

NEWS2USE

- 1 **FIRST NIH IMMIGRATION CONFERENCE:
ALIENS OF EXTRAORDINARY ABILITY...
AND OTHER TOPICS OF INTEREST**
- 2 **PARKING SPACES:
OUT WITH THE OLD, IN WITH THE NEW**
- 3 **SECURITY & EMERGENCY
RESPONSE TO BETTER SERVE THE NIH**
- 4 **PERIMETER SECURITY: A 3-ELEMENT SYSTEM**
- 5 **FOOD SERVICES LISTSERV:
SIGN UP BY NOVEMBER 21 FOR A
SPECIAL HOLIDAY DISCOUNT COUPON**
- 6 **NIH AWARDED WORKPLACE
EXCELLENCE SEAL FOR FOURTH YEAR:
ORS SERVICES CONTRIBUTE TO HONOR**
- 7 **TRAVEL-TIPS**
- 8 **ORS CUSTOMER SERVICE TRAINING INITIATIVE**
- 9 **IN MEMORY OF LISA POSTELL**
- 10 **NIH BUILDING AND CAMPUS
EVACUATION INFORMATION**
- 11 **GET ASSISTANCE ON
ALTERNATIVES TO ANIMAL RESEARCH**
- 12 **MAP OF ADDITIONAL PARKING - TEMPORARY
PARKING AREAS AND NEW STACKING LOCATIONS**

FIRST NIH IMMIGRATION CONFERENCE: ALIENS OF EXTRAORDINARY ABILITY... AND OTHER TOPICS OF INTEREST

The Immigration Conference held on September 8 was the first of its kind at the NIH, with more than 135 people attending. The entire Division of International Services (DIS) staff did all planning, including workshop development and presentation.

After the introduction of the new office name, Division of International Services, and the unveiling of the division's new logo, announcements were made regarding the many changes implemented to reduce the time it takes foreign scientists to arrive at the NIH. Unfortunately, the efficiencies gained by the new procedures may not be recognized as the Department of State continues to thoroughly scrutinize all researchers coming from overseas. Other announcements included the progress on a new analysis study that will introduce the beginnings of a new data system.

The Immigration Conference will be an annual event. New workshops will be developed; for example, DIS anticipates presentations on evaluating foreign credentials and one that will help prepare foreign scientists for returning to their home country.

The following are some of the topics covered at the conference:

O-1 and Lawful Permanent Residence (LPR)
Sessions for the O-1 (Alien of Extraordinary Ability) and LPR (Lawful Permanent Resident under the Outstanding Researcher or Professor classification) were combined due to the similarity. New request forms and streamlined procedures were introduced for both. Many of the administrative staff in attendance were not aware the LPR process is a lengthy one that can take up to three or four years.

Waiver of the two-year home residence requirement (212e) The presentation on waivers described how a waiver of the two-year home residence requirement can be used in extending the career of a foreign researcher, since this requirement serves as a bar to changing from J-1 to H-1B status for the majority of researchers at the NIH. Various types of waivers, the overall process and timing were covered in the session. Attendees reported gaining a better understanding of a



number of misunderstandings and many commented on the complexity of the subject.

H-1B (Temporary Worker)

workshop The H-1B session provided an overview of the process for the IC to recruit a foreign scientist as a temporary worker (i.e., H-1B). They outlined the necessary steps and how NIH policies affect the use of this visa. New forms that help streamline the process were introduced. The administrative staff was appreciative of the information. Many were surprised to learn the IC is responsible for paying the foreign scientist's expenses to go back to their home country if they fire him/her while their H-1B is still valid.

The J-1 Exchange Visitor

workshop The J-1 session opened with background information about the Exchange Visitor Program and its mission to promote educational and cultural exchange between the people of the U.S. and people of other countries, and how the program has grown since its implementation in 1961. Then such topics as the J-1 visa, J-1 status, SEVIS (Student and Exchange Visitor Information System), renewals, transfers, and change of status to J-1 were discussed. Helpful hints were given for filling out the NIH forms that are sent to DIS to bring foreign scientists and their family members here from abroad.

INFORMATION

Jenny Stanley
301-496-6166

PARKING SPACES: OUT WITH THE OLD, IN WITH THE NEW

In the midst of continuing and overlapping construction projects that leap from phase to phase, NIH's ad hoc parking advisory committee has come up with several temporary parking options that resulted in 900 new spaces after September 24.

