

# NEWS2USE

- 1 ORS INFORMATION LINE
- 2 NEW SECURITY MEASURES
- 3 PHYSICAL SECURITY PLAN FOR THE NIH CAMPUS
- 4 BUILDING EVACUATION PROCEDURES AND GUIDELINES
- 5 ID/PROX CARD ACCESS
- 6 USING NIH UNIQUE ZIP CODE 20892 / DISCONTINUING USE OF 20205
- 7 MSC CODES AND RETURN ADDRESS IMPORTANCE
- 8 NEW GROUND PARCEL SERVICE
- 9 NIH LIBRARY SERVICES
- 10 TRAVEL: LOWEST FARE GUARANTEES
- 11 OMEGA
- 12 TMC SERVICE FEES INCREASED
- 13 MARRIOTT'S GOVT RATE
- 14 BIRD HOUSE SUCCESS
- 15 ARBOR DAY PLANTING
- 16 2001 ENERGY AND WATER MANAGEMENT AWARDS
- 17 FIRE PREVENTION SECTION: OVERVIEW AND FIRE IN CLINICAL CENTER
- 18 FACILITY MAINTENANCE PROGRAM: THE MAINTAINERS
- 19 DINING SERVICES
- 20 CHILD CARE BOARD
- 21 CHILD CARE RESOURCE AND REFERRAL AND WAITING LIST MANAGEMENT
- 22 CHILD CARE SURVEY

## ORS INFORMATION LINE

To disseminate information about security at NIH facilities, ORS has developed three communication channels, collectively called the ORS Information Line:

- ▶ phone response line: 594-5577
- ▶ e-mail box: [orsinfo@mail.nih.gov](mailto:orsinfo@mail.nih.gov)
- ▶ Web site: <http://www.nih.gov/od/ors/security/index.htm>.

The Web site can also be accessed from the ORS main Web page. Click on the "ORS Information Line" link at the top of the page. You can submit questions, concerns, or comments and receive a personal reply by writing to [orsinfo@mail.nih.gov](mailto:orsinfo@mail.nih.gov).

## PHYSICAL SECURITY PLAN FOR THE NIH CAMPUS: PROVIDING SECURITY WHILE MAINTAINING OPENNESS

The events of September 11 created an urgency to comply with security analyses that were already completed. An IG Report dated August 2001 noted that NIH's main campus is vulnerable to penetration, violence, and destruction. Specific recommendations included a perimeter fence, visitor center, and delivery screening facilities. The security measures being taken, in other words, are not an over-reaction to recent events.

A January 2002 DHHS memo outlined the minimum physical security standards for HHS facilities. It directed all HHS facilities to meet certain security requirements and respond to the appropriate threat level in accordance with the GSA's National Security Alert Guidelines.

The goal is to achieve these objectives without hindering the NIH research environment that depends on openness and collegiality. ORS is working on a layered system of security that will allow people who have been cleared to move as freely within the campus as they did before these security measures were in place.

First, we defined our vulnerabilities and security needs in recognition of our high-risk and high-profile assets. We need to protect the people who work here, patients who are treated at the Clinical Center, and those who come to NIH for a myriad of other reasons. The chemical and biological agents, pathogens, and radioactive materials we have here must be secure, for



the safety of the entire community. We need to safeguard our intellectual property as well.

#### **WHAT ARE WE DOING NOW?**

We are controlling access to NIH facilities both at the campus perimeter and at building entrances. We are inspecting non-NIH vehicles. We require visitors to have proper identification. We are screening the mail, and managing meeting attendance.

#### **PERIMETER SECURITY**

Perimeter security, or the layering concept, provides the appropriate level of protection at a reasonable cost with the least imposition to our people and our mission. Multiple concentric layers of security allow an open environment inside the perimeter. Personnel and technology keep potential danger at a safe distance from employees and buildings.

Yes, there will be a perimeter fence. That security measure was strongly recommended before September 11. We will also have a visitor center that will serve as a security checkpoint and a welcoming area with exhibits and orientation materials.

Delivery clearance centers will be utilized to check the multitude of packages that arrive each day. Construction deliveries will be handled in a separate area. Of course, there will be individual building security enhancements as well, and IT infrastructure improvements for cyber-security, a new word in our vocabularies.

