



Alerts
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News : toUse!



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Customer Feedback

from the Office of Research Services

April 2001, Issue 17

Facility Accessibility Program

The National Institutes of Health has established a Disability Program to ensure that our 199 leased and owned buildings and facilities are accessible to persons with disabilities and that all disabled employees and visitors of the NIH are provided reasonable accommodations.

The most recent statistics released by the United States Census Bureau indicate that 36.9 percent of working Americans, ages 16 to 64, have disabilities. Some persons have more than one type of disability, which produces the following employment statistics: 64.4 percent of employed Americans have difficulty hearing; 43.7 percent have difficulty seeing; 33.5 percent have difficulty walking; and 41.3 percent have a mental disability.

As part of the NIH-wide Disability Program, ORS has established a Facility Accessibility Program which will be administered by the Division of Engineering Services. This program will oversee all facility accessibility issues that are covered by, but not limited to, the guidelines set forth in the Uniform Federal Accessibility Standards. Strong consideration will also be given the provisions of the Americans With Disabilities Act Accessibility Guidelines of 1990, and the Architectural Barriers Act of 1968.

This program will ensure that all NIH buildings and facilities, or portions thereof, that are intended for public use and constructed after the effective date of these laws conform to each applicable standard. Further, this program will develop initiatives, policies, and other flexible solutions to meet the specific needs of NIH employees and visitors and will help eliminate physical barriers to persons with disabilities who are not specifically covered by specific laws or regulations.

An Advisory Committee comprised of disabled persons, NIH managers, and outside experts in architecture, facility management and all facets of regulatory compliance will work to carry out this mission.

HOTLINE...
to report facility-related barriers
to persons with disabilities 2-3472

Information
La Vern James 6-6186



Enhanced 911 System

When an emergency call comes in to our enhanced 9-1-1 system, the staff at our emergency communications center immediately learns the source of the call. On a screen similar to a Caller ID display, they see the building, the floor, and the room number where the call was made.



Even more information is available to dispatchers. If there has ever been any unusual activity reported at that location, such as the presence of hazardous material or a domestic dispute, the police or fire department is forewarned. They are then prepared for the possibility of a related occurrence. In the system there are ways to enter permanent information, as well as temporary alerts, such as a fire hydrant that is out of service.

When a 911 call comes in, dispatchers routinely call the number back to verify information. If they do not get an answer when they call the number back, they still send someone to the location. Unless they have information that tells them to do otherwise, police are sent to the scene first. People with hearing impairments and people who do not speak English should not worry about communicating with dispatchers. Although NIH employees with hearing disabilities have TDD equipment in their own offices and labs, our dispatchers realize that anyone can encounter an emergency at another location. Non-native English speakers should also be assured that they do not need to know how to communicate in English in an emergency. In other words, when a 911 call comes in, someone is sent out.

After a year of preparatory work by the Division of Public Safety, Verizon began working with DPS last summer to install and implement this customized system. Verizon's data has been downloaded weekly; soon it will be automatically downloaded daily into DPS computers.

Reminder...

9-1-1 on campus
9-9-1-1 off campus

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DES Awards Promote Excellence

The Division of Engineering Services (DES) Employee Awards Program was established in 1990 as a means for establishing and maintaining special recognition for employee achievement. The administration and oversight for the program, including the planning, awards nomination, and selection processes, are managed by a committee comprised of employees from every program area throughout DES. The objective of this awards program is to encourage employee recognition and respect for the achievements of fellow employees and to provide incentive for continued performance excellence.

The most recent ceremony for the DES Employee Awards was held at the Jack Masur Auditorium on October 31, 2000. The theme for the event, which was chaired by LaVern D. James, was Together We Build and Serve. The DES Director, Tony Clifford, has been committed to building on this theme throughout the year. Dr. Yvonne Maddox, Acting Deputy Director for the NIH, served as the keynote speaker. The title of her speech was Improving the Internal Fabric of the NIH. In her remarks, she focused on the importance of people working together cooperatively across the NIH and described the impact of DES services on biomedical research. The program included entertainment as well as speeches and awards presentations.



