

NEWS2USE

- 1 **NEW NIH EMERGENCY PREPAREDNESS HANDBOOK**
- 2 **REQUESTS FOR INTERPRETING SERVICES: FRIENDLY TIPS FOR NIH STAFF**
- 3 **NEW DINING CENTER OPEN IN PORTER NEUROSCIENCE RESEARCH CENTER**
- 4 **ANNOUNCING THE OPENING OF THE CRC CAFÉ!**
- 5 **JUST IN TIME FOR THE HOLIDAYS: THE ROCKLEDGE FITNESS CENTER RECEIVES NEW FITNESS EQUIPMENT**
- 6 **FEEDBACK BOXES: COMING SOON TO AN EMPLOYEE SERVICE PROGRAM NEAR YOU....**
- 7 **FIRE PROTECTION SPRINKLER SYSTEMS: FACT AND FICTION**
- 8 **THEFT IN THE WORKPLACE: AVOID BECOMING A VICTIM**
- 9 **FAREWELL TO OUR CHILDKIND DIRECTOR**
- 10 **K-9 DAISY RETIRES**
- 11 **TAKE ADVANTAGE OF JOURNAL SUBSCRIPTION PIGGYBACKING AND CUSTOM SERVICES**

NEW NIH EMERGENCY PREPAREDNESS HANDBOOK

We all remember that on 9/11 our top priorities were deciding when and where to go and at the same time finding out where our loved ones were; whether they were down the street, at a meeting in D.C., or living in Manhattan. We will never forget that day, and it prompted a lot of organizational and individual planning.

The ORS Division of Emergency Preparedness and Coordination (DEPC) has been working on the newly completed NIH Employee Emergency Preparedness Handbook to improve our planning and reactions in case of a crisis—natural or otherwise—at work or at home. As mentioned, an essential part of any emergency planning system includes ways to coordinate with children and other family members.

The NIH has plans in place to provide for the safety and protection of personnel, patients, contractors and visitors across a wide range of potential emergencies, from tornadoes to cyberterrorism. Preparation gives us some measure of peace that comes from knowing we have a plan of action for ourselves, our organizations and our families.

To keep yourself and your fellow employees safe in an emergency, the most important thing you can do is stay calm, follow your emergency plan, and follow instructions from emergency personnel.

AMONG THE MANY TOPICS THE HANDBOOK COVERS ARE THE FOLLOWING:

- Evacuation of your building, the campus, or the region
- Shelter-in-place guidelines
- Alerts and notification
- Reporting



THE HANDBOOK GIVES SPECIFIC GUIDANCE IN CASE OF AN EMERGENCY AT HOME:

- Creating a home and family emergency plan
- Supplies to have on hand and to have ready to go with you: water, food, first aid, tools, supplies and clothing – even reminding us to have and pack some sweets for comfort
- What to do after an emergency occurs
- Recovery from the trauma

The home section covers in full detail what we can do for our neighbors and our pets.

We all know that natural disasters and terrorism can come in many forms. The handbook has hazard-specific information so that we can anticipate how to respond to various types of emergencies.

Keeping a list of emergency contact information is always important. In the handbook, in addition to campus and local emergency contacts, there is a reminder to create your own personalized list of emergency numbers to post in a central and prominent spot at home.

The ORS prepared this handbook as part of its responsibility to plan and direct service programs for public safety and security operations, scientific and regulatory support programs, and a wide variety of other program and employee services.

The ORS is dedicated to supporting the NIH's biomedical research mission by providing a secure work environment on campus that includes our patients, their visitors, and other guests, along with the facilities and the ongoing research itself.

The Division of Emergency Preparedness and Coordination is responsible for coordinating all NIH resources essential to emergency planning and preparedness functions. This includes serving as the NIH Emergency Coordinator with Montgomery County emergency preparedness organizations, state offices and national emergency

response organizations under the leadership of the Department of Health and Human Services (HHS) and the Federal Emergency Management Agency (FEMA). The DEPC works closely with the HHS Office of Assistant Secretary for Public Health Emergency Preparedness (ASPHEP) in planning for and responding to large-scale national disasters.

The DEPC is responsible for compliance, and ensures the competency of the Occupant Emergency Organization staff, which assist in building evacuations, through regular training classes, seminars and semi-annual evacuation drills at all NIH facilities.

