

ORS News2Use

Spring 2013 Issue

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**NEWS2USE
BACK AFTER A
7-YEAR
HIATUS!**

Maybe you aren't familiar with the Office of Research Services (ORS) and the support services and programs it provides. For example, how did you get to work today? If you drove or took the metro, ORS still played a part in your commute because the transshare program, your ID badge and your parking permit all fall under ORS's list of services. ORS's mis-

NIH's New Mass Notification System

Most emergencies happen instantaneously leaving little to no time to react and notify those who may be affected. In response, NIH has developed a new, streamlined campus-wide mass notification system (MNS) to accurately relay information to essential personnel, NIH employees and visitors. This project began in 1992 to simply update the existing fire alarm reporting system across the Bethesda campus that dates back to the 1940s. Up until last year, NIH was using the equivalent of a telegraph system (pictured right) to communicate to the NIH



Emergency Command Center (ECC) during emergencies. As technologies evolved and more communication became necessary for NIH to function properly during emergencies, the mass notification system took on a life of its own. The

MNS has two components: data and voice. The first linked all building fire alarm systems across campus so two-way data could be sent from a building to the ECC or vice versa. The second involved the installation of
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Are You Familiar With ORS?

sion is to provide "responsive and dependable support to the NIH research mission by planning, directing and delivering scientific and regulatory activities, public safety, security, and services to enrich the NIH community." (To view a list of ORS divisions, see page 4).

Last November, ORS and the Office of Research Facilities (ORF) held a conference to improve service delivery to our customers and strengthen our partnership. From this collaboration, four new partnering ini-

atives arose: Emergency Preparedness, Cyclotron, FACnet, and Communications. The Emergency Preparedness group was tasked with developing strategies to provide safe, comfortable accommodations for ORF/ORS employees who are required to remain on campus during emergencies and other significant events. ORS and ORF collaborated on the design and installation of a new effluent monitoring system for the cyclotron facility. FACnet stands for "Facilities Network" and was

initially designed as a secure network used specifically for the facilities systems and applications. This group has been tasked with defining and documenting the concept of operations for FACnet to better clarify its objectives, goals, tactics, policies, responsibilities and regular and emergency operational processes. Lastly, the Communications team, in conjunction with the ORS Information Technology Branch (ITB), has designed
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NIH's New Mass Notification System

over 15,000 speakers, internally and externally, in all buildings across NIH so voice messages could be sent from the ECC to a specific building, a group of buildings, or all occupied buildings (parking garages included) on campus during an emergency. Additionally, every building's lobby has been updated with a main fire alarm control panel (pictured right).

Every occupied building on campus has the ability to receive information, however Building 10 is a little behind schedule due to funding limitations and its unique size and complexity. All of 10's equipment is functional but its existing system has to be updated to match the MNS in other buildings. Building 10's installation is scheduled to start this fall with the projected completion in late 2014. In addition to the update of 10's system, there are also provisions in place to address the needs of the hearing impaired community during emergencies in all buildings.

AlertNIH

AlertNIH is a managed communication service that provides employees with emergency alerts, warnings, and notifications. This service gives the NIH and its Institutes/Centers, the ability to send messages to all employees and contractors simultaneously in a faster, more efficient manner than traditional modes of communication.

All government-supplied communication devices can receive AlertNIH messages. Government-supplied



In concert with the MNS installation, pre-recorded messages need to be created for specific non-fire related emergencies. A few examples of emergency situations include evacuations, lockdowns, road closures and shelter-in-place. The biggest obstacle in developing these messages was, and still is, that people get tired of



communication devices include desk phones, NIH e-mail, and government-issued cell phones and Blackberries.

In order for employees and contractors to receive AlertNIH messages on home phones, personal cell phones, and home e-mail accounts, the employee is

hearing repetitive messages and tend to tune the recordings out after hearing it more than twice. To combat this, each message will start with a high-low tone to quickly grab an employee's attention followed by a specific message tailored to the current emergency in progress.

With the MNS projected to be fully functional by the end of this spring, emergency personnel hope to minimize confusion that usually occurs during emergency situations with the ultimate goal of keeping all building occupants safe and informed. For more information please contact the Division of Fire Marshal at (301) 496-0487 or visit the website at:

<http://www.ors.od.nih.gov/ser/dfm>.