Information: LaVern James 6-6186

Employee Morale Matters

If you pass by any offices of the Division of Engineering Services and see people wearing an interesting assortment of T-shirts, you may have happened upon Wacky T-shirt Day. This is just one example of a morale-building event in that division. Many different events make up a program that any branch or division can emulate.

To demonstrate employee appreciation, the Division of Engineering Services (DES) has a Morale Committee and an active, year-round program. The committee, made up of DES employee representatives, meets twice a month to brainstorm. Last spring, they organized a day trip to Atlantic City. The committee plans the summer picnic and winter holiday party. During the month of October, they organize a candy drive. Candy is distributed to children at the Clinical Center, Children's Inn, and local group homes. To earn money for some activities, employees have held bake sales. A bowling league is in the works.

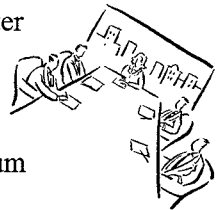
Selection of a Morale Employee of the Month is the highlight of the employee morale program. The employee who is honored receives a cash award of \$250.00. Very good for morale, indeed!

Information
Sahzeia (Zee) Hampton 4-9802

NIH Events Management, with Video

The Office of Research Services awarded a new, performance-based Conference Management Services contract to International Development & Resources, Inc., effective October 1, 2000. The contract covers the operation of over 45 conference rooms in the following conference facilities:

Natcher Conference Center
Building 31/6C Conference Center
Executive Plaza North Conference Center
Neuroscience Conference Center
Rockledge Conference Center
Building 1/Wilson Hall and Room 151
Building 10/Masur and Lipsett Auditorium
Buildings 49 and 60
Buildings 40 and 50



As part of the recent reorganization within ORS, contract administration and overall management of the ORS-managed conference facilities merged with the video section to become the Events Management Section in the Medical Arts and Photography Branch of the Division of Intramural Research Services.

The Events Management staff is proud to provide a one-stop approach to conducting successful small and large events at NIH and off-site facilities. Services include planning and executing video productions for research and information projects. The staff can handle media relations services; video taping of conferences, lectures, and surgical procedures; documentation of research; studio tapings; and satellite media tours that may incorporate animation, graphics, music, voice overs and special effects. Additional available services are video and audio distribution via web casting, m-bone, teleconferencing, cable, satellite and reception of programs to and from anywhere in the world as well as video and audio duplication and transcription services in all formats.

Information 6-9966
Ken Ryland, events management
Marianne Bachmann, contract administration



New Facility Manager for Clinical Center

The new facility manager at work in the Clinical Center is Lt. Colonel Bradley E. Provancha. He has an M.A. in Personnel Management and Supervision from Central Michigan University, and an M.A. in Computer Resources Management from Webster University in St. Louis, Missouri. Lt. Colonel Provancha is a Certified Healthcare Executive and holds the title of Diplomate with the American College of Healthcare Executives. He served over 31 years in the United States Air Force, and over 20 of those years were in management and administrative positions with various Air Force healthcare facilities and programs. His experience includes individual hospital management as well as responsibilities for healthcare facilities worldwide. We welcome Lt. Colonel Provancha to the Clinical Center and to the entire NIH community.

Power Plant Expansion – Phase 1

This project is a response to the anticipated growth in demand created by the Clinical Research Center that is currently under construction. Additionally, the power plant (Building 11) expansion will eliminate the existing energy shortcomings and will permit NIH to meet future short term increases in cooling demands.

The project involves installation of four 5,000 ton chillers and cooling towers, six 800-HP secondary chilled water pumps, cooling system for winter energy savings, consolidated control, and acoustical treatments to reduce the impact of operating machinery on the NIH campus as well as the surrounding neighborhoods. The installation of chillers is anticipated by May; all the other equipment has been installed. Construction began in 1997, and it is now more than 80% complete.

