM

Communicating via Email: Staysafe working schedule in compliance with institute risk assessment. With instruction of what users should do when they come to use our service. Additional reminder would be post at entrance of lab.

From anne wilson to Everyone: 03:38 PM

@ Training,

From Vidhu Sharma to Everyone: 03:38 PM

Booking rules for equipment that are physically close, Self-serve bookings for Analyzers only for trained users, Sorting only full service (assisted). Communicating by mailing list

From Desiree Kunkel to Everyone: 03:38 PM

we included configurations in the booking system that book the front/back part of the room together with the instrument, so that only one user can book that part of the room and the other instrument is not accessible

From Stanka Semova to Everyone: 03:38 PM

we use Stratocore for booking and for analyzers we introduced "restricted" rooms where only one instrument can be booked at the time and we put 1 hour "buffer" in between

From anne wilson to Everyone: 03:38 PM

we do remote theory by Zoom and remote practical using videos first (that we made) and then remote control of software by Team Viewer and audio with what’s App by phone

From Derek Davies to Everyone: 03:39 PM

We will discuss how we can use booking systems to help after first TechnoBite session

From Carolann McGuire to Everyone: 03:39 PM

Only 2 booking calendars for 4 instruments to limit lab to only 2 users at a time so keeping everyone apart at least 2m. 15 minutes between bookings. No face to face training. Experienced users only. If user encounters a problem they phone technician for advise. IF cannot solve over the phone or online with TEAMS the user will vacate the lab to allow tech to enter and sort out the issue.

From Richard Grenfell to Everyone: 03:39 PM

we’re going to be hands on training from next week. masks required for all work where distancing is not possible round the building

From Michael Zachariadis to Everyone: 03:39 PM

We expect to open in 2 weeks, but at the beginning there will be no new user trainings. We will work are a service, and only allow experienced users to work on their own. Calpendo manages bookings for us :) As for rates, we only charge for instrument usage

From Gelo dela Cruz to Everyone: 03:39 PM

@Stanka we did the same thing. I have three machines (Aria3, SH800 and Fortessa) in one small room, so we have it set up that when one machine is booked, the other two are greyed out.

From Michael Gregory to Everyone: 03:40 PM

Besides iLab, software and ID card access controls we have also removed all but one chair from each room 😂

From Huw Kruger Gray to Everyone: 03:40 PM

We also now keep our main lab. door locked 24/7 and we have installed a new door bell for admittance requests.

From Karen Hogg to Everyone: 03:40 PM

Use the booking system to monitor the amount of instrument down time due to guidelines so can record it for reference.

From anne wilson to Everyone: 03:41 PM

we charge for full service if we run the samples for them - we are faster and better at it than a new user anyway

From Huw Kruger Gray to Everyone: 03:41 PM

ALL service requests now are made through my staff and not via. iLab calendars.

From Andrea Holme to Everyone: 03:41 PM

charges are the same-no extra charge if core staff run samples if there is no trained user in the lab to run the samples for untrained people . Our booking system allows us to track how long people are in the area using a kiosk system and unique pin. We will have a buffer gap between reservations and a core staff schedule calendar that users can look at to see when and who is in. The equipment are linked so if they are too close then the both get booked out. Sorting we are setting up a web cam etc so that we can interact with the user remotely.

From Huw Kruger Gray to Everyone: 03:41 PM

We use iLab for tracking and invoicing.

From Karen Hogg to Everyone: 03:42 PM

Face to Face troubleshooting not allowed but use Zoom from pc or smart phone or lab phone for assistance

From Avrill Aspland to Everyone: 03:42 PM

We started sending communications out early, with users asked to drop back their research, pause any non-critical work and made it clear that they would need to coordinate with the facility for access (only experienced users allowed access). We asked anyone expecting to need access to email to detail their needs - we did this straight away to help us assess what our user expectation was and plan how to manage that. We then developed new expectations over the following weeks, with weekly updates to all newsletter registrants. We have a “PPE letter” from our director putting the responsibility for appropriate care and PPE use onto the users (less oversight as most staff were at home), this letter was displayed upon sign in on PPMS and each user expected to read and agree to this. As time progressed we implemented a “COVID-19 Statement” summarising our new expectations (with links to expanded information) and a “COVID-19 Health Declaration” - we monitored these and had them signed fortnightly

From Carolann McGuire to Everyone: 03:42 PM

IF user needs help from facility staff because they are not experienced this needs to be arranged well in advance, 24 working hours or 1 week notice for sorting and they will be charged a service rate

From Huw Kruger Gray to Everyone: 03:42 PM

We never (!) allow self-sorting.

From Rachael Walker to Everyone: 03:42 PM

in your country, what is the social distancing distance. The 2 metres in the UK make it harder to fit people into a room

From Karen Hogg to Everyone: 03:42 PM

Drop off points for samples are in designated locations.

From Rachael Sheridan to Everyone: 03:43 PM

2 meter in the US

(well, 6 ft, but close enough)

From Huw Kruger Gray to Everyone: 03:43 PM

Six feet distancing over here in the colonies.

From Vidhu Sharma to Everyone: 03:43 PM

Re: assisted use (eg for sorting), many of our users prefer keeping physical distance than screen share/zoom assistance as they are too worried about missing their critical cell population

From Eric Lam to Everyone: 03:43 PM

1.5m in australia

From Andy Johnson to Everyone: 03:43 PM

The length of a cougar in Canada

From Rachael Sheridan to Everyone: 03:43 PM

LOL!

From Svetlana Mazel to Everyone: 03:43 PM

We have been in Phase-I from the very beginning of “closing”, which means we have not been closed at all. During Phase-I have been opened ONLY for COVID-19. All training, even for novice was done remotely via Radmin and Zoom.Starting 6/1/2020 we are in Phase-II – limited opening, but NO priorities for COVID. High demand -> less possibility to train, even remotely. We do troubleshooting remotely. Novice users are banned from usage of the Analyzers on the days when FCRC staff is not in for QC.

From Vidhu Sharma to Everyone: 03:43 PM

@Andy :)

From crumpton to Everyone: 03:44 PM

Our county regulations 250sqft/person

From Isabel to Everyone: 03:44 PM

2m in Spain..

From Rachael Sheridan to Everyone: 03:44 PM

PPE: cloth masks, gloves on cytometers, but NOT ON DOOR HANDLES!

From Gelo dela Cruz to Everyone: 03:44 PM

All bookings in the lab go through staff, regardless of whether it is self-use or facility-operated. Priority is given to sorts, and our guidelines encourage analysis on our lone Fortessa to early mornings or late afternoons.

From Huw Kruger Gray to Everyone: 03:44 PM

Lock-down rules are being relaxed over here in Florida and our infection rate has shot up dramatically.

From Rachael Sheridan to Everyone: 03:45 PM

sigh, florida.

From Karen Hogg to Everyone: 03:45 PM

Masks not good for those that have hearing issues as need to lip read.

From Derek Davies to Everyone: 03:45 PM

Communication should take as many forms as possible. Emails, website, Slack etc etc

From Gelo dela Cruz to Everyone: 03:45 PM

Social distance was 2m here before, and with the way things are going in Denmark, it has been lowered to 1 meter!

