National Aeronautics and Space Administration

NASA Headquarters

Satellite Facility Services and Emergency Preparedness Guide

Facilities and Administrative Services Division (FASD)

1201

I (EYE) Street NW, Washington, DC

www.nasa.gov

Table of Contents

Introduction 1

Satellite Facility Overview 2

Hours of Operation 2

Holiday Schedule 2

Satellite Facility Services 3

Security 3

Facility Access Control 3

Lost or Misplaced Access Cards 3

Information Security 4

Reporting Security Issues/Emergencies—Utilizing Emergency Soft Keys on Desk Phones 4

Visitor Management 5

Facility-Related Requests 5

Emergency Facility Request 5

Mail Services 5

Shuttle Services 5

Parking and Fare Subsidy at 1201 and 1225 Garages 6

Parking Program for 1201 and 1225 I (EYE) Street 6

Frequently Asked Questions (FAQ) 7

Medical Services 10

Medical Emergencies 10

Non-Emergencies 10

Routine Services 10

Employee Assistance Program (EAP) 11

Fitness Center 11

Safety and Health 11

If You Are Injured on the Job 12

Reporting Safety and Health Hazards 12

Notification of a Mishap/Close Call Without Injury 12

Headquarters Workers' Compensation Program 13

File an Occupational Injury or Illness Report 13

Lactation Room 13

Emergency Preparedness 14

Emergency Notification System 14

Updating Personal Contact Information 14

Medical Emergencies 15

Fire Emergencies 16

Evacuation Procedures 17

Mobility Impaired 17

Shelter in Place 18

Why You Might Need To Shelter in Place 18

How To Shelter in Place 18

Response to Changing Weather Conditions 19

What Are Watches and Warnings? 19

What To Do During Extreme Weather Incidents 19

Earthquake Protective Measures 20

If Indoors 20

If Outdoors 20

If in a Moving Vehicle 20

Evacuation 20

General Workplace Violence 21

Suspicious Package Handling 22

Signs of a Suspicious Package 22

Bomb Threats 22

If a Bomb Threat Is Received as a Note 22

If a Bomb Threat Is Received by Phone 22

Telephone Bomb Threat Checklist 23

INSTRUCTIONS 23

BOMB FACTS 24

Introduction

At NASA, the welfare of employees, contract staff, and visitors is the highest priority. This organizational culture is true at each Center as well as temporary work locations and satellite facilities. The overarching goal of this Employee Awareness Guide for 1201 I (EYE) Street NW is simply to ensure that all NASA facility occupants receive the most pertinent information that will assist them in making important decisions during all situations while occupying NASA space.

There is no substitute for preparedness, and NASA Headquarters senior leadership would like all satellite facility occupants to take the time to study the information within this guide and keep in mind the important role that each individual can fill during all facets of an emergency. This information has been compiled to build awareness throughout the Headquarters community with the intention of better preparing all staff in the event of an emergency.

Outlined in this document are specific guidelines and important information pertinent to the facility as well as situation-specific information that can ensure that the reader is prepared for and, if necessary, able to respond to an emergency located within the office space. The NASA Headquarters Emergency Management Team takes a proactive approach to emergency preparedness and is continually improving upon existing plans and developing new tools to assist NASA staff in preparing for all hazards. For all NASA preparedness tools and updates, please visit the NASA Headquarters Emergency Operations Web page frequently at *http://www.nasa.gov/hqemergency*. For additional information or questions about this or any other NASA emergency management tool, please contact the Emergency Management team at *HQ-Incident-Command-Post@nasa.gov*.

David B. Redman

Division Director, Facilities and Administrative Services Division

NASA Headquarters

Satellite Facility Overview

NASA's facility at 1201 I (EYE) Street NW is located at the intersection of 12th and I (EYE) Streets and one block east of the McPherson Square Metro stop on I (EYE) Street. The building is a multitenant facility in which NASA will occupy two floors. The facility is managed by Piedmont Office Realty Trust.

Hours of Operation

Normal operating hours at 1201 I (EYE) Street are from 7 a.m. to 6 p.m., Monday through Friday.

During nonduty hours, building access is limited to facility-specific smart card holders. During off-hours, the building heating, ventilating, and air conditioning (HVAC) system will be turned off. Should building services during holidays or after hours be required, make requests during normal business hours, at least 24 hours in advance, to the Facilities Help Desk System (FHDS) at *https://heckler.hq.nasa.gov/fhds/login.cfm*.

The building management office is located in an adjacent building at 1225 I (EYE) Street in Suite 101 on the lobby level. The building management office is open from 8:30 a.m. to 5 p.m., Monday through Friday.

Building engineers are also located in the building to ensure that emergency requests are addressed quickly. For all facility requests requiring immediate attention, please contact the onsite engineer's office at 202-408-8672.

Holiday Schedule

The following list includes all Federal holidays as outlined in Public Law 90-368. On these holidays, the building will be closed, doors will be secured, and the HVAC system will be off. Additionally, there will be no onsite engineers or janitorial services.

Holiday	Observance Day
New Year's Day	January 1
Inauguration Day	January 20 every fourth year
Martin Luther King, Jr.'s Birthday	Third Monday in January
Presidents' Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	November 11
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

Satellite Facility Services

Security

Security operations at 1201 I (EYE) Street are similar to those that NASA Headquarters employees are familiar with. These physical and procedural security enhancements help to ensure a safe work environment while also enhancing NASA's ability to respond to and obtain assistance during emergencies.

