



from the Office of Research Services

News: To Use!



January 1996, Issue No. 5

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Blizzard of '96: gone but not forgotten!

With the Blizzard of 1996 still fresh in our minds, I want to take this opportunity to thank our many employees who commuted to the NIH campus during and after the snowstorms. You were patient, supportive and understanding. For all of us, the trip to work was treacherous, and longer than usual, with an almost unprecedented 32 inches of snow in Bethesda, and 43 inches at our Animal Center in Poolesville.

I want to give special credit where credit is due: to the **ORS/DES Grounds Maintenance and Landscaping Section (GMLS)** for their extraordinary effort *and* results. From "Storm Saturday" through that Wednesday, they worked tirelessly, conquering one of the toughest challenges that they (we!) have ever faced. The initial storm required our crews to work for 4 days straight without going home to see their families or shovel their own driveways. After one night of sleep, they were back again for another 2 or 3 days to fight the second snowfall. I am glad to have this opportunity to thank the many **heroes** who tirelessly manned trucks and shovels, hour after hour, day after day.

Snow had to be cleared from over eight miles of primary roads, 43 miles of surface parking lots, and 15 miles of sidewalks. In addition, over 100 building entrances had to be made accessible, with 42 of them in the Clinical Center alone. Before the "normal" snow clearing could begin at the Poolesville Animal Center site, our crew had to plow a Montgomery County road to gain access to it!

To anyone who called in to praise the efforts of the GMLS staff and its volunteers - who gallantly met Mother Nature's challenge - I want you to know that those calls were bright spots in some dreary, tiring days.

Thanks, Steve Ficca

The Bethesda Room: fine dining, low prices

In a far corner of the B1 level cafeteria in the Clinical Center, there is a hidden treasure...an attractive dining room that can seat up to 50 people. The Bethesda Room has plants, soft lighting, attractive posters, wall fixtures, tablecloths and linen napkins. Guests choose from three fixed price menu choices. Each is reported to be delicious and prices are kept under \$10. Meals include hot and cold beverages, salad, entree and dessert. This is a unique place to hold a meeting or celebrate a special office occasion on campus. To make reservations, place a call to the hostess of the Bethesda Room at your earliest convenience.

Information:
Lilly Talbott 6 - 3165

Violence in the Workplace: sad but true

There is an increasing trend toward violence in the workplace, both in the government and in the private sector. No one is immune from the possibility of a criminal incident similar to those that are reported in the local news every day. Workplace violence is of great concern to the Division of Public Safety, which offers seminars on the subject. Instructor Gary Freeman, who was recently recognized as Training Director of the Year by the Washington Council of Governments, educates NIH employees about the potential for violence, and the types of steps people can take if they feel threatened.

The November 14 and January 9 seminars were cancelled due to the shutdown. People who signed up for those dates have been contacted personally to choose another date. Other interested parties will soon see posters announcing **the next seminar dates:**

February 21 and March 5.

Since space is limited, and all previous sessions have been filled to capacity, pre-registration is recommended. Call for a registration form if you are interested.

Information: Trisha Burke 6-6893

NIH TRANSHARE PROGRAM

Metrochek Redemption Locations

MARYLAND			
N. Bethesda	White Flint Mall, 2nd level Info Desk	301-231-7467	11am-9pm, M-Sat
	11301 Rockville Pike		noon-5:30 Sun
Landover	Metrobus, 3433 Pennsy Dr.	202-637-7000	7am-7pm, M-Sun

VIRGINIA			
Arlington	1615B Crystal Square Arcade, Crystal City	703-413-4287	10am-6pm, M-F
	Ballston Commons Mall Transit Store	703-528-3541	10am-7pm, M-F
	4238 Wilson Blvd.	10am-3pm Sat	
	Rosslyn Transit Store, 1700 N. Moore St.	703-525-1995	8am-6pm, M-F
	Metrobus Office, 3501 S. Glebe Rd.	202-637-7000	7am-7pm, M-Sun
Alexandria	Metrobus Office, 600 N. Royal St.	202-637-7000	7am-7pm, M-F
D.C.- Metro offices			
	Metro Center Sales Office, 12th & F, NW	202-637-7000	8am-6pm, M-F 9am-5pm Sat
	Metro HQ, 600 Fifth St.at Judiciary Square	202-637-7000	8am-4pm, M-F
	Pentagon, Main Concourse	202-637-7000	7:30-3, M-F
	Northern Division, 4615 14th Street, NW	202-637-7000	7am-7pm, M-Sun
	Western Division, 5230 Wisconsin Ave.	202-637-7000	7am-7pm, M-Sun
	Southeastern Division, 17 M Street, SE	202-637-7000	7am-7pm, M-Sun

...Metrochek exchanges also available through "Fare Media by Mail"

NIH TRANSHARE participants can exchange Metrochecks (Metrorail farecards) for other forms of fare media such as flashpasses, tokens and tickets through the "Fare Media by Mail" program of Montgomery County's Division of Transit Services. By submitting your Metrocheks for exchange, you can get Metrorail, Metrobus, Ride On and MARC Rail fare media. **Follow these simple steps:**

1. Obtain a Fare Media by Mail brochure and complete the order form.
2. Sign the back of the Metrochecks being submitted for exchange.
3. Add a personal check if needed for your exchange.
4. Mail and expect your fare media to arrive promptly by return mail.