From Lucia Pinon to Everyone: 03:45 PM

We have to wear masks that are available at the entrance of the building in addition to keep the physical distance

From Huw Kruger Gray to Everyone: 03:45 PM

Really hot and humid over here!

From crumpton to Everyone: 03:45 PM

250 sq ft per person in our county density mapping Santa Clara CA masks required everywhere on campus at Stanford

From anne wilson to Everyone: 03:46 PM

use clear face vizors instead of masks

From Rachael Sheridan to Everyone: 03:46 PM

face shields are not a substitute here

From Karen Hogg to Everyone: 03:47 PM

Face to Zoom when on your own in the room if need assistance

From anne wilson to Everyone: 03:47 PM

good point about sorting alone Peter

From Huw Kruger Gray to Everyone: 03:47 PM

UM Security are forbidding cloth masks and issuing disposable procedure masks to everyone entering our buildings.

From crumpton to Everyone: 03:47 PM

Univ mandates only no mask in a private office

From Rachael Sheridan to Everyone: 03:47 PM

masks would be needed during drop off of sample or when another staff member is in the room

From Vidhu Sharma to Everyone: 03:47 PM

Face masks are not mandated for us and relying on distancing and sanitizing more

From Richard Grenfell to Everyone: 03:47 PM

can’t use Teams or Zoom on almost all our analysers & sorters, as still on Win7 & not on internet

From Joshua Kie to Everyone: 03:47 PM

I agree with Pete. The laboratory air exchange should take care of the aerosols.

From Rachael Sheridan to Everyone: 03:47 PM

if no one else is in the room, do you have to wait for an airchange before mask removal?

From Avrill Aspland to Everyone: 03:48 PM

We’ve been really clear on asking users to spray 70% ethanol onto paper towel and using that to wipe surfaces - thus limiting stirring up potentially hazardous particles from surfaces

From Gelo dela Cruz to Everyone: 03:48 PM

I have instructions on how to clean keyboards and other peripherals. DO NOT SPRAY DIRECTLY ON THE KEYBOARD! :-) Spray Ethanol on to a paper towel and wipe!

From Rachael Sheridan to Everyone: 03:48 PM

Gelo, we have that explicitly stated on ours too! :)

From Eric Lam to Everyone: 03:48 PM

'same

From crumpton to Everyone: 03:49 PM

I am limited as well by windows 7 on 11 of my machines

From Bee Ling Ng to Everyone: 03:49 PM

Cleaning : 80% ethanol as per institute guideline

From anne wilson to Everyone: 03:49 PM

@ Gelo we are now using disinfectant wipes instead of spray 70% ethanol

From Gelo dela Cruz to Everyone: 03:49 PM

Also included to turn off the wireless keyboards and unplug the wired ones before wiping down.

From Rachael Sheridan to Everyone: 03:49 PM

Cleaning is required by both staff and users. users for the instrument area before/after, staff do door handles and general lab areas twice a day

logs for both

From Karen Hogg to Everyone: 03:49 PM

Spraying alcohol can get hazardous for lung heath, better to use a squirt bottle

From crumpton to Everyone: 03:49 PM

Cleaning dwell time shorter w Cavicide

From Huw Kruger Gray to Everyone: 03:49 PM

We are using washable keyboard and mouse covers. Insisting upon strict cleaning procedures by each user.

From Christian Kukat to Everyone: 03:50 PM

@Richard Grenfell: Are your computers connected to a local network? We had the same issue, but our IT department made an Anydesk installation (an alternative to TeamViewer) which works in the internal network, without any internet connection.

From Yanping Guo to Everyone: 03:50 PM

Face mask is encouraged, but not compulsory at our institute. Users can decide if they want to wear face mask. But lab coat and gloves are must. We have 70% spray or wipe for surface

From peter.djali to Everyone: 03:50 PM

https://www.techthatmatters.com/researchers-made-transparent-breathable-and-biodegradable-face-masks-called-hellomasks/

From Karen to Everyone: 03:50 PM

We require users to wear gloves at cytometer keyboards and we wipe down keyboards with EtOH wipes.

From Rachael Walker to Everyone: 03:50 PM

Yanping, can you ask someone to wear a mask if they come into your core?

From crumpton to Everyone: 03:50 PM

Wet paper towel no spray for 10% bleach,,70 etoh or cavivide

From Vidhu Sharma to Everyone: 03:50 PM

Re: cleaning: wipes and alcohol, by users before and after each use (by user or staff whoever is using)

From Rachael Sheridan to Everyone: 03:51 PM

We got a couple tubs of wipes pre-pandemic and we're hoarding them...

From Yanping Guo to Everyone: 03:51 PM

Not really. If they don’t have face mask for personal use, we can’t provide from facility.

From Svetlana Mazel to Everyone: 03:51 PM

All the updates in our policies, which are constantly updating, are proactively delivered to our users via emails and refer to the information we poste on the web

From Karen to Everyone: 03:51 PM

Requirements for our core is to wear face mask and lab coat/apron. We do provide gloves, and if someone does not have lab coat/apron and/or mask we will provide them.

From Huw Kruger Gray to Everyone: 03:51 PM

We have signs everywhere and keep cleaning supplies beside each instrument.

From Rachael Sheridan to Everyone: 03:51 PM

^same

From Christiane Hassel to Everyone: 03:51 PM

We have always required gloves at all instrumentation and have cleaned instrument surfaces, mouse, keyboards, etc. with 10% Bleach or 70% ethanol. It's been in the protocol for almost 14 years now not to spray solutions directly onto surfaces.

From Andy Herman to Everyone: 03:52 PM

@karen Hogg: do you have details of those alcohol wipe tubs? Thx

From Rachael Sheridan to Everyone: 03:53 PM

@andy herman We use the super sani-cloth germicidal disposable wipes from PDI, but I'm in the US

sku Q55172

From crumpton to Everyone: 03:53 PM

For my users 300 self operators all trained in house

Mandatory release form/pledge

From Rachael Sheridan to Everyone: 03:54 PM

what sort of release form/pledge?

From crumpton to Everyone: 03:55 PM

I can send you a copy basically user acknowledges all procedures defined for COVID-19 use

From Rachael Walker to Everyone: 03:55 PM

a reminder, that you can save this chat. Click on the three dots in the chat box

From Rachael Sheridan to Everyone: 03:56 PM

yes please, Rachael.sheridan@vai.org

thank you!

From crumpton to Everyone: 03:56 PM

Single occupancy per room, mask, always PPE as we are BSL-2 pictures pre and post work area all work approved by PI and Dept chair/director

From Helen Ferry to Everyone: 03:57 PM

@crumpton: Ditto. Users will not be allowed access again without agreeing to new working practices.

From Karen Hogg to Everyone: 03:58 PM

This is one type but there are lots - just make sure it is 70% alcohol - https://www.steroplast.co.uk/product/first-aid/wipes-pdi/pdi-super-sani-cloth-plus-wipes/

From Rachael Sheridan to Everyone: 03:59 PM

@karenHogg, that's the same kind we use here. :)

From Andy Herman to Everyone: 04:00 PM

Lab coats: as we ramp up with the building reopening it seems that there is a bottle neck w/laundry of the Cat2 lab coats. Are people experiencing this? Disposable lab coats seem very expensive.

From Rachael Walker to Everyone: 04:01 PM

I am getting concerned about the amount of single use things we are now using. More wipes etc.