Security for 1201 I (EYE) Street is managed by Jenkins Security Consultants, Inc., and is contracted by the primary tenant, the National Parks Service (NPS). The onsite contract security company will ensure the security of the facility and its perimeter, though NASA is responsible for its specific workspace. The Lobby Security Desk is monitored around the clock, and the Officer on Duty can be reached at 202-513-7101.

For all emergency situations, employees are encouraged to contact local authorities by dialing 911 or utilizing the emergency quick key on their office phone.

Facility Access Control

NASA employees working at 1201 I (EYE) Street will be issued electronic access cards, or Kastle cards, by the NASA Headquarters Badging Office prior to relocating. These cards are for use on elevators, turnstiles, and exterior doors in the building. Any problems with the cards should be reported to the NASA Headquarters Badging Office at 202-358-2422.

The exterior doors to 1201 I (EYE) Street are open from 7 a.m. to 6 p.m., Monday through Friday. On holidays and after hours, all exterior doors are electronically locked and access can be gained using the Kastle card on a card reader outside the door. Additionally, there may be certain instances when the exterior doors are locked during normal business hours, and therefore it is strongly encouraged that all NASA personnel keep their access cards on them at all times.

Lost or Misplaced Access Cards

Loss of a NASA Personal Identity Verification (PIV) badge or a Kastle access control card must be immediately reported to the NASA Headquarters Badging Office at 202-358-2422. To obtain replacement access cards or badges, the employee is required to visit the NASA Headquarters Badging Office located on the lobby floor of 300 E Street SW and bring a written statement concerning the loss.

NOTE: Replacement badges and access cards will be issued only to the registered user.

In the event that a NASA employee arrives at 1201 I (EYE) Street without his or her badge, the employee may be processed as a visitor to the building for a period of no more than 1 workday. To facilitate the visitor processing, a credentialed NASA employee must sign the employee in for the day at the security desk in the lobby.

Information Security

Sensitive But Unclassified (SBU) information must be stored in locked office furniture or within a locked office when not in use by the holder. The appropriate SBU cover sheet (NFI 1686) must be used on all SBU documents. SBU information must be destroyed using a crosscut shredder.

National Security Classified Information (NSCI) will not be held or stored at 1201 I (EYE) Street. If NSCI is mistakenly delivered to an employee at 1201 I (EYE) Street, the employee should contact the NASA Headquarters Security Control Center at 202-358-0060 immediately upon recognition of delivery. The Controller will notify the appropriate security official. The security official from NASA Headquarters will contact the employee as soon as possible and advise the employee on the safeguarding strategy for the specified materials. The NSCI material must stay within the physical control of a NASA employee until it has been properly safeguarded in an approved safe.

Reporting Security Issues/Emergencies—Utilizing Emergency Soft Keys on Desk Phones

Should there be a security-related emergency, such as a disturbance, workplace violence, or suspicious person, employees should contact NASA security on their desk phone by dialing 202-358-1616. This will connect them to NASA Headquarters Security Control. Employees will explain the nature of the situation to the officer, who will then notify the appropriate responding agencies and/or personnel.

For fire, medical, or other emergencies, press the Emergency 911 soft key on the nearest desk phone, or simply dial 911. This will dial the DC Metropolitan Police 911 operator. Employees should be prepared to describe the emergency as requested by the operator. The caller, or other office colleague, must then go to the lobby and wait for the emergency responders to arrive in order to direct them to the correct locations/floor within the building. This will ensure quick emergency response as responders may receive only the building address without floor or room information.

Please review details in the Fire and Medical Emergency section of this document.

Visitor Management

All visitors to any NASA swing space at 1201 I (EYE) Street are to be processed through building security by contacting the Officer on Duty at 202-513-7101 at least 24 hours in advance of their arrival. NASA personnel are required to submit the visitor request form to ensure that visitors are allowed to enter the facility. The NASA employee requesting visitor access will be contacted by the lobby security when the visitor has arrived and will be required to greet the visitor in the lobby area and escort the visitor through the duration of the visit.

Visitors who require extended access or access lasting longer than a period of 1 day should be processed through NASA Headquarters security. Please direct all visitor management queries to NASA security at 202-358-1616 or 202-358-0060.

Facility-Related Requests

All requests involving facilities or move services for 1201 I (EYE) Street should be submitted via the FHDS at *https://heckler.hq.nasa.gov/fhds/login.cfm*. Employees at the swing space location must be sure their new workspace is updated in the NASA Enterprise Directory (NED) system for proper ticket assignment.

Emergency Facility Request

Customers should contact the onsite building engineer's office at 202-408-8672 or the Piedmont concierge desk located in an adjoining building at 202-651-6430 for all requests requiring immediate attention. Situations requiring immediate assistance could range from heating and electrical issues to power outages, odor, etc.

Mail Services

All mail and packages for employees at 1201 I (EYE) Street must be forwarded through the NASA Headquarters Mail Room so that appropriate security screening can be accomplished. Packages addressed to NASA employees will not be accepted at 1201 I (EYE) Street and will be returned to the sender.

Delivery and pickup of NASA mail will occur twice daily. Each floor will have a central mail station bin for incoming mail and a bin for outgoing mail. The central mail station will have the required materials for express mailing and in-house NASA mailing. The mailing materials shall include mailing envelopes, FedEx/UPS forms, and packaging, as well as burn bags for the shredding of sensitive information.