Information: Mehryar Ebrahimi 2-2713

Office of Facilities Planning Created

The Office of Facilities Planning was established in July, 2000 by the NIH. It has the following range of responsibilities: develop the NIH master plans; provide transportation planning and management; manage facilities-related environmental planning; provide guidance to the NIH community in assessing space needs; administer the Space Justification Document process; provide technical liaison with the NIH employee community, other NIH entities, as well as federal, state and local agencies and community organizations; and oversee ORS-generated activities that impact the use, appearance and environmental quality of NIH sites.

The Office of Facilities Planning (OFP) was established within the Office of Research Services. Mrs. Stella Serras Fiotes was selected as the Assistant Director, Office of Facilities Planning. She brings a wealth of knowledge and experience to this position from her previous capacity in the Division of Engineering Services, where for approximately nine years she was the NIH Master Planner. Mrs. Fiotes, a member of the American Institute of Architects, has an extensive architectural planning background in the public and private sector.

Under Mrs. Fiotes' direction, the Office of Facilities Planning is responsible for developing short and long range planning for all NIH-controlled campuses and facilities, advising the Associate Director for Research Services (ADRS) and NIH management on facilities planning, and developing space-related policies and procedures.

Recently, Dr. Kirschstein appointed the NIH Facilities Planning Advisory Committee (FPAC), comprised of high-level Institute, Center and Office of the Director leaders. They will provide guidance and advice to the NIH Director and leadership on long-range facilities planning issues.

The Office of Facilities Planning plays a major role on this committee by providing subject matter expertise on facilities planning issues. Mrs. Fiotes also serves as the Executive Secretary of the Committee.

Information

www.nih.gov/od/ors/od/ofp/ofphome.htm

Disability Awareness Month Celebrated with Wheelchair Basketball

With ORS director Steve Ficca presiding and Lt. Jody Luke coaching, ten NIH police officers manned a set of wheelchairs and took on the Maryland Ravens wheelchair basketball team on October 4 in celebration of Disability Awareness Month. The Ravens were led by NIH employee Carlton Coleman.

A sizable crowd of spectators gathered in a court created in front of Building 1 to see the NIH team suffer its loss with grace. The final score was 50-49, however, the Ravens gave NIH a 40-point lead to begin with! The Ravens proved their point that individuals with disabilities are not to be underestimated.

Players and spectators reported that the best thing about the game was the camaraderie, sportsmanship, and fellowship. The event was applauded as a constructive way to celebrate Disability Awareness Month. Comments included the observation that it was more creative than a lecture about the accomplishments of people with disabilities.

NIH Wheelchair Basketball Team Members

Chad Henkins
Mark Adamchik
Tart Dickerson
Paul Brooks
Thomas Chiarizia

Scott Noullet
Dennis Rude
Robert Buchanan
Kendall Bey
Dennis Millan



NIH Parking Permits:

New OR Renewal

Avoid the Rush

We suggest you visit the NIH Parking Office during **non-peak hours**. The least busy times are **Tuesday--Thursday, from 9:00 a.m. to 11:00 a.m. and 2:00 p.m. to 4:30 p.m.**

Parking Permits: CAMPUS

NIH General Parking Permits for *campus employees* whose last names begin with "**H, I, and J**" will expire on the **last day of May**. In order to obtain a new General Parking Permit, an employee must visit the NIH Parking Office in Building 31, Room B3/B04.

Parking Permits: OFF CAMPUS

Off-campus employees need an off campus permit that allows you to park both on campus and in leased facilities. If you have a permit that expires December 2001, you do not have to do anything at this time. All other off campus employees, come to one of the following locations for a new off campus permit:

Rockledge II, **Wednesday, May 9, 2001**
1:00 p.m. - 2:30 p.m., Conference Room 9112

Executive Plaza North, **Wednesday, May 16, 2001**
1:00 p.m. - 2:30 p.m., Conference Room F

Parking permits may be picked up by others; however, the person obtaining the permit must present all of the necessary items listed in this article. **PARKING PERMITS WILL NOT BE MAILED.** An employee may register up to three vehicles but will only be issued one hanging permit.

Display new permits by Friday, June 1.