From Bee Ling Ng to Everyone: 04:01 PM

we issue fresh washable labcoat for user on a per day used basis.

From Rachael Walker to Everyone: 04:02 PM

Topic II - Facility management software

From Leonor Heleno Wielgosz to Everyone: 04:03 PM

social distancing

From Andrea Holme to Everyone: 04:03 PM

No- would love to have more space !

From Bee Ling Ng to Everyone: 04:04 PM

Booking software now switch from 'per machine booking system' to 'room booking system'. That will control numbe rof people allowed per room.

From Gelo dela Cruz to Everyone: 04:04 PM

Stratocore has Aliases where equipment can be linked to a room. When one machine in a room is booked, the others are booked/grayed out.

From Leonor Heleno Wielgosz to Everyone: 04:04 PM

same principle in PPMS

From Avrill Aspland to Everyone: 04:04 PM

We’ve been taking advantage of Stratocores existing features: - user rights, - making a “room” to restrict bookings on instruments that are too close, - booking approvals (makes doubly sure we are aware of who is in the facility, if they’ve signed our health dec, ensure they are sufficiently experienced)

From Rachael Walker to Everyone: 04:04 PM

Do you think its feasible to move instruments to other rooms or will that cause more problems such as laser misalignment?

From Helen Ferry to Everyone: 04:05 PM

@ Equipment. We have taken 1 analyser out of use to allow 2m but may move this to another room if capacity is insufficient without it.

From Rachael Sheridan to Everyone: 04:05 PM

iLab can link resources, but it doesn't work well: requires users to be trained on all linked resources and tries to bill for both/all \*facepalm\*

From Stanka Semova to Everyone: 04:05 PM

As I said earlier, we use Stratocre and they introduced "restricted rooms" with few instruments and only one instrument is allowed to be book at the time...and there is "buffer time" we can add in between users...it works very well

From Michael Gregory to Everyone: 04:05 PM

We us iLa and linked calendars to limit one user per room. We’d really like a system to be able to automatically add some buffer time before/after reservations for cleaning, etc.

From Peter O'Toole to Everyone: 04:05 PM

if booking systems change to a room rather than an instrument, how do you keep an audit of utilisation of each instrument?

From Yanping Guo to Everyone: 04:05 PM

We have take one machine off the service and regroup the machines in the booking calendar. The machines share one close space together, only one machine can be booked at a time.

From Rachael Sheridan to Everyone: 04:05 PM

I want iLab to be able to have an automated buffer time

From Vidhu Sharma to Everyone: 04:05 PM

@Facility management software: Booking rules, duration, buffer time, etc. (likely not new but started using this more now). Arranging moving 2 of our equipment to enable distancing.

From Stephen to Everyone: 04:05 PM

we are taking control over the booking system. also considering moving an analyser to one of our super users lab. space was already tight before covid

From Karen Hogg to Everyone: 04:05 PM

Moved 'portable' instruments to another room where the is issues for social distancing

From Avrill Aspland to Everyone: 04:05 PM

We are yet to implement the booking buffer that has just been developed by Stratocore - we are contemplating this…

From Yanping Guo to Everyone: 04:06 PM

User still book the machine they need, but user can easily see that if there is already booking in that group, so they shouldn’t book in the group.

From Anna Raper to Me: (Privately) 04:06 PM

Cheap solution we use is check userlog on the PC's associated with the machines.

From Avrill Aspland to Everyone: 04:07 PM

We are also looking to move one of our (rarely used) instruments to enable spacing out of more heavily used instruments (we haven’t fully committed to this yet…)

From Stanka Semova to Everyone: 04:07 PM

Billing is the same as before , "restricted rooms" use avatars but when they run the instrument they are tracked and billed on the real one.

From Richard Grenfell to Everyone: 04:07 PM

we have zones within analyser lab, setup n PPMS, book one at a time

charges are just the same as normal, institute doesn’t expect the same cost recovery as previously

From Svetlana Mazel to Everyone: 04:07 PM

PPMS allows all the current pricing to be in place, while restricted rooms are implemented and social distancing gaps are enforced

From Jana L. (Idea Elan) to Everyone: 04:07 PM

In Infinity (by IdeaElan) we have a linked instrument concept. When 2 or more instruments are linked, it will create a shadow reservation. This way only 1 user can be in the room at any given time.

From anne wilson to Everyone: 04:08 PM

in our case the room or zone is free

IRIS software developed in Switzerland

From Huw Kruger Gray to Everyone: 04:08 PM

My staff regulate access using iLab and control who is working on each instrument at any one time.

From Leonor Heleno Wielgosz to Everyone: 04:08 PM

2-step verification?

of bookings

From Claire Cryer to Everyone: 04:09 PM

Our engineer actually came in to help with the Novocyte move - he did it on his own.

From anne wilson to Everyone: 04:09 PM

companies will charge to move machines

From Richard Grenfell to Everyone: 04:09 PM

I’ve never found moving instruments around t be a problem

From Andy Johnson to Everyone: 04:09 PM

Interesting to see what the institute expects in cost recovery this year. We are down 80% of revenue.

From psopp to Everyone: 04:09 PM

No problems moving 4 machines

From anne wilson to Everyone: 04:09 PM

@ Andy so are we!

From Gelo dela Cruz to Everyone: 04:09 PM

With the BD tables they provide for the Aria, it was easy to move equipment.

From Huw Kruger Gray to Everyone: 04:09 PM

We asked BD if they might be extending service contracts because of this situation and they said no, because they were providing normal levels of service.

From Leonor Heleno Wielgosz to Everyone: 04:09 PM

What about the time buffer between users? no addtional cost, but imposed to users.

From Richard Grenfell to Everyone: 04:10 PM

going to be more interesting when engineers have been abroad, cannot do anything for 14 days afterwards

From Diane Vaughan to Everyone: 04:10 PM

We were planning to try and move Instruments within our building. We plan to write full risk assessments for this as enhanced PPE will be needed for this task.

From Vidhu Sharma to Everyone: 04:10 PM

I am hoping revenue is not likely going to be a metric for core facilities this year. Safety first!!

From Helen Ferry to Everyone: 04:10 PM

@Equipment: Has anyone put screen up between instruments that are back-to-back i.e. meaning users will be facing each other, albeit social distancing is still maintained? I think this is a more risky situation than people working back-to-back even if the 2m social distancing is reduced.

From Lucia Pinon to Everyone: 04:10 PM

We had our PM visit from BD today! Their engineers are going around fully equipped with PPE!

From Gelo dela Cruz to Everyone: 04:10 PM

We had issues with repairs because we did not have engineers in the country and the borders were closed.

From Derek Davies to Everyone: 04:11 PM

@Richard G aren’t there exemptions to quarantine?

From Jana L. (Idea Elan) to Everyone: 04:11 PM

In Infinity we also have a variety of instrument rules that can be implemented based on instrument and user role. Such rules include restrictions on consecutive reservation, Maximum and minimum time allowed... just to name a few

From Richard Grenfell to Everyone: 04:11 PM

@helen no, no space for that for us

From Karen Hogg to Everyone: 04:11 PM

Time between users: 15 minutes for a single occupancy room

From Richard Grenfell to Everyone: 04:11 PM

@derek, not that would seem to apply to this sort of thing

:)

From Yanping Guo to Everyone: 04:12 PM

Our 6 hour shift is difficult for engineer visit to finish their job on multiple instruments. We have to delay the PM

From Rachael Sheridan to Everyone: 04:12 PM

I have one screen up

From Huw Kruger Gray to Everyone: 04:12 PM

We can have just one person in our CyTOF room, so the engineer had to work in there alone and our operator had to remain outside.