Shuttle Services

Shuttle services are expected to be available between 1201 I (EYE) Street and NASA Headquarters. The shuttle schedule will be posted to the Facility Renovation Web site at *http://www.hq.nasa.gov/office/fasd/bldg_renovate.html*. Please check the Web site for the shuttle schedule. Based on circumstances, shuttle services may be canceled at any time.

Parking and Fare Subsidy at 1201 and 1225 Garages

Parking Program for 1201 and 1225 I (EYE) Street

Point of Contact: Central Parking System, 1225 I (EYE) Street NW, C-100, Washington, DC 20005; phone: 202-496-4200; fax: 202-496-4202

This program provides parking spaces based on requests received from NASA Headquarters civil servant employees moving into the swing space locations. Permits are limited.

To apply for a parking space, submit a "Central Parking Monthly Automobile Parking Rental Agreement Application." Applications can be found on the Facility Renovation Web Site at *http://www.hq.nasa.gov/office/fasd/bldg_renovate.html*. Deliver your completed application form, with your payment, to the Headquarters Parking Coordinator, Headquarters Facilities and Administrative Services Division, Headquarters, room 1A73; phone: 202-358-0184; fax: 202-358-3258. Keep a copy of your completed application form for your own records.

This agreement provides a customer with 24-hour, 7-day-a-week, in-and-out access to the parking facility (unless limited per specific location).

The monthly rate for the parking space(s) is due and payable before the first day of each quarter, in advance without demand. If the charge is not paid when due, the prevailing daily posted parking rate will be charged. No deductions or allowances from the quarterly rate will be made for days that the customer does not use the location.

The monthly permit is supplied by Central Parking System (one permit for each space rented); it must be clearly displayed at all times while in the parking location. The prevailing daily parking rate will be charged when the permit is not displayed on the vehicle.

The permit is valid ONLY during the month indicated on the face of the permit and ONLY for the facility at which it was issued. A new permit must be displayed by the first day of each month. Vehicles with invalid permits will be charged the daily rate. Refunds will not be issued. The permit is not transferable.

During the self-park arrangement with the customer retaining possession of the keys, it is agreed that the customer will not hold Central Parking System responsible for any vehicle loss, collision, fire, or damage in any case, except through its own negligence; for theft of contents thereof—of any personal property of any value whatsoever in the vehicle (including, but not limited to, radar detectors, car phones, and sound systems); or for damage or injuries occasioned by faulty brakes, a customer's failure to set brakes properly, or improper vehicle maintenance by the customer.

In no case shall liability include anything for loss of use of a vehicle. Any damage or loss occurring while a vehicle is taken from the parking location the customer hereby releases Central Parking System from liability or responsibility for any damage or loss not so reported.

This agreement may be terminated by either party in writing upon 10 calendar days' notice to the other or as dictated in conjunction with the lease terms.

In order to cancel your account, all access cards and permits must be returned to the facility. You must obtain a dated receipt upon the return, which includes all tag numbers and access card numbers returned. The receipt must be signed by the Central Parking System employee accepting the items.

The following payment options are available: check, credit card, and automatic check. No cash is accepted as a form of payment.

No vehicle repair is allowed inside the parking facility. You must notify the manager of the parking facility if your vehicle is being towed out.

No vehicles are allowed to be stored in the parking garage for more than 5 consecutive business days without exiting the facility. In case of such an occurrence, the manager of the parking facility must be notified. Any vehicle stored in the facility over 5 days without notification is subject to towing at the owner's expense.

Fees: $30 for each returned check, $15 for each parking space not paid for by the 10th day of the current billing month, $25 nonrefundable access card activation fee, $50 for replacement of a lost access card, and $15 for the replacement of a lost monthly permit.

In addition to these rules, customers must adhere to the regulations of the parking facility, such as the hours of operation, rate structure, speed, and payment options.

Frequently Asked Questions (FAQ)

What are my options for parking in the garage?

Civil service personnel have the option to (1) purchase a parking permit at a cost of $150 per quarter or (2) park at the daily rate. At both buildings, the first hour is $8 for daily parking; anything after that is $15, which is the maximum daily rate for cash or credit card.

The garage at 1225 has an early-bird rate of $11 if vehicles are in by 9 a.m. There is no early-bird rate at 1201. Please note that it is not possible to purchase a parking permit while also receiving a subsidy for one's use of mass transit. Please see the Fare Subsidy FAQ for detailed information.

Contractor personnel have the option to (1) purchase a parking permit (on a space-available basis) at a cost of $260 per month or (2) park at the daily rate. At both buildings, the first hour is $8 for daily parking; anything after that is $15, which is the maximum daily rate for cash or credit card. To apply for a parking permit, contractors should fill out an application at the Central Parking System Web site. Accounts are set up when an employee requests a space. Please use the link below: *https://parkcentral.parking.com/Login.aspx?ReturnUrl=%2fManageAccount.aspx*. Employees can receive a monthly mailed invoice, but there is an additional $2 charge.

Is there public parking available if I don't have a reserved space?

Yes, daily parking for visitors is available. You would pay the parking attendant.

Can anyone continue to park at Headquarters and Metro over (at their own expense)?