Five parking lots were converted to stacked parking, creating more room in each of those existing lots (when lots 31C & 31J closed), and some grassy areas were covered with gravel to provide additional parking around the National Library of Medicine and the Metro station (when lots 31D, 31E, and 31G closed). The gravel will be removed and reseeded will take place once the extreme parking crunch is over in late 2004. At that time, two new parking garages will be completed. In each case, the new options offset the loss of spaces at the 31 lots.

Earlier in September the parking committee: added 200 off-campus parking spaces at Mid-Pike Plaza and extended shuttle bus hours serving that lot; acquired 200 NIH-dedicated spaces in the Twinbrook Metro garage; extended shuttle bus hours to both Executive Plaza and Rockledge rental buildings; and designated as "campus drop-off points" three areas-- the entrances at Wilson Drive and Rockville Pike, South Drive and Old Georgetown Road, and the "kiss-and-ride" lane near the Metro station.

"We still expect something of a shortfall in total parking availability, so we are urging employees to consider alternatives to driving themselves to work every day," said Dr. Michael Gottesman, NIH deputy director for intramural research and chair of the parking committee. According to Stella Serras-Fiotes, director of facilities planning with the Office of Research Facilities,

construction began in late September of the following:

- the stormwater management facility
- the North Drive vehicle entrance, and
- Lab 33 with its 1250-car garage

This construction eliminates over 800 parking spaces near Building 31. Construction of the 900-car multi-level parking garage near Building 10, known as MLP-9, will begin in December, eliminating another 200 spaces.

It is important that the NIH community remain committed to programs like Transhare, telecommuting, and the alternative work schedule, increasing the number of people who participate in each. The ad hoc parking advisory committee has also looked into how the NIH schedules meetings, to determine whether more flexible scheduling can result in fewer campus visits.

TRANSHARE

The Transhare program of subsidized public transportation for NIH'ers has grown to 4,700 subscribers, reports Tom Hayden, transportation planner in the Office of Research Facilities. "There isn't any ceiling on the number of employees who can take advantage of this option, so we always welcome more," he said.

TELEWORK AND TELECOMMUTING

Executive officers at each institute and center are being encouraged to figure out how more NIH'ers can either work from home or from offsite hubs connected to campus by computer.

ALTERNATIVE WORK SCHEDULES (AWS)

Broadening the availability of AWS will reduce the number of days employees come to campus. Employees who participate in AWS work longer hours each of 9 days in a two-week period and take the tenth day off.

Every person who makes an appropriate schedule change reduces parking pressure. Dr. Gottesman said that if each employee who currently drives to work can find an alternative at least once every month, and if only half the employees use alternative modes twice as often, it would have a significant impact on NIH parking.

Dr. Gottesman and everyone involved in parking management is hoping that supervisors and employees understand that this is a community issue, and they need to play a part in strategies around limited parking availability. If not, unpleasant actions might have to take place, such as denying permits to certain groups.

To raise awareness of the problem and the many solutions, Dr. Gottesman's committee is getting the word out with flyers on vehicle windshields and in office hallways, e-mail updates, stories in the NIH Record and News2Use, and a parking website at <http://parking.nih.gov>. He is also open to suggestions from anyone and everyone on campus. "Every idea we've discussed in our committee has in some way echoed concerns that have come to us via emails and calls from employees," he told the NIH Record.

INFORMATION

<http://parking.nih.gov>

EXACTLY WHERE IS THIS ADDITIONAL PARKING?

Map of additional Parking: Back page and <http://parking.nih.gov/parkinglots.cfm>

► The National Library of Medicine:

- Front lawn, Rockville Pike side, beside Center Dr. (110 spaces)
- Adjacent to the vehicle inspection tent on the back lawn (40 spaces)
- Adjacent to Building 32 (70 spaces)

► The Metro station:

Two large lots situated on either side of the Metro station

- Just north of Building 17 and behind Building 21 (170 spaces)
- Behind Stone House (Building 16) (170 spaces)

► Stacked Parking Lots

- Lot 41B-C (230 spaces)
- ACRF Garage, P1 level (60 spaces)
- Lot 10H, on the south side of the Clinical Center (50 spaces)
- Lot 21B, known colloquially as "the pit," near Building 21 (30 spaces)
- Lot 31B, just outside the B-wing entrance to Building 31 (50 spaces)

SATELLITE PARKING REMINDERS

There are three off-site parking options for NIH employees and contractors with NIH ID badges and an NIH parking permit.