From anne wilson to Everyone: 04:12 PM

@ Gelo,

From Vidhu Sharma to Everyone: 04:13 PM

Re Booking rules: Same user can book multiple machines incase one experiment is automated

From anne wilson to Everyone: 04:13 PM

same problem for us with the aurora - only coming next week when borders open

From Eric Lam to Everyone: 04:13 PM

our institute's wh&s team has measured out the analyser room space to be able to cater to 18 person in the room (PC2, -air pressure).We have 4 blocks of 6 tables, each table allow a user to keep 1.5m distance.We only have 6 analyser, 2 analysis comps, 1 dissociator, 1 automacs pro, 3d printer station, a 10x chromium connect,

so fairly spaced apart.

but we did have to shift one small analyser and one analysis computer to ensure social distance.

From Gelo dela Cruz to Everyone: 04:13 PM

Someone looked at partitions in offices.

https://www.asiaone.com/lifestyle/office-partitions-useless-preventing-spread-coronavirus-experiment?utm\_source=facebook&utm\_medium=social-media&utm\_campaign=addtoany

From Rachael Sheridan to Everyone: 04:14 PM

thanks, Gelo! We're dealing with the office space thing here

From Gelo dela Cruz to Everyone: 04:14 PM

It’s a simulation, but not sure if it is peer-reviewed.

From psopp to Everyone: 04:14 PM

Be careful with the Aria tables - the leg strength is marginal and the castors can bend the metal at point of entry

From Avrill Aspland to Everyone: 04:15 PM

Our 6 person office can now only accommodate 1 person (so tiny!) - we are WFH as much as possible and only attending the facility on a need basis

From Leonor Heleno Wielgosz to Everyone: 04:15 PM

Is anyone restricting their usr to log on the machine if they have no validated booking?

From Avrill Aspland to Everyone: 04:16 PM

We have been using a combination of TeamViewer and webcams to support users

From Bangwen to Everyone: 04:16 PM

The same here, only be on site when wet lab works need to be done, and if you want to temporary sit in office, you need to label there with name and date, so they can track back if one falls ill.

From Richard Grenfell to Everyone: 04:16 PM

@leonore probably not, we’re just going with trust

From Eric Lam to Everyone: 04:16 PM

too busy sort operating for the last 4 years to have proper time to sit in the office space. it is only to hold my bag

From Yanping Guo to Everyone: 04:16 PM

@Leonor, no access to instrument if they didn’t book in advance. I routinely check the login log and email user/Pi who breach.

From Leonor Heleno Wielgosz (stratocore) to Everyone: 04:17 PM

@yanping are you doing this manually then?

From Andrea Holme to Everyone: 04:17 PM

How are people dealing with data analysis when its done remotely- we have a lot of physical dongles which users would normally book out so we are now looking at how to enable remote data analysis software accessible - data transfer is and virtual desktops are a bit hit and miss at times.

From Rachael Sheridan to Everyone: 04:17 PM

@leonore we do something similar to what yanping does. and we manually reconcile logs with bookings

From Yanping Guo to Everyone: 04:18 PM

Yes, Most our users are quite good. This happens only a few times in the past.

From anne wilson to Everyone: 04:18 PM

@ Andrea - wer have FlowJo site licence that works via email address, no need for Dongles. FlowJo have been offering licences and help these last months

From Rachael Walker to Everyone: 04:18 PM

@Andrea lots of companies now do internet dongles.

From Karen Hogg to Everyone: 04:18 PM

When there is a dongle for software access we have put the dongle to a PC and Users book the PC and remote access it to operate the software.

From Derek Davies to Everyone: 04:19 PM

Companies have been very good at providing free access at the moment

From Bangwen to Everyone: 04:19 PM

For analysis, as we use different types of software with online key or floating license, so we can remotely access the software at home

From Yanping Guo to Everyone: 04:21 PM

@dongle: we have set up a virtual link hub for USB. Users using internal computer can access. They just need to book and time and disconnect when they finish

From Christian Kukat to Everyone: 04:22 PM

@Yanping: How does the virtual link hub work?

From Karen Hogg to Everyone: 04:23 PM

Remote support often needs Windows 10 to get to the internet and many instruments are not and it costs £££ to upgrade.

From Yanping Guo to Everyone: 04:23 PM

@dongle: use a D-Link DUB-H7 hun along with a Silex Device Server to connect it to the internet and SX Virtual link connection.

From Peter O'Toole to Everyone: 04:23 PM

@karen hogg, so does BD enable this on windows 7?

From Andrea Holme to Everyone: 04:24 PM

@Karen- exactly, lots of nice solutions for many things but it cost and budgets are tight.

From Yanping Guo to Everyone: 04:25 PM

@dongle, We put up all our dongles on the server , so we will never lost one or chasing user around the building for return.

From Bev to Everyone: 04:25 PM

Assurity Link is available on Windows 7 (Diva 8), but if you are on Windows 10 you will need to upgrade to Diva 9 (included in service contracts level 3)

From Rachael Walker to Everyone: 04:26 PM

Bev, upgrades to diva 9 is included with level 3?

From Avrill Aspland to Everyone: 04:26 PM

We’ve had success arguing increased safety for measures we need to implement - maybe the risk of COVID-19 will help institutes/universities find the money to upgrade?

From Bee Ling Ng to Everyone: 04:26 PM

can someone please share what device do you use to film your analyser/or sorter training? My lab is a CL2. Thanks.

From Bev to Everyone: 04:26 PM

@Rachael - yes if you are on level 3 it covers software and any necessary workstation upgrades

From Richard Grenfell to Everyone: 04:27 PM

@bev Win7 computers are not usually allowed on internet connected networks these days

From Karen Hogg to Everyone: 04:27 PM

Uni IT will not allow a Windows 7 PC access to the internet.

From Avrill Aspland to Everyone: 04:27 PM

For recording training - we’ve used a combination of TeamViewer and mac screencapture (has a record option) - note: TeamViewer records but the format is not friendly for sharing

From Bev to Everyone: 04:28 PM

@Richard I know, which is why you would need to upgrade to Diva 9 and probably need a new PC as well. As discussed before if you are on level 3 cover there won't be any charge. If not on level 3 upgrade to Windows 10 compatible computer with Diva 9 is approx. £4500 per instrument.

From peter.djali to Everyone: 04:29 PM

Thanks everyone, I have another call at 4.30 so I wish you all a good weekend peter.djali@isoplexis.com

From Richard Grenfell to Everyone: 04:29 PM

we are allowed closer than 2m distance, with masks. is anyone else?

From Avrill Aspland to Everyone: 04:30 PM

staff shielding - does this mean to keep staff safe?

From Andy Johnson to Everyone: 04:30 PM

Lots of previous meeting have talked about revenue and cost recovery. How are people feeling about revenue loss this year.