Yes, individuals may have only one NASA-subsidized parking space (either at Headquarters or at the swing space). Individuals may continue to park at Headquarters if they prefer. This is based on the fact that Headquarters will pay only for spaces requested at the swing space.

Can anyone get a parking permit?

Garage parking permits are available to civil service personnel via quarterly subscriptions and are allocated on a point system per HQPR 1541.1 for eligible carpools and vanpools, individuals,

executive and key personnel, and disabled employees. A quarterly review of the point priority list occurs in conjunction with the renewal process and is modified accordingly.

How are the quarters for the quarterly parking permit defined?

Quarter 1: October through December

Quarter 2: January through March

Quarter 3: April through June

Quarter 4: July through September

I am a civil servant. How do I apply for a new parking permit?

1. Fill out the Central Parking Monthly Automobile Parking Rental Agreement Application.
2. Deliver your completed application form, with your payment, to the Parking Permit and Fare Subsidy Office, located in 1A73, on the first floor, across from the NASA Federal Credit Union in the NASA Headquarters building.
3. Keep a copy of your completed application form for your own records.

How do I access the Parking Fare Subsidy System Web site?

Go to *http://www.hq.nasa.gov/office/fasd/govpark.html* and click on the Parking and Fare Subsidy Program (PFSS) application button.

The PFSS is Web-based and is only accessible from inside the Headquarters network. You may access it from work or use Secure Nomadic Access to access it from home. You need only have the following:

- Internet access from a Web browser with cookies enabled or turned "on"
- A current, valid SecurID token
- Your Headquarters domain username

When you have entered the required information, complete the following steps:

1. Print a copy of your completed application form for your own records.
2. Click on "Submit" to send your request to the Parking Permit Manager.

What does a parking permit cost?

Currently, the quarterly fee for permit holders is $150 per vehicle. There is no cost for bicycles or scooters entering the garage.

Permit sales begin approximately 1 week before the new quarter. New employees may begin subscribing upon arrival with the provision that the fee will be initially prorated. Thereafter, the fees will be paid quarterly in accordance with the established payment schedule. Checks or money orders should be made payable to Central Parking System. Returned checks are subject to a $30 penalty fee and must be resolved before parking privileges can be restored. Continued returned checks may result in revocation of the parking permit.

Can I pay for my permit with a credit card?

Yes. You may pay with a credit or debit card, a personal check, or a money order. Visa, MasterCard, and American Express are accepted. (Discover Card is not accepted).

Can I loan or transfer my parking permit to someone else?

No, parking permits are only for those whose name appears on the application. They are not transferable to anyone not listed on the application, even during periods of extended leave.

Can I park my bicycle or scooter in the garage?

Yes, there are bike racks on the top two levels of the garage. There is no charge for bicycles or scooters, and parking for these vehicles is available to both civil service personnel and contractors. Please bring your own lock for use inside the garage.

Can I park my motorcycle in the garage?

Yes, a permit is required for motorcycles. The charge for the permit will be $50 per month, and it is available to civil service personnel.

How can I get a proximity access card to use the parking garage elevators?

Each account will have its own 24/7 access key that will allow the employee entrance to the garage.

Is there parking garage etiquette I should know about?

Employees who use the garage are reminded to be courteous and allow drivers to park their vehicles before passing. Please be mindful of pedestrians, drop off passengers at crosswalks, and direct passengers to cross in front of your vehicle so they are visible.

Passing and excessive speeds are not permitted in the parking garage. Drivers should yield the right-of-way to pedestrians, maintain a safe distance when other vehicles are trying to park, turn on lights when entering the garage, and comply with posted speed limits. Please report unsafe drivers and conditions in the garage.

Executive Order 13043 (4/16/97) requires seat belt use by all Federal employees in all vehicles being operated for official business. We also encourage the use of seat belts when operating or riding in privately owned, leased, or rented vehicles. These practices are intended to help ensure a safe parking environment for all employees and visitors.

How do I enter or update information about who is in my carpool?

Carpool leaders may update the list of who is participating in their carpool at any time by contacting the Parking Program Manager. New carpool members can be added to any request that has not been rejected or discontinued.

Medical Services

NOTE: Onsite Health Unit medical services are not available at 1201 I (EYE) Street.

Medical Emergencies

In the event of a medical emergency, follow these procedures:

- Call the DC Emergency Medical Services (EMS) by dialing 911 or pressing the Emergency 911 soft key on the nearest desk phone.
- Identify the call as a medical emergency. Be prepared to give the following information:
  - The nature of the emergency and victim's condition (loss of consciousness, severe bleeding, seizure, etc.)
  - Building address and location of the victim
  - Victim's name, age (if known), and gender
  - Caller's name
  - Telephone number from which the call is being made
- Designate someone to go down to the lobby to wait for and direct the EMS responders to the exact location of the emergency.
- Administer cardiopulmonary resuscitation (CPR) and/or first aid, if trained to do so.
- Stay with the victim until EMS arrives.

NOTE: An Automatic External Defibrillator (AED) is located in the Office of the Chief Health and Medical Officer, room 337 in 1201 I (EYE) Street.

Non-Emergencies

If the medical condition is not severe, the employee and/or supervisor will have to make arrangements to transport the employee to a hospital of choice or the personal physician's or health plan's choice by means other than ambulance.

Routine Services

For routine services, such as allergy shots, travel medicine services, physical exams, or minor sick calls, employees must visit the Health Unit in the main Headquarters building. A shuttle bus service is available.