The Fare Media by Mail program guidelines include the following:

- To participate, you must live or work in Montgomery County.
- Damaged, altered or partially used Metrocheks are not accepted for exchange.
- No cash refunds are given; you must request replacements of equal or greater value.
- Exchanges are made for the redemption value printed on the back of the Metrochek; the extra Metrorail bonus value cannot be honored.

- For calendar month MARC Rail tickets, orders must be received by the 13th of the preceding month.

For Brochures or Information *on all of the above*:

Gail Thorsen 2-RIDE - Employee Transportation Services Office: Building 31, B3B08

Ober United Wins New FTMC Contract

During the past six months, the NIH Federal Travel Management Center (FTMC) contract recompetition took place. After open competition and extensive technical review by a panel of NIH employees, the General Services Administration awarded a two year contract to Ober United on December 1, 1995. Ober's proposal includes many enhancements that will increase their responsiveness and quality of service. A few examples follow:

TTY service for the hearing impaired

Continuation of shuttle van service to Dulles with pickup points at Building 10, Building 31 and Executive Plaza (reservations required)

Toll free (800) Service for NIH staff and meeting attendees outside the Washington DC area

e-mail communication with Ober

Currency Exchange Service: With three business days' notice, Ober will pick up U.S. dollars and exchange them for travelers checks in a number of foreign currencies and will reconvert them on the traveler's return.

Ober is preparing a pamphlet that will provide travelers with procedures for use of the FTMC, important phone numbers, and details on the travel-related enhancements listed above, as well as other enhancements. The pamphlet should be ready for desk-to-desk distribution next month.

Information:

Anne Gillen 2-1661

Extra, Extra, read all about it

If you are interested in obtaining extra copies of the **NEWS: TO USE!**,

please call editor Ann Cochran, at 530-2111, to discuss it or to leave a message.

Recycling at NIH

Recycling efforts have increased steadily, both in the *types* and the *amounts* of

material recycled. The major focus has been on recycling white office paper. In 1994, NIH recycled almost

1200 TONS of white office paper, a 30% increase over 1993. There were slight increases in the recycling of

aluminum cans, #1 and #2 plastics, and glass, however, the materials listed below showed significant recycling increases:

- scrap metal: 40%
- mixed paper: 20%
- cardboard: 6%
- wood pallets: 3%

White office paper is collected and picked up in Building 1, 4, 6B, 12, 13, 21, 23, 31, 37, 45 and the NIH Animal Center. Buildings 4, 6B, 37 and 45 were added this year to the White Office Paper Program.

**On campus, if you are not in a building that is included in the program,
you can still recycle by following these steps:**

Collect white office paper

Pack it in a box - the box it came in is fine, *OR*

Self Service Store Box #8115-00-435-4179

Mark the box clearly with the word "RECYCLE"

Close it securely

Call Transportation Services (6-1546) to pick it up

Last year, 270 tons were recycled this way!

There were numerous other volunteer efforts. Some offices collected empty soda cans and turned them into local government recycling programs. For future planning of programs that the Division of Safety may develop, please let their contact person, listed below, know about other localized, voluntary efforts.

NIH is committed to recycling, and existing programs have grown in participation and acceptance, however, recycling is not without a down side. In offices and labs that are already short of space, it is difficult to find room for large recycling containers. Also, additional resources - people and equipment - are needed to collect, pick up and store materials. In some cases, the price received for

selling recycled materials does not cover the collection costs.

The NIH community can look forward to continued increases in recycling, despite space and budget considerations. Some small scale programs are being tested for recycling different kinds of materials.

Information: Kenny Floyd 6-7776

Improvements to Campus Signage

Like finding one's way around a college campus during the first few weeks of freshman year, it can be difficult for newcomers and visitors to locate their NIH destinations: buildings, meeting rooms, the right parking lot, or even their own new office! In an effort to eliminate - or at least reduce - that frustration, ORS is currently evaluating all existing signs that should be replaced within the near future. The following are examples of the categories of signs that may be reborn by this service:

- Main Entrance
- Limited Access
- Main Intersection
- Site Directional
- Directory Map
- Visitor Parking
- Delivery Directional
- Building Entrance

This effort is actually only an *Interim* Campus Signage Improvement Program because a comprehensive exterior signage plan, included in NIH's 20 Year Master Plan, is several years away. The Master Plan is in the final stage of its approval process. Recognizing NIH's obvious and immediate need for improved signage, ORS developed an effective interim plan which is compatible with the Master Plan signage goals. Signs will begin to change this month - January 1996 - continuing to blossom into the spring!

Information: John Morris 2-1419

Reminder:

News: to Use! is available **on-line** via the **World Wide Web** at

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

Mission: Communications

The purpose of this newsletter is to inform and communicate with the entire NIH community about ORS

projects, policy changes and initiatives of immediate practical interest, along with some items that might be filed away for future use. The Office of Research Services directly affects you and the place where you spend your whole day - your office, your building, your entire organization. Therefore, your satisfaction is our utmost concern. Please let us hear your ideas and comments.

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Stephen A. Ficca, Associate Director

- Editor, Ann Cochran -



us a line!

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Mr. Steve Ficca, the Associate Director for Research Services, would like to respond to your questions, comments and suggestions... or is there anything you would like to know about the Office of Research Services but were afraid to ask? Here is your chance!

Topic suggestions:

- most useful information in this newsletter
 - subjects that should be addressed in a future issue
 - general comments
 - specific questions
-
-
-
-
-

Your name: _____

Building & Room: _____

Phone Number: _____

___ Please check if you would like your comments & our response to be kept confidential.

Fax your comments to Mr. Ficca's office: 2-0604

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