From Rachael Sheridan to Everyone: 04:30 PM

@Andy: it's unavoidable, but the health and safety of my staff and researchers is more important

From Derek Davies to Everyone: 04:30 PM

@Avrill UK term, some v vulnerable people can have no contact and stay at home

From Avrill Aspland to Everyone: 04:31 PM

Ahhh! Thanks for the clarification :)

From Helen Ferry to Everyone: 04:31 PM

@Richard: Are there guidelines for changing masks regularly, disposal etc.?

From Richard Grenfell to Everyone: 04:32 PM

other cores here have furloughed staff where they cannot return for caring/isolating reasons

@helen, not much. we have masks on when someone else in the same area of the lab, so i end up with it on and off many times

From Christian Kukat to Everyone: 04:32 PM

For screen recordings we are using OBS, the Open Broadcaster Software. https://obsproject.com/

From Diane Vaughan to Everyone: 04:33 PM

@Richard … No we are not allowed to used enhanced PPE just to be able to reduce social distancing rules.We are only allowed closer than 2m for a procedure needing 2 folk , and we have to have a risk assessment approved.

From Richard Grenfell to Everyone: 04:34 PM

@diane very interesting

From Huw Kruger Gray to Everyone: 04:34 PM

Clean masks and disposable gowns for each visit. No older lab. coats. Fresh gloves and hand washing upon arrival and departure.

From Rachael Sheridan to Everyone: 04:34 PM

@ Diane Vaughan, that's interesting. Where are you? -ish?

From Christian Young to Everyone: 04:35 PM

here masks are mandatory in the whole institute all times

From Lucia Pinon to Everyone: 04:35 PM

We have to wear masks all the time - except if in the office having lunch ;-)

From Gelo dela Cruz to Everyone: 04:36 PM

did i miss questions 4-6?

Thank you

From Richard Grenfell to Everyone: 04:36 PM

@gelo, keep up!!! :)

From Desiree Kunkel to Everyone: 04:36 PM

masks all the time when more than one person. but the simple mouth/nose masks ("community masks") are enough

From katy moffat to Everyone: 04:36 PM

masks are worn here only when room occupancy is exceeded. Risk assessed and submitted to committee.

From Avrill Aspland to Everyone: 04:36 PM

We are not allowed to break social distancing rules for any reason - unless specifically approved by our institute executive with increased PPE requirements and adjusted practices (reducing proximity is the priority in all cases)

From Karen Hogg to Everyone: 04:37 PM

Green colours for Covid assurance and Blue gloves for lab work.

From Christian Kukat to Everyone: 04:37 PM

We still need a 2m physical distance, even if we are wearring community masks") are enough

From Diane Vaughan to Everyone: 04:37 PM

@ Rachel Sheridan - Scotland , UK We must wear face coverings inside the building generally as distinct from PPE masks.

From Andy Johnson to Everyone: 04:37 PM

The flow cores seem to be the first cores to open on campus, so how we manage the situation is being closely watched.

From Huw Kruger Gray to Everyone: 04:38 PM

Users also must bring their own gloves. We cannot supply them from our own limited supplies.

From Richard Grenfell to Everyone: 04:38 PM

@pete, are you coughing?

From Karen Hogg to Everyone: 04:38 PM

UK guidelines states that enhanced PPE not use

From Rachael Sheridan to Everyone: 04:38 PM

our institute requires cloth masks

From Huw Kruger Gray to Everyone: 04:39 PM

Ours forbids cloth masks.

From Rachael Walker to Everyone: 04:39 PM

If you have someone in your Institute who has had Covid (and confirmed by test), has recovered and returned to work do they have different rules?

From Richard Grenfell to Everyone: 04:39 PM

we call them face coverings. close working needs N95 masks

From Karen Hogg to Everyone: 04:39 PM

All persons on NHS property all will have masks from Monday

From Rachael Sheridan to Everyone: 04:39 PM

@Zip, they forbid them?

From Claire Cryer to Everyone: 04:39 PM

Face coverings are recommended in our building; if cannot maintain social distancing then fitted masks required

From Huw Kruger Gray to Everyone: 04:40 PM

Yes. Security will oblige you to change them to disposable procedure masks upon entry.

From Rachael Sheridan to Everyone: 04:40 PM

ah, ok.

From Helen Ferry to Everyone: 04:40 PM

We are based in a hospital (UK), where masks will be mandatory from 15th, but it is still unclear whether it will apply to us in labs - we need to cross corridors etc. and the general public can enter the corridors our labs are on.

From Richard Grenfell to Everyone: 04:41 PM

institute is participating in PCR testing, so will be rolling it out and voluntary testing as people return

From Yanping Guo to Everyone: 04:41 PM

@Rachael, we don’t have different rules for person who recovered and is fit for work.

From Huw Kruger Gray to Everyone: 04:41 PM

Travel here by public transport is a nightmare, with many obnoxious and unco-operative other passengers, who refuse masks and social distancing!

From Rachael Sheridan to Everyone: 04:41 PM

oh, florida.

From Huw Kruger Gray to Everyone: 04:41 PM

Indeed.

From Anna Raper to Everyone: 04:42 PM

Our institute isn't enforcing masks but they said that people are able to wear them if they wish.

From Rachael Sheridan to Everyone: 04:42 PM

not that I think Michigan is an exemplary state for this...

From Avrill Aspland to Everyone: 04:42 PM

We are encouraging staff to avoid public transport and USYD has free temporary parking permits available to all staff

From anne wilson to Everyone: 04:42 PM

does anyone know if human blood samples used in research are tested for COVID-19?

From Huw Kruger Gray to Everyone: 04:43 PM

Many of us do not have the option of driving to work and must use the train, alas.

From Richard Grenfell to Everyone: 04:43 PM

@anne almost certainly not (yet) in the uk

From Avrill Aspland to Everyone: 04:43 PM

Are any facilities expecting enhanced safety measures for primary human samples now?

From anne wilson to Everyone: 04:44 PM

So are we asking our clients about their samples?

From Sarah Bennett to Everyone: 04:44 PM

We added in 'encourage facemasks', clean labcoat within the facility

From Thurka Poobalasingam to Everyone: 04:44 PM

@Anne recent talk on CytoU mentioned that the virus is not in found in blood samples

From Gelo dela Cruz to Everyone: 04:44 PM

this one only shows questions 1-3

From Svetlana Mazel to Everyone: 04:44 PM

In NYC it is mandatory to wear masks

From Rachael Sheridan to Everyone: 04:44 PM

@anne I always ask clients about samples, but it's up to them to be truthful

From Andy Johnson to Everyone: 04:44 PM

There is no risk from Covid in blood samples is there? Highly unlikely to become an aerosol

From Eric Lam to Everyone: 04:44 PM

our institute has had free parking for essential staff since march. however from 15th june onwards its back to $400/mth parking spot

From Huw Kruger Gray to Everyone: 04:44 PM

Everyone must wear a mask on the medical campus here.

From Thurka Poobalasingam to Everyone: 04:45 PM

@Anne the clinician confirmed you have to be more careful with Bal samples for sorting for example

From Rachael Walker to Everyone: 04:45 PM

Wow, @Eric , $400/ month

From Rachael Sheridan to Everyone: 04:45 PM

I hired someone mid pandemic too

From Karen Hogg to Everyone: 04:45 PM

NHS parking was free but not any more now that the hospital is open again : (

From Vidhu Sharma to Everyone: 04:45 PM

Institutional policies are for umbrella guidelines with links to safety/health authorities. But they don't cover specifics of shared usage instruments, so we need to continue following it but still need to develop specific protocols for our facilities

From Thurka Poobalasingam to Everyone: 04:45 PM

If I find the link to the talk will share here as it was very insightful chat at the end of his talk

From Christian Young to Everyone: 04:46 PM

kids by day, sort at night. no choice...

