

ORS News2Use

Fall 2013 Issue

NIH Mourns the Loss of ORS Associate Director Tom Hayden

Inside This Issue:

NIH Mourns the Loss of Tom Hayden

Is Your NED Info Current for the New Fiscal Year

Lasers Can Cause Serious Injury

Beware of Immigration Scams

Proper Return Addressing for Official Mail

CAPS System has Gone Live

Immigration 101

NIH Library Receives Director's Award

Thomas "Tom" Hayden, ORS Associate Director for Program and Employee Services, died unexpectedly on August 25.

Tom Hayden started his federal service as a "Stay-In-School" appointment with the USDA in 1982 as a personnel clerk and later as a paralegal/legal technician with the Office of the Administrative Law Judges. In 1988, he joined the NIH as a police officer.

After his service as a police officer, he worked for a short period of time in transportation planning in the ORF Master Planners Office before becoming the director of the ORS Division of Travel and Transportation Services, later to merge with another division and become the Division of Amenities

and Transportation Services. He was selected as director for this new division until he was promoted to Associate Director for Program and Employees Services in January 2012. As the Associate Director, he oversaw many services integral to the day-to-day operation of the campuses including parking, shuttles, child care, cafeterias, interpreting services, fitness centers, medical arts, mail and immigration services.



"No assignment was too big or too small for Tom," said ORS Director, Dr. Alfred Johnson. "Many of my peers knew to go straight to him when they had questions... and they also knew they were going to get a prompt response, and more often than not a positive response," Johnson added.

For many, Tom was the 'face' of ORS. "Tom's work touched nearly everyone in the NIH community. He was a mentor, friend and colleague to many of us. His dedication to the NIH and its mission... was unwavering and his care for his NIH family was undeniable," said Dr. Johnson. His work with ICs, along with (continued on page 5...)



Tom Hayden and other NIH employees participating in a Feds Feed Families "Fill the Truck" event in 2012.

Is Your NED Information Current for the New Fiscal Year?

October 1 marked the first day of the new fiscal year for NIH. As part of any New “Fiscal” Year’s resolution, it’s important to ensure that your NIH Enterprise Directory (NED) information is current for emergency and administrative purposes. Every NIH employee with an active PIV card (federal, contractor, fellow, etc.) has a NED account.

In the event of an emergency, information from NED is used to contact employees via government devices (phone, e-mail, pager, etc.) and personal e-mails, mobile devices, and home phones using the AlertNIH system.

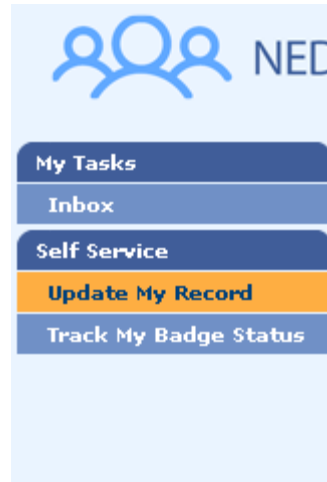
AlertNIH, a fairly new managed communication service, gives the NIH and its ICs the ability to send emergency alerts, warnings, and notifications to all employees and contractors simultaneously in a faster, more efficient manner than traditional modes of communication. Each IC has an account with AlertNIH where an IC-specific message can be tailored for its staff in an emergency. The Division

of Emergency Preparedness and Coordination (DEPC) uses this account to send messages to a “First Alert” group comprised of IC Emergency Coordinators and their Deputies, Emergency Support Team Members, Animal Program Managers, and a handful of leadership staff.

Another reason why maintaining an updated NED profile is important is to ensure that an IC is not improperly charged for any of NIH’s central services. Annually, almost \$300 million is allocated to central services based on census counts. NED is the system of record for these census-based assessments. The following are examples of services that use these assessments: the Office of Research Services (ORS) and Office of Research Facilities (ORF)

Management Fund, various Center for Information Technology (CIT) assessments, Transshare, the NIH Library, Interpreting Services, HSPD-12, and various DHHS assessments. Failure to update a NED record could result in an IC being incorrectly charged.

To update your NED information, including personal contact information (for emergency purposes only), visit <https://ned.nih.gov> and select the “Update your Information” link, enter your username and password, then select “Update My Record.” If you have any trouble accessing your NED account please contact your [NED IC Coordinator](#) or e-mail NED system staff at ned-ops@list.nih.gov.