The NIH Emergency Preparedness handbook can be found online at: http://ser.ors.od.nih.gov/emergency_prep.htm

INFORMATION

Division of Emergency
Preparedness and Coordination
301-496-1985

REQUESTS FOR INTERPRETING SERVICES: FRIENDLY TIPS FOR NIH STAFF

The Division of Employee Services (DOES) makes every effort to meet all interpreting services requests. However, the demand is high. The following tips should help customers better understand how to get the services they need:

- ▶ Interpreting services are available for individual NIH employees, visitors, and patients, as well as for NIH-wide sponsored events, seminars, training classes, staff meetings and office social events that are sanctioned by the NIH and require communication among employees who are deaf or hard of hearing.
- ▶ All employee interpreting requests are filled on a first-come, first-served basis.
- ▶ Priority is always given to patients requiring interpreting services to better communicate with their medical staff while they are hospitalized or participating in a research proto-

col.

▶ Submit your interpreting request as soon as you become aware of a need at any upcoming events or meetings. This will provide the DOES office the ability to begin working with Sign Language Associates, Inc. (SLA) to schedule appropriate interpreters for your event.

▶ The busiest days are Tuesdays, Wednesdays and Thursdays, in that order. Middle of the day requests -- from 10:00 a.m. - 1:30 p.m. -- are the most difficult time frames to fill. Many of our interpreters have ongoing or recurring assignments during these hours. Work scheduled to start early in the morning (8:00 a.m.) or after 1:30 p.m. tends to be easier to fill on the busy days.

▶ If your Institute/Center plans to sponsor an event that will be open to the public, a request for interpreting services should be submitted at least 10 business days in advance.

▶ If your Institute/Center plans to sponsor any non-public activities, a request for interpreting services should be submitted at least five (5) business days in advance.

▶ Requests for interpreting services for deaf and/or hard of hearing employees who need assistance to perform their jobs more effectively or efficiently should be submitted at least five (5) business days in advance.

▶ Your Institute/Center is responsible for notifying the DOES office of any cancellations for interpreting services within two (2) business days, and at least 48 hours.

▶ Due to the high volume of daily interpreting requests, last minute requests (same day) can be difficult to fill. However, DOES will work with SLA to make every attempt to accommodate each and every request.

INFORMATION

Division of Employee Services
301-402-8180 (Voice) or
301-435-1908 (TTY)
<http://does.ors.od.nih.gov>

NEW DINING CENTER OPEN IN PORTER NEUROSCIENCE RESEARCH CENTER



The new dining center at the Porter Neuroscience Research Center opened successfully in September and has already received an excellent reception from the building's employees. The dining center includes state-of-the-art equipment and a large dining area enabling the NIH staff to find quiet respite from their normal duties. Dining choices include: Menutainment, Fresh Grille, Trattoria, Garden Emporium, and assorted desserts and beverages. The staff of six is managed by Eric Moline, Chef Manager who is a graduate of Pennsylvania Culinary Arts School in Pittsburgh.

Thank you to everyone for your support in opening this new facility.

INFORMATION

John Crawford
Food Services Program Manager
301-402-8180

ANNOUNCING THE OPENING OF THE CRC CAFÉ!

The Division of Employee Services (DOES) is happy to announce that Eurest Dining Services has come to the Mark O. Hatfield Clinical Research Center, bringing an assortment of quick meals, beverages and snacks to staff and visitors in this area. Keep your eyes open for an ever expanding selection of soups, salads and sandwiches.

The staff of eager-to-please, customer service professionals wants you to be every bit as pleased with your meal as you are with the new building. Stop by and introduce yourself to the manager, Shelley Yarbough, and her team.

In the coming months the CRC Café will be transformed into an Au bon Pain with freshly baked breads and pastries.



CRC Café team of Erda Woldegiorgis, Rahwa Kidan and Shelley Yarbough (left to right) behind the counter of the new cafe.

INFORMATION

John Crawford
Food Services Program Manager
301-402-8180

JUST IN TIME FOR THE HOLIDAYS: THE ROCKLEDGE FITNESS CENTER RECEIVES NEW FITNESS EQUIPMENT

If one of your New Year's resolutions is to start working out, you are in luck. Last month, several new pieces of fitness equipment arrived at the Rockledge Fitness Center. For those of you who need to take things at a steady pace, there are new treadmills, recumbent and upright bikes. For those of you who are up to the challenge and don't mind a little resistance, there is a new seated leg press, seated leg curl and leg extension, plus many other machines that will help you feel the burn and get in shape.

The Rockledge Fitness Center is located at 6705 Rockledge Drive, Suite 5070, Bethesda, Maryland.