#### **A POSITIVE SIDE-EFFECT**

One immediate side effect of our new security measures is a 30% reduction in reported crimes in the last five months compared to a previous five-month period.

#### **INFORMATION**

Stella Serras-Fiotes 496-5037

## **SECURITY MEASURES FOR YOUR VISITORS AND CONTRACTORS: SECURITY.NIH.GOV**

Our new security measures affect NIH employees, patients, contractors, and visitors. Every aspect of security and transportation is available in English and in Spanish on our Web site, [security.nih.gov](http://security.nih.gov).

#### **USEFUL INFORMATION FOR YOUR VISITORS AND CONTRACTORS:**

##### **VISITORS**

Be sure to tell your visitors to allow extra time for vehicle inspection procedures. Since visitor parking is limited, encourage public transportation. Direct visitors to [www.wmata.com](http://www.wmata.com) for information on fares and schedules. Public buses are no longer allowed to circulate on campus. Visitors arriving by bus will be dropped off at the NIH/Medical Center Metro stop at Rockville Pike and South Drive. Anyone here on official business can ride the Campus Shuttle from there.

All visitors should be prepared to show a photo ID, log in and out at building entrances, and wear a pass or have an employee escort. Visitors may be required to pass through a metal detector and have their belongings inspected and/or x-rayed.

##### **VENDORS AND CONTRACTORS**

Vendors and contractors with frequent official business at NIH can be issued special temporary IDs. An NIH Project Officer justifies the need for a temporary ID and completes the paperwork, which must be presented in person with a valid photo ID at the NIH Parking Office in Building 31C/ B3, M-F, 7:30 a.m. - 4:30 p.m.

**INFORMATION** [security.nih.gov](http://security.nih.gov)

## **EMERGENCY EVACUATIONS**

If we ever face evacuation, there is a plan in place that will help everyone by providing the leadership and organization that is vital in a tense situation. Occupant emergency coordinators have assigned and trained floor team and/or area team coordinators, aides to individuals with disabilities, restroom and stairway monitors. For complete details, read Manual Chapter 1430, NIH Occupant Evacuation Plan, or request the video called Evacuation—Your Safe Escape.

#### **GENERAL EVACUATION GUIDELINES:**

- Remain calm. Carry out any assigned duties.
- Close doors. Walk to the nearest fire exit. Leave the building.
- Be familiar with alternate exits in case your primary exit is blocked or unsafe.
- Avoid elevators unless pre-established procedures include them.
- Do not endanger your own life because someone else chooses not to evacuate.
- Stay far enough away from buildings to allow for your safety and to allow emergency response personnel unobstructed access.

#### **INFORMATION**

Mary Ann Bell 496-1985  
[www.od.nih.gov/oma/manualchapters/management/1430/main.html](http://www.od.nih.gov/oma/manualchapters/management/1430/main.html)

## **NEW ACCESS CONTROL/SECURITY SYSTEM**

ORS is installing a new access control/security system on campus. It operates with proximity (prox) cards and readers. Unlike a swipe or insert card, the prox card needs only to be presented in close range of the reader.

The prox card is being combined with the NIH ID badge in compliance with industry standards. Prior to converting the existing Cardkey® readers to prox readers, new ID badge/prox cards must be issued to all NIH employees, contractors, fellows, guests, volunteers, and tenants.

Building occupants are being notified by their administrative officer (AO) on how to obtain a new ID badge/prox card. There is no need to wait until your building comes on line. Since the badging component of the access control system is integrated with the NIH Enterprise Directory (NED), the only prerequisite is registration in NED and authorization to receive an ID badge. Contact your AO for information.

Temporary badging stations, open 7:30 a.m. - 4:30 p.m., are currently located in:

- Building 31A, first floor
- Building 13, north elevator lobbies, 1st and 2nd floors
- Building 49, first floor

### **INFORMATION**

Deborah Thomson 402-7690  
<http://des.od.nih.gov/iWeb/access/html/faq.htm>

## **USE THE NIH UNIQUE ZIP 20892: DISCONTINUE USING 20205 OR RISK IRRADIATION**

The USPS is currently irradiating mail for ZIP codes beginning with 202 through 205. The irradiation process delays delivery and may damage or destroy any non-paper or sensitive contents such as medical specimens, computer disks, credit cards, or other magnetic media.