Shady Grove Metro Station-150 spaces are available.

Twinbrook Metro Station- There are 200 new spaces available at the garage off of Halpine Road near the intersection with Chapman Avenue.

Mid-Pike Plaza- 400 spaces are available at the northern boundary of the shopping center near Montrose Road. The NIH Shuttle operates from 5:45 a.m. until the last shuttle trip ends at Mid-Pike Plaza at 9:30 p.m.

Listen to NIH Radio- Remember to listen to 1610 AM radio if you are parking on campus and want to hear traffic advisories about the effects of construction and other factors on openings and closings of entrances, and for any emergency information.

INFORMATION

Tom Hayden
301-496-5037

SECURITY & EMERGENCY RESPONSE TO BETTER SERVE THE NIH

The NIH has always depended upon the Division of Public Safety (DPS), Office of Research Services to provide a safe and secure environment. During this past year as a part of an overall 'delaying' and restructuring of the ORS, the Division of Public Safety was organized into five new divisions to improve functionality. The Security & Emergency Response services have been established to better meet the conditions that we now face and offer a safer, more secure environment for everyone at an NIH campus or facility.

The Security & Emergency Response cluster of services, under the Office of Research Services, provides many of the same services that were performed by the Division of Public Safety, but the services have been updated and enhanced to better meet new security regulations, policies and guidelines for federal facilities.

Security & Emergency Response services are comprised of five divisions:

- Police
- Fire/Rescue Services
- Fire Marshal
- Physical Security Management
- Emergency Preparedness and Coordination

The newest division, Physical Security Management, was established to focus on developing, reviewing and managing physical security requirements - including electronic security and surveillance systems - at NIH campuses and facilities.

All of these programs work together in an integrated fashion to provide security and life safety to the NIH campuses and facilities. Responsible for all security and life safety programs, the Security & Emergency Response specific services include:

- Police services
- Emergency response to all fires, medical emergencies, rescue, and any hazardous material incidents on the NIH campus
- Fire protection engineering and inspection services
- Fire investigations
- Emergency planning
- Security guard services
- Physical security
- Hospital security
- Public education and training programs

A new website will be available shortly with more detailed information about the services.

INFORMATION

Security & Emergency Response
301-496-6893

PERIMETER SECURITY: A 3-ELEMENT SYSTEM

"It's important to know that our security program is much more than a fence," says Arturo Giron, deputy chief security officer, Security and Emergency Response Program. He knows all about security, chairing two of the three NIH security committees and sitting on a third. The perimeter fence, due for completion early in 2004, offers the physical security of a barrier, as does a plan to harden the exteriors of certain key buildings nearest the perimeter with a special glazing material for the windows. Two other elements — a campus Visitor Center Complex and a Central Vehicle Inspection facility for all commercial vehicles — offer additional protection.

The three elements were not all put on the same schedule, mainly to preserve parking, but over the long term, they will work together in an integrated fashion to create a total perimeter security program.

Life inside the fence will not be free-wheeling, even after all security measures are in place and we are relying more on electronic access systems (proximity cards). "Buildings that have a lot of traffic, and those with special status, will continue to have security guards," Giron explained.

FENCE DETAILS

In addition to the nine-foot pickets that make up the fence, there are eight pedestrian-only gates located around the perimeter, two each at the following locations:

- along Cedar Lane
- along Rockville Pike
- along Old Georgetown Road
- along the south side of campus

They will open with proximity cards. There are another eight pedestrian/vehicle entrances, as well as anti-ram defensive measures including vehicular cable barriers that run

parallel to the fence in vulnerable spots. The cables can best be seen along Cedar Lane. Stella Serras-Fiotes, director of facilities planning in the Office of Research Facilities, adds that "We have incorporated natural barriers --including streams and trees-- into the security system to stop potential ramming."