Lasers Can Cause Serious Injury

Since the early 1960s, the laser has found many applications in the engineering, biological and industrial fields. Lasers have been used in communication, tracking and ranging systems, surveying, mechanical measurements, drilling, welding, neurosurgery and endobronchial surgeries, dentistry, and the automotive industry. Lasers produce monochromatic high intensity light beams, frequently capable of causing significant eye damage, body burns and the potential for electrical shock.

Has your organization/Institute acquired a laser system recently? If so, did you receive NIH Laser Safety Training within the past year; and has your laser system been evaluated by the Division of Occupational Health and Safety (DOHS) regarding proper set up? If you’re unsure or have additional questions concerning laser safety, contact DOHS at 301-496-3353 or visit: http://www.ors.od.nih.gov/sr/dohs/healthandsafety/ih/pages/ih_laser.aspx.



Beware of Immigration Scams

A NIH foreign national scientist was recently a victim of an immigration scam. The scientist was contacted by a phony immigration or government official seeking to extort money to pay a penalty fee or risk deportation from the United States. Unfortunately, immigration fears are easily exploited by scammers pretending to be persons in positions of authority using publicly available information and today's technology, such as phone number "spoofing." This is a nation-wide problem. NIH scientists are not the only individuals being targeted.

The Division of International Services (DIS) continues to warn NIH sci-

entists that they could be the target of a scam for money or personally identifiable information (PII). PII, such as your date of birth, Social Security number, bank information, credit/debit card numbers, etc., should **NEVER** be disclosed.

If you receive such a call, say "No, thank you" and hang up. Notify your NIH supervisor and the NIH police (see below). Please also review guidance from the U.S. Citizenship and Immigration Services (USCIS) on how to [avoid scams](#).

Remember that the scammers will use public information to validate their

claims to extort money and/or PII from visitors afraid of losing their immigration status in the United States. The DIS provides guidance on protecting PII to our scientists. For more information, see our September 3rd edition of our [Immigration Update](#) for our visiting foreign national scientists.

Police contact:

Mike McGraw, Intelligence Coordinator with the Division of Police
Office: 301-496-9862
Cell: 301-807-3431
mcgrawm@mail.nih.gov

Proper Return Addressing for Official Mail

The Division of Mail Management Services (DMMS) staff members are often asked about proper return address standards for official mail originating from NIH. With more NIH offices using computer-generated return address labels, this issue has become increasingly important as NIH must follow U.S. Postal Service regulations concerning official mail.

U.S. Postal Service regulations require a complete NIH return address, which includes identifying the parent department (DHHS), agency (NIH), street address (or building), city, state, and zip code. All official mail is

required to bear the penalty statement "Official Business"/"Penalty for Private Use, \$300." In addition, all return addresses on U.S. Mail originating in Bethesda, Rockville, or Gaithersburg must include the NIH "unique" zip code of 20892.

The DMMS asks that all employees include information identifying the IC, room number, and Mail Stop Code (MSC). Doing so enables the DMMS to affix the proper postage to return the mail to the NIH sender should the item be classified as undeliverable by the U.S. Postal Service. See below for a sample of a complete return address.

DID YOU KNOW?

- ◆ In 2012, the DMMS delivered 6.5 million pieces of mail to the NIH community.
- ◆ DMMS dispatched approximately 2.6 million pieces of outgoing NIH mail to the United States Postal Service in 2012.

For more information on proper addressing and other subjects regarding mail can be found on the DMMS online Mail Services Guide: <http://www.ors.od.nih.gov/pes/dmms/Documents/MailServicesGuide.pdf>.

DEPARTMENT OF HEALTH & HUMAN SERVICES

DR. JOHN DOE (optional)

NATIONAL INSTITUTES OF HEALTH/NIAAA

22 SUCCESS PL RM 9030 MSC 0080

BETHESDA MD 20892-0080

OFFICIAL BUSINESS

PENALTY FOR PRIVATE USE, \$300

CAPS System has Gone Live

On August 7, 2013, the Division of Amenities and Transportation Services (DATS) launched a new IT system, called the Commuting and Parking Services, commonly known as "CAPS." This system is a "one-stop shop" for all of your NIH commuting needs!

With the new and updated technology, CAPS allows all NIH customers to manage the following accounts online: parking permits, carpooling, vanpooling, mass transit subsidy (Transhare) and our bicycle subsidy program.