Years ago, 20205 was NIH's ZIP code. The Mail and Courier Services Branch has noticed that some NIH mail customers are still receiving incoming mail with 20205 as part of the address.

Our unique ZIP, 20892, funnels all mail and parcels to the main mail facility at North Stonestreet Avenue. The National Library of Medicine's unique ZIP code is 20894.

The following guidelines will help purge the NIH mail stream of the incorrect ZIP code:

- Check your stock of official envelopes and letterhead to verify that the return address is correct and uses 20892 (20894 for NLM).
- Destroy any stock bearing the 20205 ZIP code or other incorrect information.
- Verify that your staff is using your Mail Stop Code (MSC) as the 4-digit add-on for all stationery, forms, and correspondence.
- If you receive mail with ZIP code 20205, or other incorrect address elements, correct the sender.

### **INFORMATION**

MCSB Customer Service 496-3586  
[mcsbcs@mail.nih.gov](mailto:mcsbcs@mail.nih.gov)

## **GROUND PARCEL DELIVERY SERVICES AVAILABLE**

Fedex Ground Service is available to the NIH community. It offers the reliability Fedex is known for--with tracking numbers and date-definite delivery--at a very reasonable price with a money-back guarantee. The delivery timeframe depends on the zone of the destination; parcels are delivered in one to six days. Processing occurs at our Stonestreet facility. Packages can be delivered to any of our mailrooms, or customers can call for pick up of large or heavy packages.

If the preferred shipper is not specified, the Mail and Courier Services Branch will compare rates of several services and choose the most economical.

### **INFORMATION**

MCSB Customer Service 496-3586  
[mcsbcs@mail.nih.gov](mailto:mcsbcs@mail.nih.gov)

## **IMPORTANT: YOUR MAIL STOP CODE (MSC) AND RETURN ADDRESS**

The Mail Stop Code has always been important for efficient mail routing, but during these times of increased security, incomplete or inaccurate addresses may cause your mail to be considered suspicious. If it falls under suspicion, it will be delayed due to additional screening.

Many pieces of inter-office mail must be opened to determine the correct recipient. Please remember to supply a complete return address on all your mail.

### **INFORMATION**

MCSB Customer Service 496-3586  
[www.nih.gov/od/ord/dss/index.htm](http://www.nih.gov/od/ord/dss/index.htm)

## LOWEST AIR FARES FOR GOVERNMENT TRAVEL

The General Services Administration (GSA) has long contracted with participating airlines to get the best prices for federal government travelers on official government business. These airlines provide reduced fare, coach class tickets between pairs of specifically designated cities. To take advantage of savings of up to 60% below other unrestricted fares, GSA has mandated that government travelers must use these contract fares whenever possible. Note: these tickets are unrestricted and penalty-free, and solely for business travel, not personal.

Ultimately, it is up to the traveler to decide on his or her best transportation option. Only the traveler knows if an unrestricted ticket is necessary.

The NIH Manual Chapter #1500, Travel Policies and Procedures, states the exceptions to the use of government contract carriers. They include schedule, price, or availability of other carriers (train).

The NIH Travel Management Center (TMC) is obliged to quote the government contract carrier fare and then the lowest airfare available at the time of ticketing. Agents should state all restrictions that apply to any ticket.

### INFORMATION

Ellen Grant 402-8180  
<http://www.nih.gov/od/ors/dss/special/travel.htm>

## HELP OMEGA HELP YOU

For the best service for and from Omega, do as much of the following as possible:

- Contact Omega as soon as you know you have to travel.
- Fax Travel Orders to Omega at least three weeks from date of travel, if possible.
- Go online to check your reservation: [www.viewtrip.com](http://www.viewtrip.com)
- Complete your online Travel Profile Form.

- Report changes and cancellations to Omega ASAP. The service fee will not be charged if the ticket has not been issued.
- If a non-contract carrier was requested, make sure proper justification was noted on the Travel Order.
- For Premium Class Air Accommodations, fax the appropriate form with your Travel Order.
- Tell the travel agent when and how you would like to obtain the tickets. Provide name, building/room and Mail Stop Code.