Each of the eight vehicle entrances includes a "rejection lane" for cars that fail initial visual inspection. This lane will also serve as a drop-off point for riders coming to campus. A "mini kiss-and-ride" is being considered for inclusion at the Cedar Lane patient (and patient visitor) entrance at West Drive.

Serras-Fiotes and Giron want to be sure NIH'ers know that the perimeter fence will not be used to keep employees in, even in the event of a Code Red emergency. "We can restrict access onto campus," said Giron, "but we can't restrict access out. Anyone who needs or wants to get out can do so anytime they want." Even under Code Red, exit options for vehicles won't be restricted; there will always be eight ways to drive off campus. In the event of campus evacuation, a controlled-phase dismissal plan would take effect.

For detailed evacuation information, go to www.nih.gov/od/ors/security/evacplan.htm

THE VISITOR CENTER COMPLEX

The Visitor Center complex that will be near the Medical Center Metro station is made up of two buildings. The center, on the south side of the intersection of Center Drive and Rockville Pike, is where all visitors will be processed in a welcoming way. The second building is an underground multi-level parking garage where visitors can leave their vehicles. They will not be inspected since they are not coming on campus. This will be the only parking facility outside our fence. A nearby

shuttle bus will provide transportation all around campus. The "Kiss and Ride" option at this site will be restored to its prior status once the complex is finished.

Clinical Center patients and their visitors won't be forced to use the Visitor Center complex. Although that option will be available, a separate entrance is being established for them at Cedar Lane and West Drive.

COMMERCIAL VEHICLE INSPECTION (CVI) FACILITY

The third element of perimeter security is the CVI facility on the northeast corner of campus along Rockville Pike just south of Cedar Lane, where 90 percent of commercial traffic approaches the campus. Multiple technologies will be used to inspect these vehicles. "We'll be able to do chemical explosive trace analysis, and K-9 teams will be permanently stationed there," Giron said. "We'll do visual inspections of vehicles, and there will be a pit for examining the undercarriage."

TIMELINE

The fence and gates are on schedule to be installed by this January (2004).

The Visitor Center complex is slated for completion in 2006; a double-wide trailer will be used for the same purposes in the interim.

The CVI is due to be finished in the fall of 2005.

POLICE AND FIRE

Since campus security requires more than the perimeter system, the NIH police force has been strengthened, from a pre-9/11 force of 50 officers to more than 70 at the present time, increasing to 90 by the beginning of 2004. The NIH has also increased the number of unarmed guards to check ID's and inspect vehicles. Our excellent fire department has expanded capability with the acquisition of a tower truck that can reach up to 100 feet. The firefighters are also very close to moving in to a new firehouse.

SECURITY MANAGEMENT

The NIH's chief security officer is Stephen Ficca, Director of the Office of Research Services; Arturo Giron is deputy chief security officer. Contributions to our post-9/11 policies have been made by professional consultants, senior-level managers, and rank-and-file employees who provide a practical reality check.

Three groups provide ongoing guidance.

CABS: the Community Advisory Board for Security

Chaired by NIMH scientific director Dr. Robert Desimone, it includes institute and center scientific directors and many senior staff members. Its mission is governance issues such as convenience and overall impact on the NIH community.

SOAC: the Security Operations Advisory Committee

Chaired by Giron and populated with operations managers who have significant input into the security program. Members include the chiefs of police and fire, senior operations managers from across NIH central services as well as nationally recognized outside consultants.

The Monday Operations Group:

also chaired by Giron, it meets every second Monday and includes managers one level down from the SOAC members. Their concerns are day-to-day issues that need to be handled immediately.

The Division of Emergency Preparedness and Coordination:

this fourth body, a part of the ORS, has a natural connection to these security plans in its role revamping the NIH continuity of operations program (COOP) that takes effect when significant emergencies occur.

INFORMATION

<http://security.nih.gov>

FOOD SERVICES LISTSERV: SIGN UP BY NOVEMBER 21 FOR A SPECIAL HOLIDAY DISCOUNT COUPON

"The sole purpose of our listserv is to inform NIH employees of all the money saving programs that we have in our dining centers, coffee bars, and concession stands," said Dwayne Parris, NIH Food Services Project Officer. "In addition, we want to share the latest information about healthy food options that can enhance your lifestyle."