Over 80,000 feet of custom manufactured copper-surrounded fiber cable was installed during the Mass Notification System project!

required to update his or her profile on the NIH Enterprise Directory (NED) <https://ned.nih.gov>. While updating your profile, select the devices you wish to receive the emergency information on. Please contact the Division of Emergency Preparedness and Coordination (DEPC) at 301-496-1985 if you have questions regarding the AlertNIH service.

an application to coordinate planned high-profile meetings and events with ongoing construction projects on campus to reduce noise and disruption.

In addition to the four initiatives mentioned above, ORS and ORF have recently compiled resources and developed a services directory to help employees differentiate between the two offices and easily find a desired service or program. The following link will take you to the online directory:

<http://services.od.nih.gov/Pages/default.aspx>.

For more information about ORS please visit: <http://www.ors.od.nih.gov>.

Program and Employee Services

Division of Amenities and Transportation Services
Division of Medical Arts
Division of Mail Management Services
Division of International Services

Security and Emergency Response

Division of Emergency Preparedness and Coordination
Division of the Fire Marshal
Division of Fire and Rescue Services
Division of Physical Security Management
Division of Police
Division of Personnel Security and Access Control

Scientific Resources

Division of Library Services
Division of Occupational Health and Safety
Division of Radiation Safety
Division of Scientific Equipment and Instrumentation Services
Division of Veterinary Resources

Report Any Unsafe or Unhealthy Workplace Condition

Anyone in the NIH community who believes that an unsafe or unhealthy working condition exists in the workplace has the right and is encouraged to make a report (oral or written) of the condition to the Division of Occupational Health and Safety (DOHS). If you believe that there is immediate danger to life or health make a report as quickly as possible by calling Safety at 301-496-3457 or after hours by calling the Emergency Communication Center at 301-496-5685.

Prompt reporting of unsafe or unhealthy working conditions to your supervisor and the correction of the conditions are essential elements of the NIH Occupational Health and Safety Program. NIH supervisors are responsible for correcting health and safety hazards in their employees'

workplace and providing specific instructions on proper safety procedures and practices.

People who report an unsafe or unhealthy workplace condition or hazard will not be subject to restraint, interference, coercion, discrimination, or reprisal. You may submit the report anonymously. However, the DOHS will not be able to contact you to obtain additional information, clarification or to provide a follow-up response. Surveys will be conducted as soon as possible for reports of imminent danger conditions. Surveys for other unsafe or unhealthy workplace conditions will be conducted as deemed appropriately by DOHS staff. A survey may not be necessary if, through normal management action, the unsafe or unhealthy condition(s) can be corrected immediately.



**Almost 13,000 flu shots
were administered by DOHS
from July '12—March '13**

A report, if any, will be available within 15 days of survey completion for safety violations or within 30 days for health violations, unless there are compelling reasons not to do so.

If you have questions, please contact the Division of Occupational Health and Safety at (301) 496-3457 or your assigned Safety and Health Specialist via:

http://www.ors.od.nih.gov/sr/dohs/HealthAndSafety/Pages/safety_health_specialists.aspx.

Employee Assistance Program: Free Personalized Consultation for NIH Employees

As the nation’s premier biomedical research agency, NIH is committed to improving the health of our nation. Consistent with this mission, NIH is dedicated to fostering the wellness of its employees. NIH provides its workforce with a full service Employee Assistance Program (EAP), staffed by professionals with licensure and certification in workplace wellness and behavioral health. EAP is free to all employees and their immediate family members.

The EAP provides personalized consultation, short-term support, referral and follow up services to enhance personal and professional wellbeing. EAP is an ideal first stop for access to the vast resources of NIH and the outside community. We also



offer training and support for workgroups to address issues that impact the work environment. EAP services are strictly confidential.

Services are provided to the NIH employees who work at the following locations: Baltimore, MD; Bethesda, MD; Frederick, MD; Gaithersburg, MD; Hamilton, MT; and Rockville, MD.

For a list of EAP’s upcoming workshops being offered to NIH employees please visit: <http://www.ors.od.nih.gov/sr/dohs/EAP/Pages/index.aspx>.

NIH Back-up Care Pilot Program: More than Just Child Care

Did you know that NIH offers several resources related to childcare? The ORS Child Care Programs provide a variety of services that assist families with more than just childcare. These services include a subsidy program, parenting resources, and the new NIH Back-up Care Pilot Program -- all excellent examples of NIH’s forward thinking.

The NIH is the first federal agency within the Executive Branch to offer back-up childcare as an option to its employees. The NIH Back-up Care Pilot Program provides center-based care,

home-based care, in-home mildly ill care, adult/elder care, and self-care. Self-care is when the employee needs assistance in his/her home due to an illness or recent surgery.