Upcoming Expirations

Parking Permits expire annually based on the first letter of the permit holder's last name.

June: K and L

July: M and N

August: O, P, Q, and R

What to Bring:

The following **MUST** be presented:

1. Valid NIH ID
2. Valid Drivers License
3. Valid Vehicle Registration for each vehicle to be registered. Legible copies are acceptable.

Information

NIH Parking Office 6-5685 Building 31, Room B3B04
7:30 a.m. to 4:30 p.m., Monday through Friday
nihparkingoffice@ors.od.nih.gov

Crime Watch Presentations

Do you have a staff meeting on the schedule? You might want to consider calling the Crime Prevention Branch to ask if a community policing officer is available to do a 20-30 minute presentation at your meeting.

The presentation includes an instructive video that will show your staff different steps they can take to enhance their personal safety and protect their belongings at work.

Information: Crime Prevention Section 6-9818

General Security Precautions

Your own awareness of security measures is important to your safety as well as the security of your coworkers and the entire NIH community. After the attack on the USS Cole, the Division of Public Safety sent out a global e-mail reminder about common security precautions everyone should take. The police cannot be everywhere at once. They need all of us to be their extra eyes and ears.

The police would rather check out calls that do not turn out to be actual problems rather than miss a real threat.

The following is a summary of recent reminders:

Be alert to odd packages. Do not move them; do not open them. Call 911 (9-911 off campus).


Be alert to strangers in your work area. Follow your instincts. Do not hesitate to call the police.

Be alert to suspicious activity. Report any odd activity right away, not after the fact.

Wear your ID card. If you don't have one, ask your Administrative Officer for the paperwork and instructions.

Report all door problems to the Division of Engineering Services at 6-2105.

Parking Office Wins Award

For new NIH employees and contractors, the Parking Office is one of their first stops on campus. Positive first impressions abound thanks to the efficient and friendly people at the counter. As evidence of their high level of service, the DPS Parking Office team won a Customer Service Award at the last ORS Town Meeting. 

With more than 25,000 customer encounters per year, the Parking Office did not receive one complaint in the eleven months preceding the award presentation. This is a remarkable achievement for any organization.

Six dedicated and well-trained employees make up the Parking Office team: Jessica Gordon, Tom Hayden, Nicole Huntington, Isaac Neil, Jaime Otero, and Marie Taboada.

Thank you to our superb Parking Office staff!

Online Locksmith Service a Success

Increased efficiency and accuracy have made online locksmith services a great success. Customers appreciate being notified by automatic e-mail when key orders have been completed.

Employees who need these services should contact their administrative officer (AO) for instructions about online requests. The process is similar to the current system used for obtaining printing and reproduction services. Administrative officers register to use this service through the ADBS registration function. Registration reminders are posted on the ADBS. Anyone who needs assistance can call the CIT Help desk at 4-DCRT (594-3278).

Some guidelines for online locksmith customers:

- When you submit an order, please make sure the requestor's **name is spelled correctly** or the e-mail notification may go to the wrong person.
- **Pick up keys promptly** at the locksmith's shop when you are notified that they are ready. The shop is located in Room B4/BS04 of Building 31, C wing.
- You must have a **current NIH ID card** to pick up keys.
- **Paper requests are no longer accepted.**
- **Please plan ahead.** The locksmith shop is frequently asked to respond to urgent situations that could have been avoided by reasonable planning on the customer's part. These emergencies impact on the shop's ability to serve other customers and keep up with the demands of renovations and new construction.
- **When employees leave, resign, or transfer**, obtain their keys or make sure they have been returned to the locksmith shop.

Key control is one of the most important aspects of our security structure. Do not leave important keys in unlocked desk drawers, freezers, or other unsecured areas. They should be protected and treated just like you treat your house and car keys. Lost keys cause the NIH to spend thousands of dollars each year to replace locks on entire floors—and in some cases, entire buildings. Your assistance is valuable and appreciated.

Other locksmith services include door cylinder changes, door key reassignments, desk and file cabinet key requests, emergency locksmith services, and more...such as service for padlock, safe, and doorknob problems.