### INFORMATION

Ellen Grant 402-8180  
<http://www.nih.gov/od/ors/dss/special/travel.htm>

## NIH TRAVEL MANAGEMENT CENTER (TMC) SERVICE FEES INCREASED

The NIH contract allowed the TMC to retain all airline commissions earned. Since the airlines have now ceased all commissions, an equitable adjustment was necessary to offset Omega's 5% (or \$20 cap) loss. Therefore, service fees increased on April 22.

The adjusted fee schedule is as follows:

### STAFF AND PATIENT TRAVEL

Fax/Email . . . . . \$23.50  
Phone/In-person . . . . . \$30.50

### MEETING TRAVEL

Fax/Email . . . . . \$33.50  
Phone/In-person . . . . . \$43.50

### INFORMATION

Ellen Grant 402-8180  
<http://www.nih.gov/od/ors/dss/special/travel.htm>

## OFFICIAL COMPANY COMING?

The Bethesda Marriott on Pooks Hill Road has a new government rate in effect: \$150 per night with breakfast. If your guest books the room using the GVUD promotional code, they receive government per diem and breakfast. If using GVUE, the traveler receives the government per diem and 1000 bonus Marriott Rewards Points per stay. Remember, this is for official government travel only.

### INFORMATION

Omega 301-984-1850

## NIH AWARD-WINNING PERFORMANCES: 2001 ENERGY AND WATER MANAGEMENT AWARDS

### BEST PERFORMANCE BY AN INDIVIDUAL

Greg Leifer, DES Energy Engineer, saved NIH approximately \$125,000 in energy costs. For this achievement he received an Individual Energy Efficiency/Energy Management Award from HHS. He was responsible for the initiation and implementation of an alternative financing contract with PEPCO, installing variable frequency drives on motors and pumps, energy efficient lighting fixtures, water saving plumbing fixtures, and individual meters on chilled water, steam, electricity, and domestic water supplies.

### BEST PERFORMANCE BY A TEAM

The HHS 'You Have the Power' Campaign Energy Award went to the ORS Team that designed and built the Louis Stokes Laboratories (Building 50). Wilson Franklin, Frank Kutlak, Kristy Long, Barbara Taylor, John Vilgos, Dan Walther, and Rand Mortimer were honored for their use of economically feasible and practical high performance energy

saving features, which resulted in a 50% savings over energy usage and costs in a comparable facility.

#### **WHAT CAN WE ALL DO TO CONSERVE ENERGY?**

★ Procure Energy Star equipment, such as computers, copiers, and printers

★ Turn off your personal computer and lights at the end of the day

#### **INFORMATION**

Clarence Dukes 496-5037

### **MY LITTLE NIH CHICKADEE: BIRDS AND BATS WELCOME, INSECTS BE GONE**

Starting last summer, Lynn Mueller and his Grounds Maintenance and Landscaping Section (GMLS) staff erected 30 birdhouses, 3 roosting houses, and a few bat houses on the campus in the hope that insect-eating birds and bats will eliminate the need for spraying insecticides. They also wanted to provide housing for birds that were displaced after rotting trees had to be cut down.

Mueller is an avid birder with a Boy Scout badge for proof, but even he had to study up on birdhouse construction. Issues include which direction they should face, and how to keep larger nuisance birds away. Success was declared when over a quarter of the houses were occupied with nestlings. Bat attraction didn't go as well, but Mueller is not giving up, because bats eat a tremendous quantity of mosquitoes and other insects.

Although people do not particularly bother bluebirds and some of the other varieties of NIH resident birds, Mueller asks that no one touch the birdhouses. Many are on the far perimeters of the campus, but pedestrians may come across several while walking near the front lawn of the Stone House, on the southeast

grounds of the Library of Medicine, or along Center Driver near the Children's Inn.

There is no way to measure success of this housing program, however, common sense indicates that any increase in bird population decreases the insect population.

People have told Mueller you can't house the most voracious mosquito eaters, Purple Martins, inside the Beltway, but he is not one to be discouraged. He is planning to put up a house designed for Purple Martins next year, after the storm water management pond is installed near the library's southeast lawn. He is also expanding the bird and bat program to the NIH animal center in Poolesville, where he hopes to attract a small falcon called a kestrel.

