Table Tent Card Policy and Procedures

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A.   What is the purpose of this policy?

This policy provides specific procedures governing the display of folded tent cards which publicize an activity or event in NIH managed dining centers both on- and off-campus.

B.   Why are we issuing this policy?

The increased use of table tent cards within NIH's food service facilities necessitates the implementation of policy and procedures to ensure that this advertising resource is used properly and equitably throughout the NIH. In addition, with the new security procedures and required reasonable accommodations information, it is important that all tent cards reflect the correct and necessary information.

C.   Who manages and approves table tent advertisements?

The Worksite Enrichment Programs Branch (WEPB), Division of Support Services (DSS), Office of Research Services (ORS) is the organization that manages the contracts and use agreements for the NIH's dining centers, both on- and off-campus. NIH entities can publicize activities through the use of table tent cards in the NIH dining centers when the cards have been approved in advance by the WEPB, and the requesting office notifies the individual dining center managers prior to their display.

D.   What is the number of table tent cards allowed per table?

To ensure there is not an overwhelming number of tent cards at any given time, the WEPB allows for a limit of three (3) tent cards on each table per day. In order to reserve your desired dates, it is recommended you contact the WEPB at (301) 402-8180 or ORSWEPB@mail.nih.gov in advance.

E.   What information is required on table tent cards?

1.   A statement on which NIH entity(s) is sponsoring the event, and the NIH and DHHS logos and/or identification.

2.   A contact name, phone number, and website address, if applicable.

3.   The cards must be designed correctly in order to stand upright by themselves with a face side that is no more than six inches by six inches (6" x 6"), however smaller sizes are encouraged.

4.   Reasonable accommodations language for events (except for purely informational cards such as those for the Combined Federal Campaign), as noted below:

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a. If the sponsoring office has a TTY, language similar to this must be used:
    "Sign language interpreters will be provided. For other reasonable accommodations, please contact {*name, office* at *phone number (voice/TTY numbers)* or by e-mail at *username@nih.gov*"}.

b. If the sponsoring office does not have a TTY, language similar to this must be used:
    "Sign language interpreters will be provided. For other reasonable accommodations, please contact {*name, office* at *phone number* or by e-mail at *username@nih.gov*}. For TTY callers, please call the above number through the Federal Relay Service at 1-800-877-8339 (Voice/TTY/ASCII/Spanish)."

F. What are some useful references?

1. NIH Manual Chapter 2204, Reasonable Accommodations

2. NIH Manual Chapter 1363, NIH Conference Facilities

G. What are some useful definitions?

1. What is considered an NIH Dining Center?

    All on-campus and most off-campus eating facilities which has seating for its customers. These operations are run by third parties which have agreements managed by the WEPB. Please see Appendix A for a listing of NIH dining centers and their locations.

2. Who is the Dining Center Manager?

    This is the vendor's representative who oversees the daily operations of the particular dining facility. Please see Appendix A for a listing of the most current (as of the date of Appendix A) dining center managers and their contact numbers.

3. What are reasonable accommodations?

    These are measures that enable people with disabilities to actively participate in activities and events at a level comparable to people without disabilities. Please refer to NIH Manual Chapter 2204 for a description of accommodations.

4. What is a TTY?

    TTY stands for Text Telephone and is also known as a TDD, or

Telecommunications Device for the Deaf. It is a device with a keyboard that allows a person who is deaf, hard of hearing, or speech impaired to type messages back and forth instead of talking and listening.

5.   Who is a Quality Assurance Specialist (QAS)?

The QAS is the WEPB employee who ensures the quality of the NIH worksite enrichment programs meet the needs of the NIH employee, visitors and patients. They also interact with requesters who would like to schedule and have approved table tent cards.

H.   What are the responsibilities of the various persons involved in the approval and posting of table tents?

1.   Requesting Office

a.   Contacting the WEPB QAS to determine which dates table tent cards may be displayed;

b.   Seeking approval of the table tent card layout from the WEPB QAS;

c.   Producing the desired number of table tent cards;

d.   Submitting one copy of the approval fax (from the WEPB QAS) to each respective Dining Center Manager; and,

e.   Placing the table tent cards on the dining center tables.