Information
Locksmith Shop 6-3507
Clarence Bruce, Foreman
Locksmith User Manual
www-isb.cit.nih.gov/dbaslock.htm

TRANSHARE Benefit Now Up to \$780

Do you use public transportation to get to work? Don't miss out on this valuable benefit, worth up to \$780 per year. Call for an application today, and find out what you need to do to take part.



NIH parking permits must be surrendered by employees participating in the TRANSHARE program. Only NIH employees are eligible; contractors are not.

Information: 2-RIDE (2-7433)

Quality Management

Our director of the Office of Quality Management (OQM), Mr. Antonio Rodriguez, has recently finished his first year here at NIH. He came to us after 11 years at the Department of the Navy, where he studied and implemented quality programs for many of those years. Beyond ORS, the NIH will benefit from the wealth of education and experience Mr. Rodriguez brought with him.

Part of his first order of business was research, which will be ongoing. It is vital to the health of our organization to study the goods and services ORS provides and to learn how well we provide them. Assessing the internal and external image of ORS was the first step of a systematic and deliberate research program. A marketing effort that promotes ORS goods and services to the NIH community is another responsibility of this office, as is measuring satisfaction with cost and quality.

In this fast-paced world, all organizations have to anticipate future needs. Customers and their behavior trends will be studied by the OQM in order to strategize for the future.

Service area reviews are the mechanism by which the Office of Quality Management helps in assessment and improvement of ORS performance. The reviews completed at the end of December asked the following basic questions:

- What are the customer and organizational needs that we need to meet?
- Are we currently meeting those needs?
- Are we doing better than we did in the past?
- Are we taking appropriate action to improve future performance?
- How does our performance compare to the performance of other service providers, both private and public?

Mr. Rodriguez appreciates the longevity of NIH employees and their dedication to the mission of the NIH. His management strategy depends on his ability to lead and to convince others of the benefits of providing the best customer service and the value of organizational improvements. He has done a considerable amount of coaching and training in his career, and is ready to assist ORS leaders with education, consultation, information, and technical advice.

Information
www.nih.gov/od/ors/oqm



Worksite Enrichment Programs

www.nih.gov/od/ors/dss/special/index.htm



Worksite Enrichment Programs Branch

In October, 2000, due to internal realignment of functions in ORS, the Division of Support Services (DSS) was charged with the administration and oversight of several NIH worksite enrichment programs including food services, child care centers, the bank and credit unions, R&W services, and the Maryland Business Enterprise Program for the Blind (MBEPB) concession stands, cafeterias, and vending program. These newly acquired services, combined with the travel management services and interpreting services contracts, were consolidated into a newly created DSS branch: the Worksite Enrichment Programs Branch (WEPB).

To effectively provide these worksite enrichment programs, several new positions were created and filled with experts in each subject. Vacancies included a Branch Chief, a Child Care Specialist, and a Concessions Manager.

Mr. Timothy Tosten was selected as the new WEPB Branch Chief. Mr. Tosten was previously DSS Senior Projects Manager for the NIH-wide performance based contracts for travel management and sign language interpreting services. He will lead the Branch in providing quality worksite enrichment programs that NIH employees need and want. The position of Project Officer for both the travel and interpreting services contracts has been assumed by Ms. Ellen Grant, the former Assistant Project Officer for travel and interpreting.

Ms. Mary Ellen Savarese has been hired as the NIH Child Care Specialist. She oversees the child care centers and acts as the NIH's liaison for this essential employee enrichment program. As a former Montgomery County Child Care Specialist, Ms. Savarese will be an important asset as the NIH moves forward in coordinating child care services, exploring additional options, and developing a vision for the future of child care at the NIH.

The ORS hired Mr. Dwayne Parris for the Concessions Manager position. Mr. Parris oversees the Eurest Dining

Services' performance-based contract as well as the cafeteria and concession operations of the Maryland Business Enterprise Program for the Blind. As a former Safeway Assistant Store Manager, Mr. Parris has an extensive knowledge of the concessions and food services industry, and a fresh outlook on how this program should be operated.