#### **INFORMATION**

Lynn Mueller 496-4817

### **ARBOR DAY PLANTING**

On April 26, in celebration of Arbor Day, GMLS planted a Yellowwood (*Cladrastis lutea*) tree near the Natcher Building's north courtyard. GMLS has been honoring Arbor Day with tree plantings since 1992. Past selections included American elm, white ash, and black walnut.

#### **INFORMATION**

Lynn Mueller 496-4817

### **FACILITY MAINTENANCE: 174 MAINTAINERS STRONG**

*"WATCHING OVER THOSE WHO WATCH OVER THE HEALTH OF THE WORLD!"*

*"THE RIGHT MAINTAINERS DOING THE RIGHT JOB THE RIGHT WAY FOR THE RIGHT CUSTOMERS RIGHT NOW - 24-7-365!"*

The dual mottos of the Facility Maintenance Program of the Division of Engineering Services, Public Works Branch represent an integrated, timely, and cost-effective

service to NIH. Facility maintenance is delivered by a well trained, motivated, dedicated, and professional staff of technicians, called maintainers, who work closely, and meet monthly, with Facility Managers.

It is no easy task to support 18,000 people who work out of more than 85 buildings on 306 acres, but the 174 maintainers do it with gusto and pride. Beyond their normal scope of work, they help ensure that the NIH institutes maintain national accreditation by such groups as the Joint Commission on Accreditation of Hospitals (for the CC IC), the Food and Drug Administration (for the NCI Cell Processing Facility), and the Accreditation and Assessment of Laboratory Animal Care.

Facility maintainers circulate throughout their buildings, inspecting utility systems' equipment, performing preventive maintenance, responding to trouble calls, and interacting with occupants. Like NIH Fire and Police employees, maintainers have a first responder role whether they are called to stop a leak, investigate an odor, or handle a power outage. Part of their broad expertise includes troubleshooting mechanical and electrical systems to determine the causes of failures and find remedies. The maintainers who have been at NIH for more than twenty years carry accurate and detailed layouts of the utilities systems in their heads.

### **CUSTOMER SATISFACTION INITIATIVES**

After maintenance and repair work is performed, a customer information card is left behind for customers to rate the timeliness of the response, quality of work, and courtesy.

There is a constant effort to improve service. Last February the program rolled out a web-based subscription service for electronic utility

shutdown notifications. This summer, the PWB is setting up a service that will enable NIH staff to electronically enter and monitor status of their requests for maintenance services.

#### **A FOCUS ON SAFETY**

Maintainers attend nearly a dozen safety training and refresher courses each year, and these employees won multiple DES Safety Awards for last year's stellar safety performance.

#### **INFORMATION**

Frank Kelly  
Clinical Center Maintenance Unit 594-5862  
Bill Monath  
Building Maintenance Unit 496-5803

### **NIH HONORED BY BUSINESSES FOR THE BAY**

Businesses for the Bay, a voluntary pollution prevention program for organizations located in the Chesapeake Bay watershed, has honored NIH as Maryland Member of the Month for a multitude of efforts. NIH has shared its pollution prevention methods at a number of conferences, and we encourage our researchers to include waste minimization tips when publishing their studies. Peer reviews are also used to encourage the reduction of waste and its associated costs.

NIH's Division of Safety (DS) is responsible for all NIH waste operations. Recognizing a ten-fold increase in low-level radioactive hazardous wastes (mixed wastes) in the late 80's, DS focused its efforts on minimizing these waste streams. Users of radioactive materials receive training on source reduction techniques and the use of non-radioactive methods in biomedical research. Though the research workload increased significantly since the 1980's, we achieved over 99% reduction in generation of mixed wastes by 2000.

NIH has also been involved in the development and testing of a novel application of ultraviolet peroxidation treatment (UVP) technology that destroys organic compounds

in aqueous mixed wastes, without creating residue or air emissions.

The Mad as a Hatter? Campaign for a Mercury Free NIH, led by Captain Ed Rau, seeks to eliminate the use of mercury in all U.S. NIH facilities by using mercury-free alternatives. The Clinical Center is now mercury-free. Over 1,000 researchers have taken a "Hatter's Pledge," and NIH plans to extend the campaign into the community.