After logging into CAPS with a NIH username and password, customers are presented options based on their current program and eligibility for other programs. Below are some highlights of new features for the various CAPS services:

- Parking Permits/Hangers:
 - ◇ All Customers can enroll and renew online and have their permit sent to their home address via USPS.
 - ◇ Automatic renewal e-mail reminders.
 - ◇ Customers can update vehicle information (after purchasing a new car, etc.).
 - ◇ Request Overnight Parking Permits for official government travel that requires employees to park their vehicles on campus for more than 24 hours.
- Carpooling/Vanpool (NIH Rideshare Program):
 - ◇ All NIH employees and contractors can join the NIH Rideshare program.
 - ◇ Once a member, customers can search for other employees and contractors interested in carpooling.
 - ◇ Matches are automatically



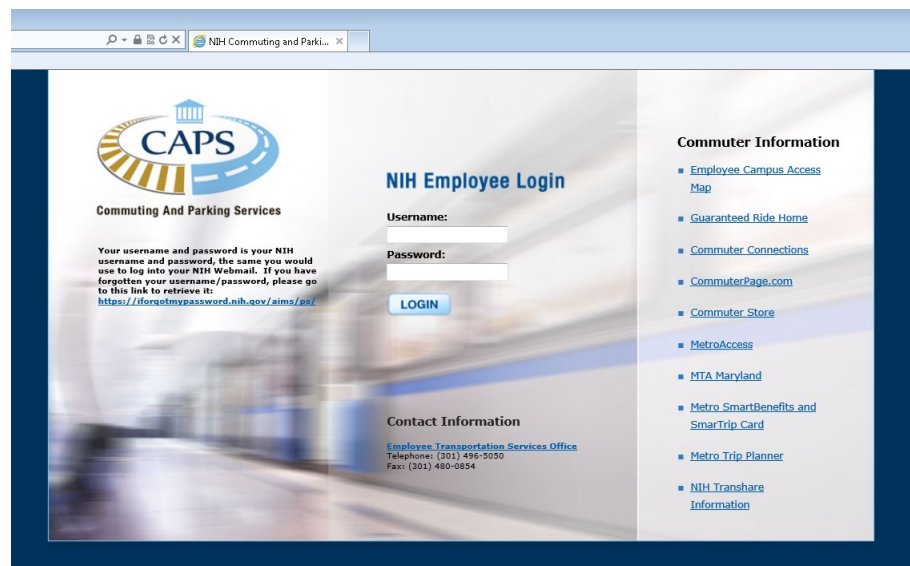
performed based on home/work zip codes and a distance is shown to each member (addresses are not provided to any party).

- ◇ E-mails can be sent to interested parties with commuting times displayed.
- ◇ Employee Transportation Office staff can send targeted e-mails to employees by screening multiple search criteria (work locations, home zip codes, etc.).
- Transhare:
 - ◇ Enroll, Renew, Modify and Terminate benefits online.
 - ◇ Automatic renewal e-mail reminders.
 - ◇ Print Temporary Parking Permits online.
- Bicycle Subsidy Program
 - ◇ Enroll, Renew, Modify and Terminate benefits online.

- ◇ Bike Vouchers automatically mailed to each participant each month.
- ◇ Print Temporary Parking Permits online.

In addition to providing our customers with numerous service improvements and new features, the CAPS system also greatly assists NIH in computing reductions in Greenhouse Gas emissions. NIH is mandated to reduce greenhouse gas emissions 28% by 2020 and included in these emissions are gasses associated with employee commuting. With the data collected by CAPS, NIH will be the leader in the federal government with computing, reporting and reducing these dangerous gasses.

Employees can access CAPS both on and off the NIH network. This allows customers to perform actions from any computer, 24 hours a day, including, if eligible, to print temporary permits. Customers can access the system at: <https://commuter.ors.od.nih.gov>.



NIH Mourns the Loss of ORS Associate Director Tom Hayden

(continued from front page...)

federal, state and local agencies, routinely resulted in constructive solutions to often difficult problems impacting employees, visitors and the neighboring communities. Even when the answer wasn't always what those involved wanted to hear, it was guaranteed Tom had exhausted every possibility in an attempt to find a fair and equitable solution. For this, he was beloved, admired and recognized for numerous commendations throughout his career.

A remembrance and celebration of life ceremony was held for Tom on September 12 in the Clinical Center (CC) Chapel for friends and colleagues. In addition to comments by Dr. Johnson, Maureen Gormley, CC Chief Financial Officer, and Randy Schools, head of the NIH Recreation and Welfare Association (R&W), spoke to Tom's responsiveness, 'can-do' spirit and the heartfelt personal interactions they had with him over the years. Co-workers and friends also shared their memories and stories of the many contributions Tom made and the lives he impacted at NIH.