The NIH has contracted with Bright Horizons, a national childcare company providing back-up services, to allow the NIH Community access to its back-up care network. Care is available anywhere in the United States so employees are able to utilize these services while on travel to conferences and training. Over 300 NIH employees have been served with back-up care options

when regular child or adult/elder care was unavailable.

Due to the success of the first year and the positive feedback from the NIH Community, the NIH Back-up Care Pilot Program is now available to all NIH employees including contractors, fellows and volunteers. Anyone with a valid NIH e-mail address can register for free through Bright Horizons.

For more information about this program please visit the NIH Back-up Care site at <http://backupcare.ors.nih.gov> or contact the NIH Child Care Team at 301-402-8180.

Did You Know?

Police Criminal Statistics for the NIH Bethesda Campus (2012)

Type of Investigation	Reported Cases	Closed with Arrest	Closed Unfounded	Closed Exceptionally
Thefts	80	2	10	8
Assaults	2	0	1	0
Burglary	0	0	0	0
Stolen Auto	0	0	0	0
Other Investigations	143	25	5	68

Statistics are CY 2012—7 knives and 13 handguns were recovered during this period. In certain situations, elements beyond law enforcement’s control prevent the agency from arresting and formally charging the offender. When this occurs, the agency can clear the offense *exceptionally*.

NIH Bike to Work Day - Friday, May 17

The Division of Amenities and Transportation Services (DATS) invites everyone to come celebrate National Bike Month and Bike to Work Day (BTWD), Friday, May 17, from 7 a.m. to 9:30 a.m. in front of Building 1. One of the largest Recreation and Welfare (R&W) clubs, the NIH Bicycle Commuter Club (NIHBCC), will be on hand to host this celebration with members of DATS, the Office of Research Facilities (ORF), and the NIH Police.

Last year, more than 11,000 area residents joined in this annual event and even more are anticipated this year. The NIH has won the Metropolitan Washington Council of Governments award 8 years in a row for being the employer having the most participants in Bike to Work Day in the National Capital Region. Help us defend our title this year by registering online at: <http://www.nihbike.com/>. Even if you do not choose NIH as your pit stop, writing in "National Institutes of Health" as your employer will help us defend our title.

The Director of NIH, Dr. Francis Collins (pictured far right) - no rookie to commuting by bicycle—addressed the crowd last year in front of Building 1. Dr. Collins talked about how important it is that NIH set the example for the

nation on healthy commuting options and exercise. Joe Cox, Chief, Transportation and Services Branch, and the person responsible for alternative transportation options for NIH, agreed that "Dr. Collins had two good points" in reference to bicycling. The first was that Albert Einstein discovered the Theory of Relativity while riding a bicycle. That is enough to get all NIH scientists to dust off their bikes to exercise both bodies and minds. The second point held more shock value when Dr. Collins pulled out a prop that resembled five pounds of human fat, giving everyone present more of a reason to start peddling.

The NIH will again be participating in two off-campus pit stops: Fallsgrove-sponsored stop at Rockville (pit stop closest to the new NCI Shady Grove building) and the Marriott-sponsored stop at Rockledge (pit stop name "Rock Springs Business Park"). Both stops run from 6:30 to 8:30 a.m.

At the Building 1 pit stop, employees and contractors who show up riding a bicycle and wearing a helmet may enjoy breakfast snacks and participate in a raffle including such prizes as cycling gear and equipment and Fitness Center memberships. All pre-registrants get a free Bike to Work Day T-shirt (you may want to bring a print confirmation of

your registration as back up).

If you have never tried commuting by bike to NIH and aren't sure how to begin, explore commuting option at the following site: <http://www.nihbike.com/home/commuting>. The NIHBCC offers advice on topics ranging from purchasing a bicycle to favorite NIH commuting routes from all over the D.C. area.

Bike to Work Day is a rain or shine event. Volunteers are always appreciated to help with preparations before or on the day of the event. If you would like to help, e-mail Jonathan Mazal (mazaljr@mail.nih.gov) or Michelle Mejia (Mejiam@mail.nih.gov).



Dr. Collins explaining the significance of healthy commuting options with his wife, Diane Baker, holding 5 lbs. of fat

Serving the NIH Community...

For questions or comments about ORS services: ORSInfo@mail.nih.gov or (301) 594-6677

For questions or comments about published or potential stories: ORSNews2Use@mail.nih.gov

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Office of Research Services