Our Ozone Action Days plan notifies employees of Code Red Days through e-mail and with flags at campus entrances. It encourages grounds maintenance to halt the use of gasoline engine equipment; asks that trucks not idle at loading docks; encourages the use of Montgomery County's free Ride On bus service; encourages NIH police to use bicycles; and switches to natural gas to reduce power plant emissions. NIH has reduced single occupancy vehicles by more than 30% over 10 years through public transit subsidies and carpooling. Approximately 55% of NIH employees currently use a mode of transportation other than a single occupancy vehicle.

Motor pool operations are also "going green." The NIH now leads HHS in the percentage (35%) of government vehicles converted to alternative, renewable fuels.

NIH is undergoing rapid growth. Energy efficiency measures are being incorporated into the construction of new facilities and renovations of existing ones. Recycled material use is increased, and pollution and waste are minimized.

Last but not least, NIH excels in the area of storm water management. Our new storm water retention pond will reduce pollution in runoff, from the surrounding neighborhoods as well as the campus. Our stream restoration project will minimize erosion and enhance the wildlife habitat.

#### **INFORMATION**

Ed Rau 496-7990  
Businesses for the Bay  
1-800-968-7229  
www.b4bay.org

### **PUTTING OUT FIRES**

The primary mission of the NIH Fire Prevention Section, the only HHS federal fire department in the world, is to protect lives and property. They actually put out fires, but they do much more, so that fewer fires occur.

Our fire department does everything from consult about work practices, facility design and construction, and engineering. They are authorized to provide judgment in the application and interpretation of fire codes and standards. They provide fire safety information and training for NIH employees and contractors. They are involved in all aspects of emergencies and evacuations, from planning to notification. The Division of Engineering Safety relies on the fire prevention staff to help them develop policies and procedures regarding fire safety. In addition to all that, they run fire drills at the Clinical Center for all employees who have responsibility for patients. Inspector Paul Davis reports that there are 90-120 fire drills per quarter. Last but not least, they conduct technical fire investigations and post-fire follow-up reports. Fire Protection Engineer Sam Denny estimates that new construction and renovation takes up 60% of this busy section's time.

On February 27, Paul Davis was on duty at 5:43 a.m. when an alarm sounded, alerting him to a fire in the Clinical Center. In less than an hour, the lab fire was extinguished and everything was under control. Fire prevention strategy is tricky in laboratories, where smoke alarms would be out of control with false readings from smoky experiments. There are sprinklers, however, and that helps until the fire fighters arrive. The laboratory hallways are insulated to withstand fire for one hour, the patient hallways, for two hours. Analyzing the causes of fires is difficult; most are caused by equipment left on or faulty equipment.

Employees should report electrical equipment that is starting to show signs of age or erratic functioning, and have it replaced without delay. It is very important not to improvise with wiring and malfunctioning equipment! One small fire can cause hundreds of thousands of dollars in damage. The sprinklers shoot out enough water to penetrate down three or four floors. Computers are a major worry, but those made from the early 90's on have built-in protection from water damage.

Few people would accurately guess how few people do all of the above: a chief, six employees and four contractors cover all of the NIH campus and our Poolesville animal facility. Leased buildings are the responsibility of the landlords. We are all aware that this is no 9-5 job. The eleven dedicated fire prevention section members deserve the thanks of a grateful community.

#### **INFORMATION**

Chief Gary Hess 496-2372

## **EAT, DRINK, AND BE MERRY**

### **EUREST LOVES COFFEE LOVERS**

Eurest is selling stylish 16-ounce coffee mugs for \$8.99, with the first full cup of coffee free, at all its locations. These travel mugs sell elsewhere for \$10.00 - \$12.00. Mugs are good for the earth: it is ecologically-correct to use one mug instead of hundreds of paper cups throughout the year.

Eurest has also started to issue frequent-buyer cards for java-addicts. Just ask for your card the next time you buy coffee. For every 9 cups of coffee purchased, the 10th cup of any size is free.