In his spare time, Tom was an active

Immigration 101

In partnership with the Visiting Fellows Committee (VFC) of the NIH Fellows Committee (FelCom), the Division of International Services (DIS) presented an "Immigration 101 Workshop" for foreign national Fellows on September 13, 2013 at the Natcher Conference Center in Bethesda, Maryland. Following the presentation was a Question & Answer session with DIS staff members.

The DIS provides immigration-related services for visiting foreign

member of the Bowie Volunteer Fire Department and coordinated the Bowie CPR program. He also enjoyed antique tractors and was an avid outdoorsman, enjoying hunting and fishing, especially with his beloved dog Pax. In a clear sign of Tom's work ethic and dedication to NIH (and the outdoors), it was not uncommon to be on the phone with him discussing business, unbeknownst that it was his day off and he was having the conversation while sitting in a deer stand or fishing boat.

Mr. Hayden earned a Bachelor's Degree in Criminal Justice/Criminology with a Paralegal Minor from the University of Maryland/University College. He is survived by his wife Ellen K. Hayden, stepchildren Ashley and Logan, his parents, two brothers, one sister, and many relatives and friends.

With more than 25 years of service to the NIH, from police officer,

national scientists in the NIH Visiting Program, as well as to the NIH Intramural Research Program (IRP) community. The DIS mission is to provide the highest level of professional guidance and immigration-related services to the NIH IRP and to visiting foreign scientists. DIS is available to ensure that the NIH maintains compliance with all applicable U.S. Immigration laws governing the stay of NIH visiting scientists in the United States.

The workshop was well attended with 120 Fellows who came to Natcher during rainy weather. The Fellows

to transportation planner, to program director, and finally associate director, Tom's dedication, contributions and leadership were invaluable assets and his passing is a significant loss for ORS and the NIH.



DID YOU KNOW?

- 5,115 NIH employees utilize Transshare, a transportation incentive program offered by DATS.
- Transshare options include vanpools, Metrorail, MARC Trains and public buses.

posed thoughtful immigration questions, which ranged from residency requirements to temporary worker visas. The DIS looks forward to working with the VFC for future sessions on immigration-related topics of interest to Visiting Fellows.

NIH Library Receives NIH Director's Award for Custom Information Solutions

Recently, the National Institutes of Health (NIH) Library introduced a new service, "Custom Information Solutions." This program focuses on customizing the services and resources available through the Library to address the specific needs of a group. This includes digitization of NIH-created print materials, creation of databases to support research projects, portfolio analysis reports, and the development of customized web search tools.

Through this service, the NIH Library became involved with an Alzheimer's project at the National Institute on Aging (NIA) in July 2011. The project began with a request to convert a spreadsheet of funding lines into a simple web-enabled database.

Alzheimer's disease research has become a global priority requiring enhanced coordination of funding strategies across both public and private funders. Supported by the "National Alzheimer's Project Act," NIA first worked with the Alzheimer's Association to develop a shared ontology known as the Common Alzheimer's Disease Research Ontology (CADRO).

Later, NIA began working with the NIH Library to develop a database to capture and track over 6,000 Alzheimer's related grant-funded projects from 2008-present across all U.S. fed-

eral agencies and three non-federal funders. Discussions are now underway with additional organizations and countries.



As a result of months of consultations and support from the NIH Library, the NIA decided to pursue the Library's proposed portfolio analysis strategy. The first phase of this effort culminated in the July 2012 launch of the International Alzheimer's Disease Research Portfolio (IADRP).

The IADRP allows users to search funded projects by principal investigator and institution, by funding agency and by funding announcement. Access to such information allows program officers and researchers from around the world to:

- Assess the changing landscape of Alzheimer's research funded by different agencies and countries.
- Identify specific funding gaps as well as areas of possible overlap across funding agencies.
- Identify opportunities for coordination for Alzheimer's disease research while leveraging critical resources.

For NIA, the funding information now available from the IADRP has been instrumental in helping to track and analyze research goals and strategic objectives.

In June 2013, the IADRP team, including NIH Library representatives James King and Terrie Wheeler, were presented with the NIH Director's Award.

Charlene Liggins, NIA Senior Scientific Program Analyst, stated that "Throughout the entire process, the NIH Library has gone above and beyond to provide outstanding customer service. Over the last two years, they have been truly generous with their time, knowledge, and especially, patience."

The NIH Library, located in Building 10, supports the information needs of the NIH research community through a range of innovative services and resources. The NIH Library is part of the Office of Research Services under the Office of the Director.

Serving the NIH Community...

For questions or comments about ORS services: ORSInfo@mail.nih.gov or (301) 594-6677

For questions or comments about published or potential stories: ORSNews2Use@mail.nih.gov

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Office of Research Services