For information on the Headquarters Occupational Medicine Program, visit *http://fasd.hq.nasa.gov/occupational.html*.

Point of Contact: Cherie Zieschang, 202-358-1569 or *cherie.zieschang-1@nasa.gov*

Headquarters Health Unit, room CD70, 202-358-2600

Employee Assistance Program (EAP)

NOTE: Onsite EAP counseling is not available at 1201 I (EYE) Street

The Employee Assistance Program (EAP) is an assessment, referral, and counseling service for NASA Headquarters civil service employees and immediate family members who have personal, family, social, or job-related problems. EAP services are strictly confidential under the law.

Although EAP counseling services will not be available onsite at 1201 I (EYE) Street, employees who need EAP services are encouraged to call the EAP counselor at 1-800-222-0364. EAP services are available 24 hours a day, 7 days a week. Employees can make appointments on site at the Headquarters main building or off site at a mutually agreed-upon location with the EAP counselor.

EAP Counselor: Cheryl Marrow, 1-800-222-0364, *cheryl.marrow@foh.hhs.gov*

Point of Contact: Cherie Zieschang, 202-358-1569, *cherie.zieschang-1@nasa.gov*

For more information on the Headquarters Employee Assistant Program, visit *http://fasd.hq.nasa.gov/hq_eap.html*.

Fitness Center

NOTE: NASA Headquarters does not have an onsite fitness facility at 1201 I (EYE) Street.

The fitness room located at 1201 I (EYE) Street is not a NASA facility, and use by employees is not authorized or approved by NASA Headquarters management. It does not meet NASA's requirements for a fitness facility. NASA Headquarters provides **supervised** exercise programs for NASA civil service employees at the main Headquarters building. NASA employees located at 1201 I (EYE) Street are strongly encouraged to use the Fitness Center at the main Headquarters building.

NASA employees choosing to use the fitness facility at 1201 I (EYE) Street do so at their own personal risk. The 1201 I (EYE) Street fitness facility is provided by Piedmont and is available for tenants in the building. Piedmont requires that anyone using the fitness facility complete and submit a "1201 Fitness Facility Waiver of Liability Form." **NASA supervisors/managers are not authorized to sign the "Employer Authorization By" block of the waiver of liability form**. The completed form must be returned to the Piedmont concierge, who can be contacted at 202-651-6430. The concierge will contact the Facilities and Administrative Services (FASD) Facility Manager for 1201 I (EYE) Street to verify that the requestor is a NASA employee located at 1201 I (EYE) Street.

Employees wanting to participate in the NASA Headquarters Fitness Program should call the Fitness Center located in the main Headquarters building, room CC70, 202-358-0138, or visit the Fitness Center Web site at *http://fitnesscenter.hq.nasa.gov*. Hours of operation are from 6:30 a.m. to 6:30 p.m., Monday through Friday. The Center is closed every day from 9 to 10 a.m. for cleaning. Shuttle service is available.

Point of Contact: Cherie Zieschang, 202-358-1569, *cherie.zieschang-1@nasa.gov*

Safety and Health

The Headquarters Safety and Health Program will provide guidance and support to management and employees located at 1201 I (EYE) Street on any health and safety matters. The staff will investigate employee reports and complaints of safety and health-related issues and take actions to

ensure that identified hazards are appropriately corrected. The staff will also investigate mishaps and incidents, including injuries/illnesses that occur at this location.

If You Are Injured on the Job

- If your injury is severe, get immediate medical attention by calling **911** (see Medical Emergencies, page 15).
- If you are not in or near 1201 I (EYE) Street, go to the nearest medical facility. If your injury prevents you from going to a medical facility, call **911** immediately.
- Notify your supervisor about your injury as soon as possible. You are responsible for informing your supervisor about your injury/illness and need for medical treatment.
- If your injury or illness is not severe, report to your supervisor. Depending on the situation, he or she may accompany you or ask you to report to the NASA Headquarters Health Unit for medical evaluation.
- Your supervisor must notify the Headquarters Safety Office and Workers' Compensation Office about your injury/illness as soon as possible.

Reporting Safety and Health Hazards

- Safety at NASA Headquarters is everyone's responsibility. You are encouraged to report any safety or health hazards you see. There are several ways you can do so:
    - Report the specific hazard to your supervisor.
    - Report the hazard to your organization's Collateral Duty Safety Representative.
    - Submit a safety request to the FHDS at *https://fhds.hq.nasa.gov/*.
    - Call the Safety Office at 202-358-0854 to make a verbal notification.
    - Send a written report of alleged safety and health hazards to Facilities and Administrative Services Division, Room 1C40, Attn: Headquarters Occupational Safety and Health.

Notification of a Mishap/Close Call Without Injury

- Notify your supervisor about the situation as soon as possible.
- You or your supervisor must call the Safety Office at 202-358-0854 to make a verbal notification.
- You may also enter the mishap/close call as a Quick Incident into NASA's Incident Reporting System (IRIS) at the following address: *https://nasa.ex3host.com/iris/eauth_nasa/login.asp*.

For safety and health assistance and support, contact Christopher Craig at 202-358-0854, *christopher.a.craig@nasa.gov*, or Ronilla Ernest at 202-358-1241, *ronilla.ernest@nasa.gov*, respectively.

Headquarters Workers' Compensation Program

If you suffer a work-related injury/illness, seek medical attention first. Report all job-related injuries, severe or minor, to your supervisor as soon as possible.