INFORMATION

Kirty Dhekar
Fitness Director
301-435-0038
www.recgov.org/fitness/fitness.html

FEEDBACK BOXES: COMING SOON TO AN EMPLOYEE SERVICE PROGRAM NEAR YOU....

In our ongoing efforts to supply and improve services such as child care centers, dining centers, fitness centers, and retail stores for NIH employees, contractors and visitors, the Division of Employee Services (DOES) is making it easy for customers to communicate the good and the bad.

Feedback boxes are being installed on and off campus at the site of the service provided. Please submit your feedback about any DOES service in the box provided.

These comments do not go unnoticed.

By supplying your contact information with the comment, you will receive a personal response from the Quality Assurance Specialist devoted to the program in question. In addition, your suggestion may prompt changes, which will be announced on the bulletin boards in that program area.

Anonymous suggestions are treated with the same respect and consideration as those with contact information.

This is your opportunity to sound off. All complaints, comments and compliments are welcome. We need your feedback to help improve the quality of work life for all us at NIH.

Most feedback boxes will be available by the end of January 2005.

INFORMATION

Division of Employee Services
301-402-8180
<http://does.ors.od.nih.gov>

FIRE PROTECTION SPRINKLER SYSTEMS: FACT AND FICTION

FACT #1:

Each year, approximately 6,000 people in the United States die in fires resulting in millions of dollars in property damage. Many deaths could be prevented and property damage minimized through the installation of fire protection sprinkler systems.

FACT #2:

At NIH, we install automatic sprinkler systems in all new facilities as they are built, and in older facilities during renovations. They are also being installed in our residential settings on campus.

FICTION #1:

Sprinklers cause unnecessary water damage.

Actually, sprinkler heads are closed until heat from a fire activates them. Only the sprinkler head(s) nearest the fire open up. They produce far less water than a fire hose would release. Each sprinkler head is temperature activated; therefore, every sprinkler head does not open at the same time as is commonly depicted on TV and in the movies. Water from the open sprinkler head(s) extinguishes or controls the fire to keep it from spreading, thus minimizing costly damage from fire.

FICTION #2:

Sprinklers go off accidentally.

The accidental activation of a fire protection sprinkler system is, indeed, a rare occurrence. In fact, sprinkler system piping is subjected to a rigorous pressure test before the system is commissioned. Accidents involving fire protection systems are far less likely to occur than mishaps involving standard domestic plumbing systems.

FICTION #3:

Sprinkler systems are unattractive.

In most finished areas, fire protection sprinkler system piping can be concealed above drop ceilings or in

walls. Any exposed sprinkler piping may be painted to match the wall or ceiling color. Also, some modern sprinkler heads may be virtually concealed or mounted almost flush with the wall or ceiling.

FICTION #4:

Sprinkler systems are expensive.

The installation of fire protection sprinkler systems, including residential sprinkler systems, is now far less expensive than in the past. In residences, this is due to the use of modern lightweight materials and designs. It is estimated that the cost of installing a residential fire protection sprinkler system adds only one to two percent to the cost of a newly constructed home, while the homeowner could reap as much as a 50% savings in fire insurance premiums. In commercial properties, the cost of installing sprinkler systems could be offset by a similar reduction in insurance premiums in as little as five years and could also eliminate the need for costly fire walls and fire doors that are typically required in buildings without sprinklers.

Of paramount importance, of course, is the number of lost lives and burns that can be prevented by these systems. They more than pay for themselves when you consider the millions of dollars in lost property from fires.

INFORMATION

Division of the Fire Marshal
301-496-0487

THEFT IN THE WORKPLACE: AVOID BECOMING A VICTIM

- Keep your purse, wallet, keys and other valuable items with you or locked in a drawer or closet at all times.
- Check the identity of any strangers who are in your office. Ask who they are visiting and if you can help them find that person. If this makes you uncomfortable, inform security or the NIH Police about your concerns.
- Always let someone know where you'll be – especially if you are coming in late or plan to work late, but even when you are going to the mail room, out to lunch, or to a meeting.
- Report broken or flickering lights, dimly lit corridors, doors that don't lock properly, and broken windows.
- Be discreet. Don't advertise your social life or vacation plans – or those of your coworkers – to people visiting or calling your place of work.
- Don't prop open exterior doors. This circumvents security and puts all workplaces at risk. If you find a door propped open, remove the obstruction and notify the police.

INFORMATION

On-Campus Emergency (Police/Fire): 911
TTY Telephone Line: 301-496-0063
Off-Campus Emergency (Police/Fire): 9-911
Police Non-Emergency: 301-496-5685
Crime Prevention: 301-496-9818

FAREWELL TO OUR CHILDKIND DIRECTOR

After 15 years of leadership at ChildKind, Center Director Ms. Lee Ettman is retiring this month. She and her husband will be slowing down the pace and enjoying family and traveling.