From Huw Kruger Gray to Everyone: 04:47 PM

We just purchased a new Aurora (hurrah!) and Cytek are providing only remote training, with in person training in the future.

From Thurka Poobalasingam to Everyone: 04:47 PM

@Anne link here to CytoU discussion: http://cytou.peachnewmedia.com/store/seminar/seminar.php?seminar=157231@ Anne Discovering Immune Features During COVID-19 By Advanced CytometryMay 28, 2020Presented by: Andrea Cossarizza, Ph.D.Professor of Pathology and Immunology, ISAC PresidentUniversity of Modena and Reggio Emilia, Modena ItalyAbout the PresenterAndrea Cossarizza is a Full Professor of Pathology and Immunology, Vice President of the Faculty of Medicine at the University of Modena and Reggio Emilia, and President of the International Society for Advancement of Cytometry - ISAC. He has been studying the molecular and cellular basis of several diseases that involve the immune system for 35 years. He is currently at the forefront of the fight against Covid-19, and has provided the first contributions regarding the importance of cytometry in understanding the immune response to SARS-CoV-2. As of May 2020, he has published 332 papers on peer reviewed journal, has an H index of 79 and has received over 33,000 citations.

Webinar Summary

The immune system is heavily involved in the pathogenesis of Covid

From Huw Kruger Gray to Everyone: 04:48 PM

You all know that all CytoU classes currently are free, I assume?

From Thurka Poobalasingam to Everyone: 04:48 PM

Correct you still have to register for access

From Avrill Aspland to Everyone: 04:49 PM

We have/are in the process of developing a training program that reduces our face to face down to 15 minutes or under (quizzes, webinar, zoom theory, video demonstrations, software tutorials)

From Karen Hogg to Everyone: 04:50 PM

Have just bought mobile phone stands for remote assistance using the devices to an office or at home support.

From Svetlana Mazel to Everyone: 04:51 PM

When training of new staff member on-site will be essential, I plan both, trainee and mentor, to use N95 masks while keeping social distancing as much as possible

From Andrea Holme to Everyone: 04:51 PM

I have also been telling all the new users to follow Open Cytometry's you tube channel for pre-training since we are not back yet. They have really enjoyed it.

From Derek Davies to Everyone: 04:52 PM

Next O

Next Open Cytometry session next Friday 19th - www.crick.c.uk/whats-on

Finger probs www.crick.ac.uk/whats-on

From Avrill Aspland to Everyone: 04:52 PM

How do you manage the fomite risk of mobile phones?

From miguel.garcia@epfl.ch to Everyone: 04:53 PM

Your institution allowed personal phones in the lab ?

From Rachael Sheridan to Everyone: 04:53 PM

We're doing remote theory training, remote bead-based walk throughs, and remote walkthrough with samples. I'm hoping to keep the face-to-face training less than 20 minutes. Then I'll monitor remotely for their first few runs

From Yanping Guo to Everyone: 04:53 PM

We offer WhatApp offering trouble shooting as well, which works nicely.

From Rachael Sheridan to Everyone: 04:53 PM

We request staff clean their phones before/after entering the lab

From Derek Davies to Everyone: 04:53 PM

Yes we allow phones

From Andy Herman to Everyone: 04:53 PM

@Ann: are those lab/institutional phones or personal ones that you use for troubleshooting?

From Rachael Sheridan to Everyone: 04:53 PM

wipe down with 70% etoh

From Claire Cryer to Everyone: 04:53 PM

Are people handing out their own phone numbers, or using an on call system?

From Svetlana Mazel to Everyone: 04:54 PM

We use the screenshare via Radmin and communication/instructions with users via Zoom

From Me to Everyone: 04:54 PM

1 - Does your Institution suggest that COVID-19 research should be prioritised over other research? Yes – 38% No – 42% Don’t know – 20%2 - Are facility staff responsible for deciding whether some users should receive priority access to the cytometers? Yes – 45% No – 40% Not sure – 15% 3 - If we choose to prioritize for cytometry and/or service work, on what basis? Check all that you think should be prioritised Manuscripts under final revision – 66% Manuscripts close to submission – 33% Students finishing their MSc/PhD – 61% Postdocs finishing their position and moving on to another job – 48% Grants about to end – 42% Preliminary data for grant applications – 21% Animal work (vs. cell culture) – 45% Biggest users (“loyal” user award) 6%

 Internal vs. external – 43%

 “Squeaky wheel” – he/she who shouts the loudest – 4%

From Georgina Fletcher to Everyone: 04:54 PM

RMS online resources page: https://www.rms.org.uk/discover-engage/online-microscopy-talks.html

From Richard Grenfell to Everyone: 04:54 PM

yes, we are fantastic!!!

From Me to Everyone: 04:54 PM

4 - Is your facility currently open? Yes, only for COVID – 14% Yes, open (with COVID-19 restrictions in place) – 67% No, but we will re-open in the next week – 7% No, and we will not re-open in the next week – 12%5 - For those that have reopened, how have things gone? Easier in practice than I expected – 17% More challenging than I expected – 23% As I expected – 32% N/A – 29%6 - Are you running at a reduced staffing within your team? Yes, because of staff shielding or sickness – 8% Yes, because of institutional policy on reduced occupancy – 71%

 No, not required - 18%

 No, but we would rather have made adjustments - 2%

From Rachael Walker to Everyone: 04:54 PM

We have a new position avaliable in the flow lab at Babraham. We are looking for an experienced person as we can’t easily train a new starter

From Rachael Sheridan to Everyone: 04:54 PM

no major pushback yet, but I haven't given them much room for it... ;)

From Me to Everyone: 04:54 PM

7 - How much buffer time are people actually implementing? 0 – 30% 1-15 mins – 45% 16-30 min – 17% 31 mins - 60 mins – 6% >1 hr – 1%8 - Are you using gloves? Yes – 88% No – 1% Optional – 10%9 - Is the glove policy changed from your pre-COVID policy?

 Yes – 36%

 No – 64%

10 - Are masks being worn?

 Mandated – 47%

 Optional/Recommended – 30%

 Not worn – 23%

11- Are your PPE rules above and beyond the

 institutional guidelines?

 Yes – 23%

 No – 61%

 Don’t know – 16%

From Stephen to Everyone: 04:54 PM

with us taking control of all bookings I’m expecting a lot of pushback

From Joshua Kie to Everyone: 04:55 PM

Even core facilities are not necessarily free of Karens

From Rachael Sheridan to Everyone: 04:55 PM

hahahaha!

From Stephen to Everyone: 04:55 PM

brilliant!

From Karen Hogg to Everyone: 04:55 PM

@Claire: I have shared my mobile number for urgent contact for Users

From Huw Kruger Gray to Everyone: 04:55 PM

The cancer centre was pushing us to reopen fully, but the Dean's offica said no, approved "critical" work only. SNAFU.

