

# From the Quality of Life Committee

Usha Mallik (representative for U.S. and Canada to ACCU)

*ACCU: Advisory committee of CERN users,*

*(formal body of interaction between CERN management and Users)*

The University of Iowa

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**Focusing on our Future: the Young People,  
their well-being**

## Challenges to the newcomers

- Many of them come from either small towns in U.S. or Canada, CERN is not the natural surroundings they grew up in (many not fluent in English)
- For small university groups, often not many people to get them acquainted to the usual life at/around CERN
- For quotidian life they need to know the “lingo”, “culture”, fiscal realities, housing issues, difference between CH and FR for housing, how and where to find apartment, to be plugged in to “CERN life”
- How and where to get the “hang” of the professional activities, to get involved in analysis, in selecting areas of qualification for authorship (they often get help from their mentors)
- Last, but not the least, food habits
- Support as and when needed, physical and mental

# Young Group of Volunteers

We best communicate with people who have had similar experiences

A young people's volunteer group was established, it has been at work for almost a year very successfully; largest number from ATLAS, followed by ALICE, then CMS

Membership becomes active and dormant depending on their stay at CERN

Twice a month we receive a list of newcomers from the User's Office, sent only to me and Alexia Malard-Leyval, the housing coordinator for ATLAS U.S. and Canadian groups (no newcomer after peaking in summer)

User's Office: list is confidential, and so sent only to Usha and Alexia. The volunteers (including ourselves) take turns in meeting the newcomers

## Discussion Points (Meet and Greet):

- How and where to find information on the CERN webs
- USLUA membership, in order to get messages: USLUA events
  - Includes bi-yearly parties**
  - Special talks (such as Project Management, Time Management, Career Opportunities..)**
- Bank and currency exchange information
- Cafeteria Information, times, places
- Public transport, and how to find times, CERN transport
- **Ombudsperson, Onsite Doctor and Psychiatrist, Social Service (CERN services for users)**
- Shopping Information, centers
- How to get integrated in analysis group, selection questions
- Most Importantly: **to get in touch with the volunteer in question or, for more serious confidential issues to get in touch with Usha or Ombudsperson or Psychiatrist (quite a few of them sometime get together for coffee, beer etc)**
- Possibility of future volunteering

# Parties, Parties, Parties !

Twice a year,

**Winter Party:** after the festivities of December has settled (late January, February)

**Summer Party:** Around mid-late July

The spokespersons of the experiments, (sometimes the DG), Ombudsperson, Social Service staff from CERN who want to help come to meet and greet young people.

Several senior members also show up to mix and to get to know the young folks

An excellent opportunity to get to meet them one on one

Name tags are used, so you can meet your collaborators and fellow scientists from other experiments and areas

A few very short introductory talks are given

Good food (non-veg and veg), and drinks (alcoholic and otherwise)

And music

2015



Winter 2016



Summer 2016



## Some Promising Results:

The volunteers are very energetic and helpful

*We have helped many newcomers and non-newcomers*

Starting with personal and semi-professional problems with discretion

USLUA membership has increased quite a bit

A major goal has been to put “all” important and useful information in a *well-designed* website

Many pieces exist in different forms with many well-meaning helpful contributions

Design and Maintenance:

Now being done in Drupal, along with Pam Kleiber (CMS, Wisc),

Sarah Charley has also been very helpful.

Lately Darin Acosta has joined this effort,

Previously he had already prepared a webpage for newcomers

See [Orientation](#)

## **The website will contain:**

Information before coming to CERN

Initial phase regarding settling upon arrival at CERN

Housing information: temporary, semi-permanent

Services provided by CERN

How to get around: public and private, means of transport

Restaurants in various categories and neighborhoods

Buying and selling in “CERN market “

Furniture, Car and miscellaneous including family needs

Rental car information

Health and sports (in and out of CERN)

CERN clubs, where and how to have fun

Family needs, schools, playgrounds, regions

Regional holidays, festival celebrations

Various places of worships

Health insurance, Car insurance, house insurance options..