Tucked away in a quiet part of the NIH campus, the ChildKind Infant and Toddler Child Care Center is a not-for-profit parent cooperative that has been providing full day child care to the children of NIH employees for over 15 years. Hundreds of babies have experienced wonderful nurturing care. Hundreds of parents have been supported and reassured by the caring professional staff.

Ms. Ettman has been the gentle guiding presence at the center, which serves over 30 very young children. She has ensured that the center achieved and maintains accreditation from the National Association of Young Children, an important sign of quality in the early childhood field. The children, parents and center staff will miss her, but, she says, "Not as much as I will miss them."

Although the ChildKind Board has already begun the process of finding a new Director, Ms. Ettman's influence will be felt for quite some time.

INFORMATION

Mary Ellen Savarese
301-402-8180



K-9 DAISY RETIRES K-9 Daisy with handler Sgt. Alan Blaum. K-9 Daisy came to the NIH Police from Lab Rescue in September of 1998. She and her handler, Alan Blaum worked at NIH as an Explosive Detection Canine Team. They were however far better and more widely known for their Community Policing efforts. Many NIH patients and their families and all NIH offices and laboratories both on and off campus were likely at one time or another to have been visited by K-9 Daisy, sometimes to check a suspicious package but also to act as a catalyst to answer questions about safety and security. After 6 years of service, 8-year-old Daisy was retired at the rank of 'House Pet.' K-9 Daisy was so well loved that her friends at NIH celebrated her retirement with a party and her Police Department awarded her a commendation for dedicated and professional service.

TAKE ADVANTAGE OF JOURNAL SUBSCRIPTION PIGGYBACKING AND CUSTOM SERVICES

Simplify your journal ordering in 2005 by piggybacking on the NIH Library EBSCO subscription contract. Any IC, or NIH staff member, can elect to use the Library's negotiated service to manage multiple journal subscriptions through one vendor. Contact Margaret Kunz at 301-594-6470, or by e-mail at kunzm@mail.nih.gov, to learn more about how to set up an EBSCO account and place your order. There is no fee for this service if you manage your own account and journal collection.

In addition, through the Journal Management custom service, we can order and track your journals for you to insure that issues arrive in a timely manner. Journal records are created in the NIH Library online catalog and can be accessed to check the arrival status of a particular issue. Your journal records can be displayed separately for easier identification of specific issues. A messenger service delivers your journals soon after they arrive.

Two custom services that tie in with journal management are:

Reading Room Management - Library technician services to keep your on-site literature resources organized and easy to use.

Binding Services - These services include preparing the issues for shipment to a commercial binder and processing the returned bound volumes.

Many of our custom services help you save time. The Library customizes support by providing select services on a consulting, fee-for-service basis, creating tailored solutions for a variety of research-

specific issues. Our custom services are affordable, and can be charged to internal accounts.

Additional custom services include:

Cataloging - Librarians organize your collection of books, journals, videos, etc., creating a catalog appropriate to your institute or work group.

Database Development - Advice on designing and developing your own reprint and reference databases to better organize collections for quick and easy retrieval.

In-Depth Literature Searches - Customized assistance - instruction and guidance in choosing appropriate databases and developing search strategies tailored to your specific work group.

Informationist - Special liaison program that augments your information resources, saves you and your staff time, and most importantly, enhances the quality of research and patient care.

Resource-Focused Webpages - Develop, update and maintain a webpage that includes frequently used research tools, databases, online journals, internet sites with breaking news, listservs and statistical resources that are relevant to your work.

To discuss custom services projects, contact Susan Whitmore at 301-496-1157 or by e-mail at susan_whitmore@nih.gov.

INFORMATION

Cindy Clark
301-496-2186

WE WANT TO HEAR FROM YOU! The Office of Research Services encourages you to submit questions, comments and suggestions about the services we provide to the NIH community. Someone from the ORS staff will respond to each question. Just e-mail, phone or fax your comments and questions to the appropriate location listed below.

For questions or comments about ORS services, contact the ORS Information Line:

E-mail: ORSInfo@mail.nih.gov

Phone: 301-594-6677

Fax: 301-402-2204

Website: <http://www.nih.gov/od/ors/security/index.htm>

For questions or comments about articles in the *News2Use* or to suggest future story ideas:

E-mail: ORSNews2Use@mail.nih.gov

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