The Office of Research Services and Eurest Dining Services have already partnered to bring NIH employees food service programs and promotions designed to satisfy most customers' needs. They are also partnering with other food service providers to set up promotional programs and healthy choices. They welcome suggestions.

Starting in September, the listserv will announce bi-monthly updates on various food savings and tips and other programs initiated in our food service areas. The following promotions and programs have been offered this year:

- \$2.99 Breakfast Specials
- Customer Appreciation Menu (Discount Lunch Entrees)
- 25% Off Salad Bar Week
- ORS Worksite Wellness Lecture Series
- Healthy Vending Options Program

TO JOIN THE LISTSERV:

<http://list.nih.gov/cgi-bin/wa?SUBED1=foodservices-l&A=1>

For additional information about the NIH Food Services Program, visit <http://www.nih.gov/od/ors/dss/special/food.htm>

INFORMATION

To make a suggestion or share a comment:
Dwayne Parris
301-402-8180

NIH AWARDED WORKPLACE EXCELLENCE SEAL FOR FOURTH YEAR: ORS SERVICES CONTRIBUTE TO HONOR

The Maryland Work-Life Alliance designated the NIH as an Excellent Place to Work for our efforts to support employees at work, at home, and in the community. This is the fourth year that NIH has received this recognition.

The annual Work-Life Alliance award is based on an application that inquires about all aspects of NIH employee services and programs. Many of the programs offered through ORS played an important role in our Excellent Place to Work designation.

The ORS programs included in the application were:

- ◆ Employee Assistance Program
- ◆ On-site child care
- ◆ Recreation & Welfare Association (fitness/wellness, philanthropic and community activities)
- ◆ Occupational Medical Services clinic
- ◆ CPR training
- ◆ Emergency planning and preparedness
- ◆ Ergonomics support and assistance
- ◆ Transportation subsidy

We would like to thank everyone who manages and staffs these programs for their hard work and their dedication to making NIH a great place to work.

INFORMATION

The NIH Work/Life Center
301-435-1619
TTY 301-480-0690

The Maryland Work/Life Alliance
www.worklifemontgomery.org/award4.html

TRAVEL-TIPS

The new NBS Travel System is now open for business and began accepting travel requests for trips commencing October 1, 2003. Omega, the NIH Travel Management Center (TMC), is aware of the new system, and they eagerly await the new Travel Authorizations.

Omega agents need the following eight items:

- 1 **Travel Document Number (TRXXXXX).** This number is assigned by the system and follows the document through the voucher process.
- 2 **Traveler's Name**
- 3 **Project Number** (this replaces the previous CAN) to be assigned
- 4 **Object Classification Code (OC)** located on the same line as the Project Number
- 5 **Cost of the airfare**
- 6 **TMC service fee:** ensure that the appropriate fee is applied
- 7 **Trip beginning and end dates**
- 8 **Electronic Approval signature** (or in some cases manual i.e., Office of the Director) on the last page of the Travel Authorization

Remember Omega still needs your Travel Orders. After an electronic approval signature has been obtained, you should attach your preview copy of the Travel Authorization (PDF form) in an e-mail to Omega.

Omega is aware that the signature will be located on the last page. This document may also be printed and faxed to Omega.

Omega's e-mail address:

nihmd@owt.net

Omega's fax number: 301-984-2217

Listserv

Join this valuable resource by going

to: <http://list.nih.gov>

select "Browse"

type in the word "Travel"

select the option "NIH_Travel_L"

select "Join" and enter your *name* and *e-mail address*

INFORMATION

Ellen Grant

301-402-8180

TMC Project Office

<http://www.nih.gov/od/ors/dss/special/travel.htm>

ORS CUSTOMER SERVICE TRAINING INITIATIVE

Customer service is an experience that should start when you first step on the NIH campus, not just when you approach a provider about a specific service. The ORS Customer Service training initiative, started in 2000 in the Clinical Center (CC), goes beyond traditional customer service training. The primary goal is to change the customer service culture on campus.

The training provides a common understanding of the skills and strategies necessary to deliver excellent customer service: effective communication, dealing with difficult customer situations, building partnerships, and discovering and eliminating barriers to good customer service. Some of the things people learn in this training can be taken from the work setting to use at home. This refreshing approach not only gives employees new insights and tips on developing or improving their customer service skills, but also provides an opportunity for discussions about the barriers that prevent good customer service, whether they are operational, managerial, financial, or from some other source. The training is very interactive; audience participation is lively.