and....***Markers for job opportunities, in and out of our field***



# UNIQA/CHIS and USLUA

- CHIS (CERN HEALTH INSURANCE SCHEME) administers the program in partnership with UNIQA, a commercial health provider
- All CERN Staff, Fellows, etc. are subscribed automatically to UNIQA
- UNIQA is the recommended health insurance for US/CA Users staying at CERN:
  - "In addition we encourage employees to sign up for UINQA health insurance at CERN"
  - "People who have U.S. health insurance plans, **there is the likelihood that they will be expected to pay in cash for any services and get reimbursement.** We know of several examples of people who had to pay thousands of dollars. **This is an impossible burden especially for a student or postdoc.**"
  - "Most U.S. health insurance plans do not pay for prescription drugs bought in a foreign country."
  - Source:  
[http://www.usatlas.bnl.gov/programoffice/doc/LHC\\_COLA\\_Guidelines\\_DRAFT\\_C.doc](http://www.usatlas.bnl.gov/programoffice/doc/LHC_COLA_Guidelines_DRAFT_C.doc),  
<http://www.usatlas.bnl.gov/twiki/bin/view/Support/CERNVisitorInfo>

# Proposed Changes to UNIQA

- At the Sept. 6, 2016 ACCU (Advisory Committee of CERN Users) meeting, the head of CHIS (Mr. Philippe Charpentier) announced that UNIQA coverage for CERN Users (MPA's : Associated Members of Personnel) would no longer be allowed [See [113th-ACCU-Meeting-Charpentier](#)]
- Existing users will be allowed to continue if they are in possession of a Swiss legitimation card (i.e. >50% presence at CERN), but no new subscriptions as of July 1, 2017
- No more cover for occupational accidents and illness even for those users who are allowed to continue.
- Reason: Users are expensive (*they often bring their families*) or are older and thus a risk to have health claims
- In the numbers presented in the talk, CHIS seems to make a profit on Users, not a loss (see next page)
- This presentation raised many objections from delegates from 5 countries, but there was no conclusion: <http://indico.cern.ch/event/473403/>

Cover Type	Main member	Spouse	Child	Total	Contributions (kCHF)	Benefits (kCHF)	Benefit per Member (CHF)
Normal	129	117	138	384	1540	1691	4404
Reduced	127			127	958	393	3094
Total	256	117	138	511	2498	2084	

- Note: only 1 year of statistics was presented
- *Numbers in table don't quite add up (a user tried to follow in detail from the original talk, 1540 kCHF => 1870 kCHF)*
- Profit of over 400kCHF / year

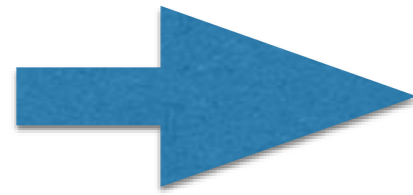
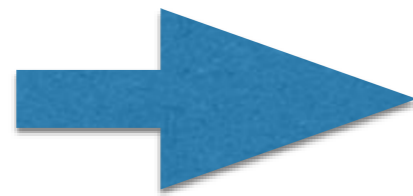
Rules of CHIS, see also linked PDF on page for details: <https://admin-guide.web.cern.ch/en/procedure/cern-health-insurance-scheme-chis>

CERN Users office on insurance:

<http://usersoffice.web.cern.ch/health-insurance-information>

## Stat from Countries Affected

About 100 Users from USA (82) + Canada (13) currently enrolled in CHIS, out of a total of 237 Users in CHIS



Country	Normal	Reduced	Total resident	Fraction CHIS
PT	1	8	37	24%
PL	0	1	86	1%
NO	1	0	28	4%
NL	1	0	32	3%
IT	8	4	385	3%
IL	0	2	6	33%
GR	2	1	92	3%
GB	4	4	268	3%
FR	1	0	198	1%
FI	3	1	31	13%
ES	2	34	135	27%
DE	1	2	199	2%
CZ	1	0	26	4%
CY	1	0	1	100%
CH	17	7	262	9%
BE	1	0	20	5%
AT	5	2	41	17%
Member states	49	66	1847	6%
US	53	29	739	11%
RU	11	12	568	4%
MT	1	0	2	50%
JP	0	1	103	1%
HK	1	0	8	13%
EE	1	0	4	25%
CA	4	9	40	33%
Non-member states	71	51	1464	8%

# A Few Important Points

- Detailed list of potential problems raised by US ATLAS User (pdf)
- Spouses of Users automatically lose their UNIQA insurance when the Main User reaches age 65 (67). (No such exclusion exists for spouses of CERN staff).
- CERN Users office has spent several years trying to set up a backup insurance - **Allianz Insurance**, but this is still problematic:
  - **Allianz offers only a 6 month insurance contract**
  - While renewable, the program could disappear at any time, leaving Users with no Plan B
  - **The Allianz rates for the next year have increased by 75% or 77% (from 139 euro), as the program has been losing money**
- Further discussion about UHIQA/CHIA at the next ACCU meeting on Dec. 6 has been requested by several ACCU delegates.