The WEPB mission is to ensure that NIH employees, patients and visitors consistently receive high levels of quality service for all the worksite enrichment programs it oversees. With the assistance of a trained and motivated staff, the WEPB will ensure that monitoring for quality services, measuring of performance standards, and creating standard operating procedures for all of these programs are included in their day-to-day operations. With that in mind, the WEPB invites consumers to address any questions, comments, suggestions or concerns to the appropriate staff member listed below. Use our new, central e-mail address:

ORSWEPB@mail.nih.gov

Chief, WEPB: Timothy Tosten

Secretary, for general questions and comments:
Kiana Timmons

Project Officer, Travel and Interpreting: Ellen Grant
Quality Assurance, Travel and Interpreting:
Carole Harman

NIH Concessions Manager: Dwayne Parris
Quality Assurance for Concessions: David Shea
NIH Child Care Specialist: Mary Ellen Savarese
Quality Assurance Specialist, Child Care:
Pamela Jenkins

Quality Assurance Specialist, MBEPB, R&W,
bank and credit union: Chris Gaines

General Interpreting Services
e-mail: interpretingservices@mail.nih.gov

Information

Voice: 301-402-8180 TTY: 301-435-1908

Fax: 301-435-1999

www.nih.gov/od/ors/dss/special/index.htm

Building 35 Demolition Prompts Food Service Planning

As you may or may not have heard, Building 35 will be demolished to make way for the new National Neuroscience Research Center laboratory building. Tentatively, on July 1, 2001, the concession stand and the dining center will both be closed permanently to prepare for the demolition.

At this time, the WEPB is making plans to provide

food services for this quadrant of campus. A vendor will operate some type of food service in a trailer or trailers that will be placed in the vicinity of the current Building 35. The current plan is for this operation to be a mixture of dining center services and concession services. It will have some sort of grill, hot food, other prepared foods, snacks, sodas and other sundries. We hope to have more information for you long before July 1. As to the future food service for this quadrant of campus, the first phase of the NNRC includes a new, permanent dining center.



Worksite Enrichment Programs

www.nih.gov/od/ors/dss/special/index.htm



Food Services Updates

The Worksite Enrichment Programs Branch (WEPB) has the responsibility for overseeing the food/concession services components at the NIH.

There are a total of 11 cafeterias and 2 cyber cafes both on and off campus. Within the NIH food/concessions services area, there are numerous vendors who handle different aspects of these services. The vendors are Eurest Dining Services, the Recreation and Welfare Association (R&W), and Sodexo Marriott. The latest vendor to join the NIH campus is Eurest Dining Services. In June of 2000, Eurest Dining Services was awarded a performance-based contract for 6 cafeterias and 2 cyber cafes on campus. The contract is monitored and measured through the use of customer service surveys. The WEPB also monitors Eurest by evaluating how they are responding to customer needs and the appearance of their facilities. The dining centers they operate are located in Buildings 1, 10/2nd floor, 10/ B1 level, 31, 35, and 45. The cyber cafes are located in Buildings 10/Atrium and in Building 40.

The cafeterias operated by the Maryland Business Enterprise Program for the Blind (MBEPB) include Buildings 12B, 38A and an off-campus location in Rockledge 1. The cafeteria that is operated off-campus by Sodexo Marriott is located in Rockledge 2.

The NIH Food Services' website is up and running. On www.nih.gov/od/ors/dss/special/food.htm, you will find:

- Dining center information and contact points
- Catering menus and online ordering form
- Dining center's weekly menus (updated Fridays)

Other Updates...

Recycling: All the Eurest dining centers, partnering with the NIH Division of Safety, now have recycling containers for

mixed paper, glass and aluminum cans.

Renovation Progress: The Building 10, B1 level dining center was scheduled to be renovated and upgraded for Fall 2000. However, issues with the upgrade in utilities is causing the new projected completion and opening date to be in late Spring 2001. Check the WEPB website to read additional updates during this project.