From Avrill Aspland to Everyone: 04:55 PM

We’ve been pushed to train people with “significant prior experience” - it was the most challenging part of our COVID-19 response so far! Zero face to face time and limited lead time was not ideal

From Claire Cryer to Everyone: 04:56 PM

Thanks@Karen

From Richard Grenfell to Everyone: 04:56 PM

it does seem that many researchers coming back into the lab expect the service to be very muchch back to normal

From anne wilson to Everyone: 04:56 PM

yes they do

From Eric Lam to Everyone: 04:56 PM

@claire cryer: anyone booking to use the instruments are required to submit a contact method mobile/lab phone/ email. so we contact them which ever method they use.

From Lucia Pinon to Everyone: 04:57 PM

I have also left my mobile number in each instrument for emergencies and I did get a call on a Saturday!

From Rachael Walker to Everyone: 04:57 PM

https://babrahaminstitute.livevacancies.co.uk/#/job/details/144?target=frame. In case you know someone looking for a new role in a flow core

From Claire Cryer to Everyone: 04:57 PM

Thanks @Eric Lam

From anne wilson to Everyone: 04:57 PM

@Claire, Karen - we have shared our mobile phone numbers with users for years for troubleshooting. They don’t abuse it, and only use it when there’s a real problem

From Rachael Sheridan to Everyone: 04:57 PM

the back to normal thing is a problem here. it's difficult to get folks to see that if we do training, the 15 minutes we spend with their person is multiplied by n for exposure risk to me and my staff

From Richard Grenfell to Everyone: 04:57 PM

as core head, I am very much willing to make sure peoples expectations are put in place

From anne wilson to Everyone: 04:57 PM

We are only training (remotely) new users who will be there for a few years - not masters students etc

From Huw Kruger Gray to Everyone: 04:58 PM

Great session, many thanks. We should have more such virtual facility managers' discussions, please.

From Rachael Sheridan to Everyone: 04:58 PM

Agree! This has been great

From Attila Bebes to Everyone: 04:58 PM

@Rachael Babraham Flow is superb place to work at!!

From miguel.garcia@epfl.ch to Everyone: 04:59 PM

@Huw : agree ! Great Session !

From Richard Grenfell to Everyone: 04:59 PM

@huw its great to catch up with other core heads while things like CYTO are not on

From Huw Kruger Gray to Everyone: 05:00 PM

Is your institution's "Leadership" actually leading...??? ;-)

From Rachael Sheridan to Everyone: 05:00 PM

no

oops, did I say that out loud?

From Huw Kruger Gray to Everyone: 05:00 PM

Absolutely, indeed.

From Rachael Walker to Everyone: 05:00 PM

What topics would you like to cover in another forum like this?

From Bangwen to Everyone: 05:00 PM

Nice to catch up and thank you for this follow-up session, also thanks for the previous safety meeting summary notes!

From anne wilson to Everyone: 05:00 PM

@Rachel - the institution is putting the onus back on us to decide how far to go!

From Rachael Sheridan to Everyone: 05:01 PM

oh, i'm not really worried. I've been saying this very loudly internally. i'm not shy about protecting my team

From anne wilson to Everyone: 05:01 PM

We have more of a problem with the younger generation than those of us who are older

From Andrea Holme to Everyone: 05:01 PM

Some of my staff are in the higher risk category and if I can not make sure they are safe then its no until there is a valid solution.

From Huw Kruger Gray to Everyone: 05:01 PM

Retirement beckons, indeed...

From crumpton to Everyone: 05:01 PM

Wonderful session Thank you all

From Desiree Kunkel to Everyone: 05:02 PM

we have a great bisosafety officer helping us with risk assessment. rather giving us guidance than setting the rules, so that we can work with that.

From Avrill Aspland to Everyone: 05:03 PM

We’ve lead our response internally, with collaboration/backing from above. Our priority has been the health of our staff - this means we’ve worked hard to produce new training material that has reduced our need for face to face. We are starting to see USYD relax their “safe mode” which will mean that this new training material will be put to the test very soon! We’ll be doing 1 on 1 (wearing P2 masks) for less than 15 minutes - with remote assistance from a technician for the first 10 or so hours.

From Claire Cryer to Everyone: 05:03 PM

Thanks, all, another enjoyable session. Hopefully we can keep these going. Stay safe

From Vidhu Sharma to Everyone: 05:03 PM

As we all are facing, institutional guidelines are very vast derived from federal, provincial guidance with liability statements written to do what is safe for users and staff. I have seen that users who have been approved to do research may get pushed back if in reality we cannot maintain safe distance. Safety first!

From Karen Hogg to Everyone: 05:03 PM

Talking to the safely officer is essential before deviating from the guidelines.

From anne wilson to Everyone: 05:04 PM

yes to a meeting - Budget discussionsa

From crumpton to Everyone: 05:04 PM

Training still my major issue old windows 7 no internet just winsecure for data uploading Any input appreciated!

From Rachael Sheridan to Everyone: 05:04 PM

where's the option that says YES!!!! to convey my level of enthusiasm for this and future meetings? ;)

From Richard Grenfell to Everyone: 05:04 PM

would be good to have a followup for the safely opening experineces

From Rachael Sheridan to Everyone: 05:04 PM

^this

From Karen Hogg to Me: (Privately) 05:04 PM

Thank you

From Vidhu Sharma to Everyone: 05:04 PM

Great meeting, thanks again!!

From Desiree Kunkel to Everyone: 05:04 PM

follow up would be good

From Huw Kruger Gray to Everyone: 05:04 PM

Yes and yes, please! More such informal chats.

From Lucia Pinon to Everyone: 05:04 PM

Thank you!

From Desiree Kunkel to Everyone: 05:05 PM

And thanks a lot!!!!!!

From Karen McGee to Everyone: 05:05 PM

Yes, agreed, with open format going forward. Really appreciate this this forum.

From Rita Pillai to Everyone: 05:05 PM

I would like discussing user training and training with application specialisti during Covid 19 era

From Sarah Bennett to Everyone: 05:05 PM

How are we coping with the reopening of labs, how have we solved problems?

From kbisht to Everyone: 05:05 PM

Thank you.

From Michael Zachariadis to Everyone: 05:05 PM

cheers

From Rachael Sheridan to Everyone: 05:05 PM

thank you all!

From Bangwen to Everyone: 05:05 PM

Thank you all for chairing these meetings!!

From Isabella Pesce to Everyone: 05:05 PM

Thank you all!

From Sarah Bennett to Everyone: 05:05 PM

Open forum for sharing issues

From Andy Herman to Everyone: 05:05 PM

Once again an excellent forum and chance to get widespread expertise

From Yanping Guo to Everyone: 05:05 PM

Topics for Training (hands on ), please

From Richard Grenfell to Everyone: 05:05 PM

@huw’s retirement meeting….. :)))

From Karen Hogg to Everyone: 05:05 PM

Topics: Safety options for 'close working'

From Rita Pillai to Everyone: 05:05 PM

thank you for this meeting

From Yanping Guo to Everyone: 05:05 PM

Great meeting! Thanks!

From Eric Lam to Everyone: 05:05 PM

thanks everyone!

From panagiota stamou to Everyone: 05:05 PM

Great meeting thank you. for future meeting More information for training .

From Christian Kukat to Everyone: 05:05 PM

Thank you very much and best wishes from Cologne, Germany!