- Call 911 in the event of a severe injury requiring immediate medical attention (see Medical Emergencies, page 15).
- Your supervisor or a coworker should contact the Headquarters Health Unit at 202-358-2600 to notify them of the incident and request that a Form CA-16, Authorization for Examination and/or Treatment, be faxed to the treatment facility. Provide the employee's name, the name of the treatment facility, and the facility's phone and fax numbers. Note: Form CA-16 authorizes an examination and/or treatment for up to 60 days by the employee's treating physician or treatment facility and provides the Department of Labor, Office of Workers' Compensation Programs (DOL/OWCP) with an initial medical report. Emergency medical treatment may be obtained without prior authorization as long as it is faxed within 48 hours to the medical facility, hospital, or physician providing the treatment.
- For minor injuries, you may go to the NASA Headquarters Health Unit, room CD70, to have your injury assessed and to seek recommended treatment options.

File an Occupational Injury or Illness Report

- You must file a report about your injury/illness and medical treatment as soon as possible after the incident. You or your supervisor must call the Headquarters Workers' Compensation Program at 202-358-0930 or 202-358-1569 to request the appropriate forms. Fill out your portion of the forms, and then give them to your supervisor. Your supervisor will complete his or her portions of the forms.
- Completed forms can be faxed, hand-carried, or mailed to the Headquarters Workers' Compensation Program Office located in Suite 1C40, Room 1B50, in the main Headquarters building. The fax number is 202-358-3258.

For more information on the Headquarters Workers' Compensation Program, visit *http://fasd.hq.nasa.gov/workers-comp.html*.

Point of Contact:

Fran Corradino, 202-358-0930, *frances.corradino-1@nasa.gov*

Cherie Zieschang, 202-358-1569, *cherie.zieschang-1@nasa.gov*

Lactation Room

A NASA-provided lactation room, room 390, is available for nursing mothers on the third floor at 1201 I (EYE) Street. The locked room provides privacy and can be used during regular business hours. The room is equipped with a small table, chair, refrigerator, sink, telephone, and data line. Nursing mothers will have to manage the room schedule themselves by using a signup sheet that can be posted inside the room.

Point of Contact: Cherie Zieschang, 202-358-1569, *cherie.zieschang-1@nasa.gov*

Emergency Preparedness

Emergency Notification System

The Emergency Notification System (ENS) is an Agency-wide emergency notification and accountability system that provides NASA with the ability to send messages through the NASA community in the event of an emergency or emerging situation at a NASA facility. Notifications are sent to multiple media devices (e.g., e-mail, text, cellular, and home/office numbers) and may enable the recipient to respond to notifications and provide a general safety status.

The system also provides NASA with the ability to track and report on the safety and well-being of Headquarters personnel following an event. Utilization of the ENS tool is voluntary, though all Headquarters personnel are encouraged to participate to ensure that each individual is provided with timely and actionable information. Participation is easy, and all employees and support personnel who wish to receive emergency information are required to update their personal contact information in order to receive updates on personal media devices.

Updating Personal Contact Information

- If you are a civil service employee, please update your information in Employee Express at *https://www.employeeexpress.gov*. Enter your username and password. Click the "Continue to Main Menu" button. Scroll down to the "Miscellaneous" section on the left side and click on the "Emergency Contact Information" link. Complete the "Personal Information" and "Work Information" sections. Click "Save" (and continue to the next slide).
- If you are not a civil servant (e.g., a contractor), enter your information in the User Self-Service (USS) tools part of the Identity Management and Account Exchange (IdMAX): *https://idmax.nasa.gov*. Log into IdMAX and select the "Self Service" tab. Select the "Update Emergency Notification Information." Update/populate your information, including providing at least one individual in the personal contact field. Click "Update Address" and then click "Logout."
- Now go to the NASA Enterprise Directory (NED) at *https://webdir.nasa.gov*. Search on your name and validate your information. If not correct, click the "Update My Information" link in the bottom right-hand corner and see the next slide. Read the User Self Service Frequently Asked Questions (FAQ) to understand how to update your directory information (see specifically question 10). The FAQs are located at *http://insidenasa.nasa.gov/ocio/infrastructure/uss_faqs.html*.

Medical Emergencies

In the event that an individual in the facility becomes injured or ill, follow these steps:

1. Stay calm to ensure your personal safety—if the area is not safe, stay away from the patient. Examples of an unsafe environment include, but are not limited to, the following:
   - Live electrical equipment/wiring exposed
   - Smoke, fire, or gas present
   - Violent offender in area
   - Chemical odor present

2. Immediately call 911 (and then any available building security or facility/property management personnel) with the following information:
   - Nature of problem (type of illness or injury, for example, chest pains, lack of consciousness)
   - Specific location of victim (floor, area, etc.), including address
   - Victim's level of consciousness, breathing, and blood loss
   - Your name and contact number