To demonstrate ORS' commitment to this program, ORS Director Steve Ficca had his senior management lead by example — they were some of the first to take the training recommended for all ORS employees, whether government or contractor. The coursework is customized, with four-hour sessions for front-line employees and six-hour sessions for managers and supervisors.

The Clinical Center was committed to have ORS train all the ORS employees working in the CC: the executive team, every department head, manager, supervisor, and employee in the hospital. The ORS saw that partnering with the Clinical Center on this initiative provided an opportunity to forge a stronger working relationship and to provide

the impetus and structure needed to demonstrate ORS' commitment to customer service excellence. After the ORS CC employees completed their training, the training was expanded ORS-wide.

Training program leaders Joanne Aaron and Ron Poole have trained more than 900 students. They report that people who enter the room reluctantly come alive when the barriers part of the session begins. As the participants become aware that their opinion counts and is valued, it is empowering. Naming barriers probably also lets off a little steam, serving as a tension-releaser.

One specific example of a barrier that is worth highlighting is about communicating. Remember, not everyone who works for the NIH has e-mail. Information should be shared in a variety of ways.

Aaron and Poole believe that one of the most important aspects of the training is that employees and contractors teach certain sections side-by-side. Another is that every person is encouraged to speak. Their comments are kept anonymous, identified only by department so that change can be affected in the right area. The classes are kept small, with 20 participants maximum.

Reports from the sessions go to ORS executive management, and then to the ORS Management Council.

The customer service training is just one of the many ongoing initiatives that the ORS has instituted to improve service to the NIH community.

INFORMATION

Ron Poole

301-402-1082



IN MEMORY OF LISA POSTELL

The Office of Research Services recently lost a valued co-worker and friend, Lisa Postell. We will remember her for the contributions she made to the NIH and her considerable assistance to our international community.

Lisa came to the NIH in 1990 from the National Science Foundation and was an Immigration Specialist with the International Services Branch (ISB), ORS. She was a graduate of the University of North Carolina, Wilmington, and an active, dedicated member of the ISB. Among her many duties, she was responsible for creation of and management of NIH's J-1 visa documents and the filing of annual reports with the Department of State. She also participated in various campus committees. As a valuable member of the ISB, Ms. Postell could always be depended on for abundant input and suggestions on how to better serve NIH's international community.

NIH BUILDING AND CAMPUS EVACUATION INFORMATION

The NIH has been working to develop and implement an evacuation and dismissal program for various emergency situations. The ORS Security & Emergency Response services will provide dismissal information to each IC through a variety of communication methods including:

- ORS Information Line
- Global e-mail messages
- Website updates
- Telephone calls to management and emergency personnel
- NIH Radio 1610 AM emergency radio frequency

Online training for building evacuation and shelter in place is also available at: <http://www.nih.gov/od/ors/dps/emb/index.htm>. Take the time to educate yourself and your coworkers and prepare for the unexpected.

BUILDING EVACUATION

On campus, every building has an Occupant Emergency Coordinator (OEC) in charge of the evacuation team for that specific building. To identify your respective OEC, visit <http://www.nih.gov/od/ors/dps/emb/index.htm>. The OEC can provide you with a list of the evacuation team members for your building. Training for the team members and any interested building staff is available through the Division of Emergency Preparedness and Coordination, 301-496-1985.

CAMPUS EVACUATION

In the event that several buildings or the entire campus must be evacuated, employees and visitors will be directed to leave the campus by the nearest exit. NIH law enforcement, security, and other personnel will direct traffic and movement. The roads around the center of campus will be restricted to emergency response vehicles as much as possible.

All roads into the NIH will be used to dismiss the campus with the exception of South Drive, which will be open to two-way traffic to accommodate emergency response vehicles and allow access for employees with children at the child care centers.

A campus map with evacuation routes highlighted is available at: <http://www.nih.gov/od/ors/security/evacplan.htm>.