Communications: Any comments, complaints or suggestions on the NIH food services program can be e-mailed to cafeteriacomments@mail.nih.gov or called in to 301-402-8180.

Hours of Operation, Monday through Friday:

Location	Hours
Building 1	6:30 am - 2:30 pm
Building 10/2 nd floor	6:30 am - 9:00 pm
Building 10/B1 level	6:30 am - 2:30 pm
Building 12B	6:45 am - 3:00 pm
Building 31	6:30 am - 2:30 pm
Building 35	6:30 am - 2:30 pm
Building 38A	7:00 am - 3:30 pm
Building 45	6:30 am - 2:30 pm
Cyber Café 40	7:00 am - 3:00 pm
Cyber Café 10/Atrium	7:00 am - 4:00 pm

Off Campus

Rockledge I	7:00 am - 2:00 pm
Rockledge II	7:00 am - 3:00 pm
6700B Rockledge	7:00 am - 2:00 pm

Information: 2-8180

Dwayne Parris, Concessions Specialist
Chris Gaines, Quality Assurance Specialist
David Shea, Quality Assurance Specialist
cafeteriacomments@mail.nih.gov
www.nih.gov/od/ors/dss/special/food.htm

East Childcare Center: Fall Opening

A new childcare center, located to the east of the Natcher Building, is scheduled to open early fall 2001. It will accommodate 80 pre-school and 20 kindergarten children. The facility will contain four pre-school classrooms, one kindergarten classroom, an indoor play area, and a large enclosed playground.

The Parents of Preschoolers Program (POPI), currently housed in Building 35, is moving to the new East Childcare Center. Building 35 will then be demolished. POPI is fully enrolled with a waiting list. Although there will be additional spaces available in the new center, many of those spaces will

be filled by families already on the POPI waiting list. Families who wish to have information about the program and the waiting list should call the Parents of Preschoolers program at 301-496-5144.

The NIH Master Plan includes a site for an additional child care facility, which will be built at the end of the Clinical Center construction. We realize the need for day care at NIH far exceeds our capacity, and we are looking for creative ways to meet that need.


Information:
Mary Ellen Savarese 2-8180



**Mission:
Communications**

The purpose of this newsletter is to inform and communicate with the entire NIH community about ORS projects, policy changes and initiatives that are 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.

News: to Use!

is published on  recycled paper by the Office of Research Services, Stephen A. Ficca, Associate Director
—Editor, Ann Cochran—

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

Web-based Notice System for Utility Shutdowns

The Public Works Branch of the Division of Engineering Services announces its new web-based Utility Shutdown Notification system. This system allows individuals in the NIH community to register for a list server for any building that he or she has an interest in. After registering, they will receive e-mail message notification about all upcoming utility shutdowns in the selected buildings. Each e-mail message will contain a hyperlink to a web page that contains the full shutdown notice. This notice can then be printed and posted in a work area as a reminder of the upcoming shutdown.

Here's how it works:

1. Go to the DES Public Works Branch page and click on the e-mail list signup link at <http://des.od.nih.gov/utilityshutdown/index.asp>
2. Fill out the data for the buildings you are interested in and click on 'subscribe.'

When a shutdown is scheduled for your building, you will receive an e-mail message. Click on the hyperlink in the message and you will be transported to a web page that will have all of the details about the shutdown. Print this page and post it or distribute it to anyone who might be affected by the shutdown.



Information: <http://des.od.nih.gov/utilityshutdown>

A Move for Office of Director, DPS

The Office of the Director of the Division of Public Safety moved this past fall from 31/B3B12 to 31/5C02. The individuals in this new office are Sandra Miller, Chief Administrative Officer; Chantell Stevenson-Brown, Administrative Officer; and Deborah Thomson, Management Analyst. The main telephone number for the OD is unchanged (496-6893). The Acting Director of DPS, Dr. Robert McKinney, remains in his DS office: Building 31/3C36.

Fax us a line!

Issue No. 17
March 2001



Mr. Steve Ficca, the Associate Director of 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's your chance!

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
or send e-mail to dsscustomerservice@ors.od.nih.gov**