2.   WEPB QAS

a.   Maintaining an accurate schedule of the dates and number of table tent cards being displayed;

b.   Responding to inquiries about table tent cards within one business day, stating in writing by fax or email what, if anything, needs to be changed in order to approve the request; and,

c.   Maintaining a file of the responses to requesters.

3.   Dining Center Managers and Staff

a.   Maintaining a file of the approved layout sheets;

     b.   Permitting people to place approved table tent cards on the tables on or after the date specified;

     c.   Removing the table tent cards that have not been approved, been posted for two weeks, or advertised dates which have already passed (whichever comes first).

I.   **How do I submit my proposed table tent card?**

You should fax to **301-435-1999** the proposed layout for the tent card to:"**ATTN:** WEPB Quality Assurance Specialist"

J.   **How do I know my proposed table tent is approved?**

Within one business day of receiving the proposed layout for the table tent card, the WEPB QAS will fax a copy back with the following items on it:

1.   Approval (or disapproval with explanation and requested changes) QAS' name, contact inforamtion and signature

2.   Date when cards may be displayed

3.   Date when cards will be removed from the dining centers

K.   **What do I do when I receive my approval?**

The requesting office should keep the fax granting approval and make one (1) copy for **EACH** dining center where table tent cards may be distributed.

L.   **How do I distribute the table tent cards?**

Prior to placing the table tent cards on the dining center tables, you must provide one (1) copy of the faxed approval to each dining center manager for their records.

M.   **How many copies of the table tent cards should I make?**

The total number of tables for all the WEPB controlled dining centers is approximately 700, but Appendix 1 shows the amounts needed for each of the dining centers if you want to target specific ones.

N.   **When are the table tent cards disposed?**

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Dining center staff will dispose of table tent cards when:

1. Cards are not approved in advance.

2. Advertised dates have passed or cards have been displayed for two weeks, whichever is earlier.

O. Who should I contact if I have questions?

1. For Table tent card procedures

For additional information on obtaining approvals and/or distribution of table tent cards, contact the Worksite Enrichment Programs Branch (WEPB), Division of Support Services (DSS), Office of Research Services (ORS) at (301) 402-8180, email at ORSWEPB@mail.nih.gov or visit their webpages at http://www.nih.gov/od/ors/dss/special/index.htm.

2. For Sign Language Interpreters

For information about requesting sign language interpreters for events, contact the Worksite Enrichment Programs Branch at (301) 402-8180, email at InterpretingServices@mail.nih.gov or visit their webpages at http://www.nih.gov/od/ors/dss/special/interp.htm.

3. For Scheduling Conference Space

For assistance in scheduling conference space, contact the Events Management Section, Medical Arts and Photography Branch (MAPB), Division of Intramural Research Services (DIRS), ORS at (301) 496-6260 or visit their webpages at http://mapb.od.nih.gov/events_management/.

4. For Design of Table Tent Cards

For assistance in design and finished artwork of the table tent cards, contact MAPB, DIRS, ORS at (301) 496-5566 or visit their webpages at http://mapb.od.nih.gov/.

5. For Printing of Table Tent Cards

For printing of finished table tent cards, contact the Reprographic Communications Branch, DSS, ORS at (301) 496-3881 or visit their webpages at http://www.nih.gov/od/ors/dss/repro/services.htm.

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Appendix 1 - NIH Dining Center Listing and Information

Building	Company	Contact	Phone Number	Table Numbers
1 Dining Center	Eurest Dining Services	Donald Louie	496-3595	29
10/ACRF Dining Center	Eurest Dining Services	Joyce Davis	496-9698	83
10/B1 Dining Center	Eurest Dining Services	George Alahouzos	496-2929	190
10 Atrium Café	Eurest Dining Services	George Alahouzos	496-9698	11
12B Dining Center	Maryland Business Enterprise Program for the Blind	Bruce Carter	496-2695	25
31 Dining Center	Eurest Dining Services	Tracy Coley	496-6130	97
38A Dining Center	Maryland Business Enterprise Program for the Blind	George Abbott	496-3697	40
40 Cafe	Eurest Dining Services	George Alahouzos	594-8438	12
45 Dining Center	Eurest Dining Services	Steve Rodning	402-9701	110
Rockledge I Dining Center	R&W/Sodexho	Norma Lewis	496-2582	75
Rockledge II Dining Center	Maryland Business Enterprise Program for the Blind	Heddy Shirani	435-0030	10