From Bee Ling Ng to Everyone: 05:05 PM

Thank you for organising the forum.

From Helen Ferry to Everyone: 05:05 PM

Systems that have worked well for training for instruments with no internet access

From Karen Hogg to Everyone: 05:06 PM

Topics ' User group communications'

From Annie to Everyone: 05:06 PM

Would like some advice for solo staff cores that are run by a single person. Thank you!

From Shirley Hanley to Everyone: 05:06 PM

thanks all, great meeting!

From anne wilson to Everyone: 05:06 PM

once per month

From Vidhu Sharma to Everyone: 05:06 PM

about 4-5 weeks

From Desiree Kunkel to Everyone: 05:06 PM

4 weeks

From Helen Rice to Everyone: 05:06 PM

Thank you for a great meeting!

From Lucia Pinon to Everyone: 05:06 PM

Maybe in 4 weeks

From Huw Kruger Gray to Everyone: 05:06 PM

Monthly?

From Leonor Heleno Wielgosz (stratocore) to Everyone: 05:06 PM

4 weeks

From Michael Zachariadis to Everyone: 05:06 PM

4w

From Sarah Bennett to Everyone: 05:06 PM

4 weeks time

From Yanping Guo to Everyone: 05:06 PM

4-5 weeks

From vtang to Everyone: 05:06 PM

4w

From Hira to Everyone: 05:06 PM

4 weeks

From Anna Raper to Everyone: 05:06 PM

Thank you. This meeting has been very helpful. Especially being able to join remotely from Scotland. It is incredibly helpful to hear how all cores are coping.

From Karen McGee to Everyone: 05:06 PM

4-weeks

From Karen Hogg to Everyone: 05:06 PM

4 weeks

From Katie Lloyd-Jones to Everyone: 05:06 PM

2 weeks

From Joshua Kie to Everyone: 05:06 PM

4 weeks

From Bee Ling Ng to Everyone: 05:06 PM

6 weeks

From Richard Grenfell to Everyone: 05:06 PM

monthly

From Rita Pillai to Everyone: 05:06 PM

3 weeks

From Shreya Sharma to Everyone: 05:06 PM

 weeks

From Svetlana Mazel to Everyone: 05:06 PM

4 weeks

From Desiree Kunkel to Everyone: 05:06 PM

and the time of day was good

From Bangwen to Everyone: 05:06 PM

Monthly

From Christian Kukat to Everyone: 05:06 PM

4-6 weeks

From Avrill Aspland to Everyone: 05:06 PM

Thanks everyone!

From kbisht to Everyone: 05:06 PM

4 weeks good enough

From panagiota stamou to Everyone: 05:06 PM

4 weeks

From Isabella Pesce to Everyone: 05:06 PM

Monthly

From Shreya Sharma to Everyone: 05:06 PM

4 weeks

From Helen Ferry to Everyone: 05:06 PM

6 weeks

From Marie Wiltshire to Everyone: 05:06 PM

6 weeks

From Diane Vaughan to Everyone: 05:06 PM

Yes to more meetings Please. More on biosafety and cell sorting , more on how things are panning out as we start to open up in the UK . Four weeks would be marvellous .Thanks so much everybody

From Richard Grenfell to Everyone: 05:06 PM

can share it round other chairs?

From anne wilson to Everyone: 05:06 PM

Biosafety is of great interest

From Avrill Aspland to Everyone: 05:06 PM

Definitely keen to collaborate on sample safety!

From Bev to Everyone: 05:07 PM

Thanks ever so much for inviting BD to be part of today. Absolutely fabulous to see everyone, being stuck working from home is a huge shock to the system for a sales person ;o) - it's great to touch base. Don't hesitate to contact me if there is anything at all BD can do to help (bev.goward@bd.com) and STAY SAFE!

From Huw Kruger Gray to Everyone: 05:07 PM

Back to streaming Radio-4 on-line...

From Karen Hogg to Everyone: 05:07 PM

Topics: Remote monitoring options for pre windows 10 PC

From Andrea Holme to Everyone: 05:07 PM

Can we have a discussion site were we can share SOPS/risk assessments

From Richard Grenfell to Everyone: 05:07 PM

time for a beer, thanks everyone

From liz to Everyone: 05:07 PM

4-6 weeks, currently on furlough so would be good to review how things are going. Thanks all

From Jim to Everyone: 05:07 PM

Thanks everyone. We had to have this pandemic to make these type of meetings happen. A good thing from all of this.

From Andrea Valle - De Novo Software to Everyone: 05:07 PM

Many thanks for this great opportunity! :)

From Thurka Poobalasingam to Everyone: 05:07 PM

Great discussions. Great insight for those of us on the other side :)

From Karen Hogg to Everyone: 05:07 PM

Great to have the sponsors

From Rachael Walker to Everyone: 05:08 PM

Would a web forum, to post SOPs etc and to write questions be useful?

From Georgina Fletcher to Everyone: 05:08 PM

@Andrea - the RMS are close to launch a site where discussions can take place

From Vidhu Sharma to Everyone: 05:08 PM

SOPs, guidelines sharing on RMS

From Leonor Heleno Wielgosz (stratocore) to Everyone: 05:08 PM

would be happy to share our experience

From Mark Cheetham to Everyone: 05:08 PM

Thanks for your support cheers

From Rachael Walker to Everyone: 05:08 PM

rachael.walker@babraham.ac.uk

From Sarah Bennett to Everyone: 05:08 PM

Thank you!

From Gelo dela Cruz to Everyone: 05:08 PM

Thank you!

From Huw Kruger Gray to Everyone: 05:08 PM

Farewell from the colonies! Lunch-time here...

From Alexandre Salvador to Everyone: 05:08 PM

Thanks a lot!

From Rachael Walker to Everyone: 05:08 PM

Thanks everyone

From Thurka Poobalasingam to Everyone: 05:08 PM

have a fab weekend everyone

From Karen Hogg to Everyone: 05:09 PM

Thank you: have a great weekend

From Charlotte Egan to Everyone: 05:09 PM

Thank you!

From Leonor Heleno Wielgosz (stratocore) to Everyone: 05:09 PM

thank you very much

From Lizzie Freyer to Everyone: 05:09 PM

Thanks all :)

From panagiota stamou to Everyone: 05:09 PM

Thank you very much

From Bee Ling Ng to Everyone: 05:09 PM

is future conference moving towards virtual?

From Helen Ferry to Everyone: 05:09 PM

@Rachel. Yes, that way we can suggest topics as we encounter things.

From AR to Everyone: 05:09 PM

Thank you. Very informative!

From hana glier to Everyone: 05:09 PM

Thank you

From Svetlana Mazel to Everyone: 05:09 PM

Thanks!

From Helen Ferry to Everyone: 05:09 PM

Thank you everyone!

From Stanka Semova to Everyone: 05:09 PM

Thanks!

From Bev to Everyone: 05:09 PM

@pete it is tough keeping to 3 min!!

From Richard Grenfell to Everyone: 05:09 PM

cheers, see you around

From Huw Kruger Gray to Everyone: 05:09 PM

Please!

From Karen Hogg to Everyone: 05:10 PM

Definitely have the techno bites again - good change of pace and variety.

From Huw Kruger Gray to Everyone: 05:10 PM

'Bye bye.