3. If safe to do so, stay with the injured/ill person, providing comfort until relieved by a trained first responder.

4. Provide updates to emergency responders should the information initially reported change significantly.

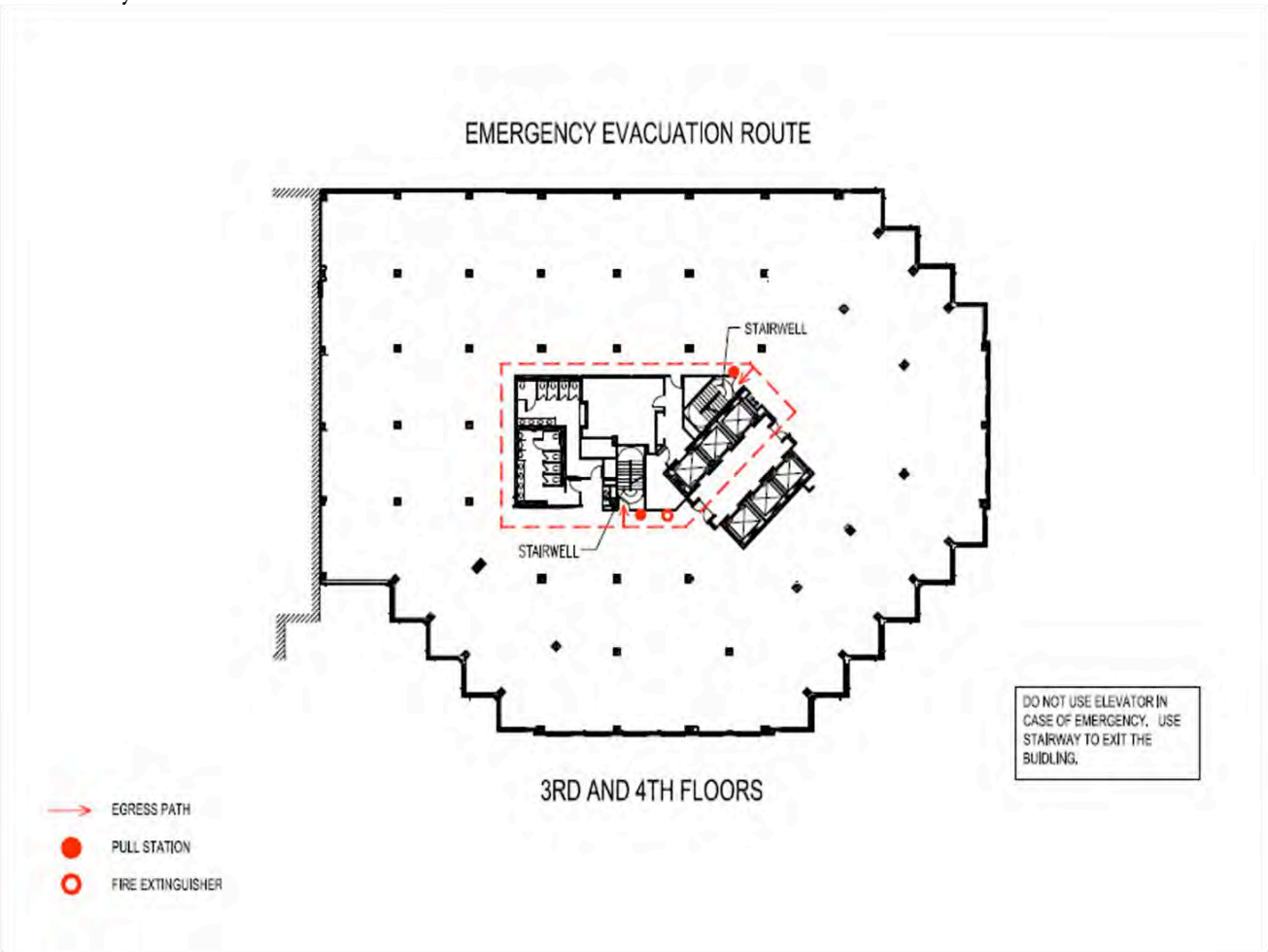
5. Have someone meet emergency responders at the building entrance to escort them to the injured or ill person.

If an individual complains of chest pains, has slurred speech, feels dizzy, or seems to be on the verge of losing consciousness, ensure that he or she is seated or lying down in a safe location.

Fire Emergencies

During a fire-related event, an audible alarm will typically sound. When the alarm is heard, unless otherwise directed, you should take the following actions even if fire or smoke is not observed.

1. Engage the nearest fire alarm pull station to activate the fire alarm system.
2. Do not use the elevators.
3. Evacuate the building using the nearest stairwell/exit.
4. Gather at the designated evacuation staging area and call 911 to ensure that notification was made.
5. Assist coworkers whenever possible, and notify emergency responders of the location of anyone who could not evacuate.



Evacuation Procedures

If an evacuation is ordered, designated employees (Evacuation Monitors) should check bathrooms, meeting rooms, and isolated areas to ensure that all employees are aware of the evacuation and are proceeding to their evacuation staging area. Once the check has been completed, Evacuation Monitors will evacuate via the nearest stairwell and report the status of their assigned area in accordance with facility fire safety procedures.

During an evacuation emergency, all personnel located on the third and fourth floors of 1201 I (EYE) St. NW should evacuate to the east side of the building.

NASA Headquarters swing space occupants should move to their respective staging area at the southeast side of Franklin Park.

Third floor staging

Fourth floor staging

All personnel should account for themselves to their supervisors once reaching the designated staging area. Supervisors should report to senior leadership the status of their personnel.

If you find yourself away from your work area at the time a building evacuation is ordered, you should immediately exit the building without going back to your desk and report to your supervisor. If you have critical equipment shutdown responsibilities, these tasks should be carried out only if they can be done in a timely manner that does not endanger you.