### **GRAND RE-OPENING OF 12B DINING CENTER**

The Maryland Business Enterprise Program for the Blind (MBEPB) and Bruce Carter, the dining center manager, had a week-long Re-Grand Opening May 20-24 of the

12B dining center that was closed from mid-December through mid-March. The popularity of their service never faded. Carter and the MBEPB hope this promotion demonstrated their appreciation for their customers.

### **49 MOBILE UNIT**

The Maryland Business Enterprise Program for the Blind (MBEPB) is currently operating a mobile unit to alleviate the hot food service demand on the western side of the NIH campus. Business for the mobile unit has gradually increased as the weather heated up, and the variety of foods grew. There are hot entrees such as eggs and bacon, and steak and cheese.

#### **INFORMATION**

Dwayne Parris 402-8180  
[www.nih.gov/od/ors/dss/special/food.htm](http://www.nih.gov/od/ors/dss/special/food.htm)

## **CHILD CARE BOARD SEEKS NEW MEMBERS**

The NIH Child Care Board, which serves as a forum for NIH child care issues and policies and advises the NIH regarding child care programs and services, is seeking members to fill two vacancies. Board members are selected to span the interests of NIH employees and their dependents and to represent the diversity of NIH employees. Representatives of the scientific community and program support staff are currently needed.

The board meets bi-monthly for about two hours in a NIH conference center. The ability to attend meetings is critical to the board's effectiveness. Since meetings are held during the workday, supervisory approval should be attained prior to submitting a nomination to serve. Participation on the board is an official duty and may be included as a non-critical element on an employee's performance plan.

#### **INFORMATION**

[www.nih.gov/od/ors/dss/special/chintro.htm](http://www.nih.gov/od/ors/dss/special/chintro.htm)

## **CHILD CARE RESOURCE AND REFERRAL AND WAITING LIST MANAGEMENT**

NIH has contracted with LifeWork Strategies, Inc. (LWS) to give you direct access to professional child care consultants. Whether you want to explore resources for parenting an infant, a toddler, a preschooler, a school-age child, or a teenager, NIH's Child Care Resource and Referral Service is available to assist you. It costs nothing, and you can use the service as often as you have a need.

When you call, a consultant will discuss your needs and answer any questions regarding child care or parenting. The consultant will research available options for you. To save time, you will get referrals with details such as hours, price, location, and the type of program.

Information is available about child care centers, family child care for small groups of children in a provider's home, nursery schools, nanny and au pair placement, summer camps, and emergency care.

As of May 28, LWS is also managing all three of the local NIH child care centers' waiting lists. What this means for you is that you now have a one-stop shop for determining what child care services best fit your family's needs. In one phone call, you can put your name on the waiting lists of any of the NIH child care centers and find out what other resources are available in your area.

#### **INFORMATION**

Mary Ellen Savarese  
ORS Child Care Programs Manager  
402-8180  
OD Work and Family Life Center  
435-1619 or TTY (301) 480-0690  
[www.nih.gov/od/ors/dss/special/chintro.htm](http://www.nih.gov/od/ors/dss/special/chintro.htm)

## CHILD CARE NEEDS ASSESSMENT: THE SURVEY RESULTS ARE IN

In September 2001 ORS conducted an NIH-wide survey of employee needs and requirements for child care resources. The results were not surprising. Our growing work force of parents wants additional child care resources. Employees also indicated concern about the high cost of care, a desire for quality services for young children, and a request that information be easily available.

NIH will work to identify more resources to serve families with young children.

### INFORMATION

Mary Ellen Savarese 402-8180  
[www.nih.gov/od/ors/dss/special/chintro.htm](http://www.nih.gov/od/ors/dss/special/chintro.htm)

# NEWS2USE

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### 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, and your entire organization. Therefore, your satisfaction is our utmost concern. Please let us hear your ideas and comments.*

## FAX US A LINE!

*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's your chance! Just send your comments or questions along with your name, building & room and phone number. Fax your comments to Mr. Ficca's office: 2-0604 or send e-mail to [orswepb@mail.nih.gov](mailto:orswepb@mail.nih.gov)*

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**TO MR. FICCA'S OFFICE**  
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**FROM** ..... **BLDG** ..... **ROOM** ..... **PHONE** .....

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