REGIONAL EVACUATION

In an evacuation that involves the entire Washington region, the NIH follows the direction provided by the Office of Personnel Management (OPM), General Services Administration (GSA) and the Federal Emergency Management Agency (FEMA). These agencies have developed a Federal Emergency Decision and Notification Protocol and will coordinate and communicate the early release of federal employees with regional partners as necessary. If the event causing the evacuation takes place downtown, that area would be evacuated first, followed by the suburban areas. It is important to follow the evacuation instructions and avoid panic. Remember, in a mass evacuation of the Washington area, the primary goal is to move as many people as possible from potential sources of harm.

NIH EMERGENCY RESPONSE PERSONNEL

Our highly skilled and equipped Fire and Police Departments are trained to respond to emergency situations. They utilize the Incident Command System (ICS), a nationally recognized, standardized management system for responding to any emergency. Always follow the directions of police or fire department officials who serve as the incident commander at emergency sites.

CAR AND VANPOOLS

Carpool and vanpool members should meet at their vehicle to expedite dismissal and avoid driving through the campus.

PEDESTRIANS

If there is a need to leave the campus by foot, you will be directed to assembly points or shelters by NIH Police.

OFF-CAMPUS

NIH personnel in facilities off campus will follow the guidance of their local emergency management officials. For emergency preparedness information in Montgomery County, visit <http://www.montgomerycountymd.gov>.

INFORMATION

The NIH Occupant Evacuation Plan
<http://www.od.nih.gov/oma/manualchapters/management/1430>

OPM Emergency Preparedness Guide:
<http://www.opm.gov/emergency/index.asp#employee>

Comprehensive NIH security information: <http://security.nih.gov>

ORS Information Line website: <http://www.nih.gov/od/ors/security/index.htm>

Security for NIH visitors and patients:
<http://www.nih.gov/about/visitorsecurity.htm>

Non-emergency questions or comments:
ORS Information Line 301- 594-6677,
TTY 301- 435-1908
orsinfo@mail.nih.gov

EMERGENCIES:

Voice - 911
TTY 301- 496-0063

GET ASSISTANCE ON ALTERNATIVES TO ANIMAL RESEARCH

You may think you know what is meant by the "3 Rs," but if you are a researcher working with animals you know these 3 Rs refer to the issues of reduction, refinement, and replacement. If you are having trouble achieving these Animal Welfare Act requirements in your animal study proposals, NIH librarians can help by teaching you how to efficiently search the biomedical literature for alternatives in databases such as AGRICOLA, Web of Science®, PsycINFO®, or MEDLINE. They can also steer you to additional databases specific to your particular research project.

Groups or individuals requesting an alternatives tutorial receive training customized to specific needs. Aspects covered allow you to:

- Learn which databases to use when searching for alternatives in animal research
- Find references to alternatives for a specific protocol
- Use LinkOut to obtain a full-text article from select journals
- Use thesauri to identify indexing terms
- Use Cubby and PORPOISE to save search strategies
- Order articles from the NIH Library using PubMed's Loansome Doc

If you would prefer not to conduct your own searches, or want an expanded search, NIH librarians will perform animal alternatives searches for you in a wide range of databases, many of which are not available to end users. Results are e-mailed to the requestor in a format agreed upon between the librarian and the requestor. A minimum notice of three business days is preferred.

NIH researchers will find a helpful tip sheet: Searching for Alternatives to Painful Procedures Used on Research Animals, and other useful instruction guides, on the NIH Library website: <http://nihlibrary.nih.gov> under the Training link. Links to alternatives resources are located at the bottom of the Alternatives in Animal Research page.

For more information about the NIH Library's research capabilities, to request a search, or to request that a librarian make a presentation at your staff meeting, please e-mail Cindy Clark at clarkc@ors.od.nih.gov.

INFORMATION

Cindy Clark
301-496-2186

MAP OF ADDITIONAL PARKING

<http://parking.nih.gov/parkinglots.cfm>

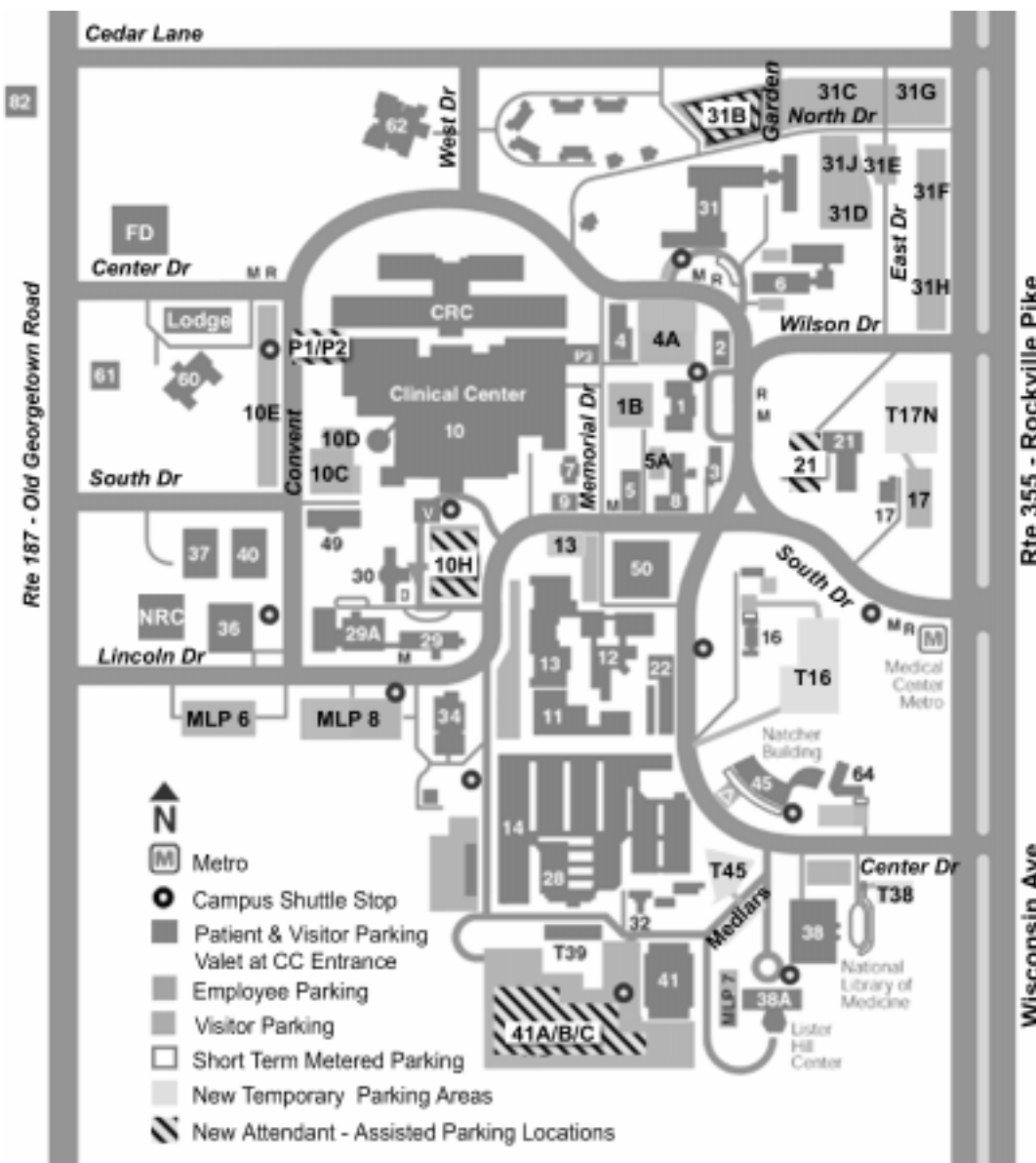
12

NEW TEMPORARY PARKING AREAS

(approx. count)
 Lot T-16 = 170 Spaces
 Lot T-17N = 170 Spaces
 Lot T-38 = 110 Spaces
 Lot T-45 = 70 Spaces
 Medlars = 40 Spaces

NEW ATTENDANT - ASSISTED PARKING LOCATIONS

ACRF-P/I = 60 Cars
 Lot 41 B&C = 230 Cars
 Lot 10H = 50 Cars
 Lot 21B = 30 Cars
 Lot 31B = 50 Cars



WE WANT TO HEAR FROM YOU! Mr. Steve Ficca, Office of Research Services Director encourages you to submit questions, comments and suggestions about the services the ORS provides to the NIH community. Either Mr. Ficca or someone from the ORS staff will personally 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 to the NIH community, 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:
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