Mobility Impaired

Efforts should be made to evacuate physically impaired personnel with any mobility aids available. If the individual is permanently impaired, arrangements need to be made for assistance before an emergency occurs.

Temporary impairments (immobilized limb, injured neck or back, loss of vision, pregnancy, etc.) should also be communicated and arrangements made prior to an event.

Shelter in Place

In certain instances, immediate evacuation of your workspace may not be the best course of action, and doing so may cause injury to those that evacuate. To "shelter in place" means to make a shelter in the interior of the building that you are in until an "all clear" is announced or until given specific instructions by official personnel.

When an event occurs making sheltering in place necessary, occupants will be notified by public address announcement.

Why You Might Need To Shelter in Place

There are a number of reasons shelter-in-place procedures may be enacted, and it is important to follow the guidance presented by building management in each event. Because information will most likely be provided on television and radio, it is important to keep a TV or radio on, even during the workday. The important thing is for you to follow the instructions of local authorities and know what to do if they advise you to shelter in place.

How To Shelter in Place

Select an interior room (or rooms) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit. Large storage closets, utility rooms, pantries, copy rooms, and conference rooms without exterior windows will work well. It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts to identify your location, and have the phone available if you need to report a life-threatening condition.

- Bring everyone into the room(s). Shut and lock the door(s).
- Close and lock all windows, exterior doors, and any other openings to the outside.
- Close the window shades, blinds, or curtains.
- Turn off all fans and heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air—these systems, in particular, need to be turned off or disabled.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first-aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Keep listening to the radio or television via the Internet until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

Response to Changing Weather Conditions

- Listen to a National Oceanic and Atmospheric Administration (NOAA) weather radio or to commercial radio or television newscasts via the Internet for the latest information.
- Look for approaching storms.
- Pay attention to the following danger signs:
    - Dark, often greenish sky
    - Large hail
    - A large, dark, low-lying cloud (particularly if rotating)
    - Loud roar, similar to that of a freight train

If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

What Are Watches and Warnings?

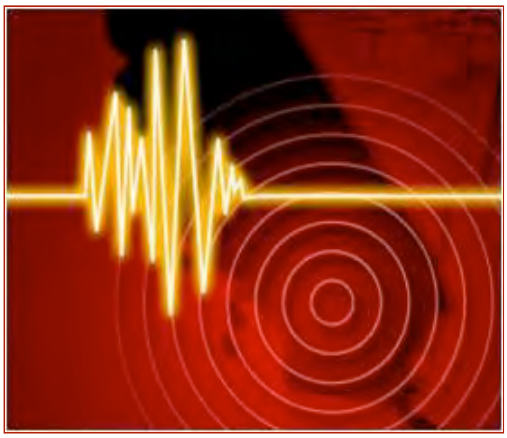
- Weather (tornado, flood, etc.) watch: conditions are favorable for producing the particular weather event
- Weather warning: a weather event is occurring, and you should take shelter in a hardened facility immediately

What To Do During Extreme Weather Incidents

In preparing for a hazardous weather condition, the most threatening elements are high winds and flying debris. Therefore, the ultimate goal of relocating to the Hazardous Weather Relocation Area is to move to the core of the facility and away from vulnerable, exterior walls and windows.

If indoors	Go to a predesignated Hazardous Weather Relocation Area. If you cannot access the relocation area, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table, and use your arms to protect your head and neck. Do not open windows.
If in a vehicle	Get out immediately and go to the lowest floor of a sturdy, nearby building or a storm shelter.
If outside	Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Do not get under an overpass or bridge. You are safer in a low, flat location. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

Earthquake Protective Measures



Help yourself stay as safe as possible during an earthquake by following the general guidelines below. Remember that some earthquakes are actually foreshocks and a larger earthquake may still occur.

If Indoors

- Take cover under a sturdy table until the shaking stops. If there isn't a table near you, crouch in an inside corner of the building.
- Stay away from glass and anything that could fall on you.
- Stay in place until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- DO NOT use the elevators.
- Evacuate the building to your specified evacuation staging area and await the "all clear" prior to returning to your workspace.

If Outdoors

- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits, and alongside exterior walls.
- Attempt to contact a supervisor or colleague to account for yourself if you are away from your office during duty hours.

If in a Moving Vehicle

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

Evacuation

- Evacuation should be conducted as soon as the shaking has stopped and it is safe to do so.
- Public address announcements will be made to convey specific emergency information.
- Earthquakes usually will not trigger activation of the building fire alarm system.
- Become familiar with the evacuation staging area assigned for your workspace.
- Know where the nearest building exit is located from your designated staging area.
- Be prepared to remain out of the building until it has been deemed safe to reenter.

It is important to note that if the building sustains damage, employees may not be allowed back inside the facility until it has been deemed safe by the appropriate authorities.

For more information on how to best prepare for earthquakes, visit *http://www.usgs.gov*.

Visit *http://www.nasa.gov/hqemergency* for additional emergency management products.

General Workplace Violence

Most workplace violence is initiated by those outside of an organization; thus, personnel should be aware at all times of suspicious behaviors or activities that require the response of NASA security officers or local law enforcement.

You have the responsibility of reporting the first indication of a potential violent incident to your immediate supervisor, Human Capital Representative, or senior leadership as soon as it is perceived.

Most people think of violence as a physical assault. However, workplace violence is a much broader problem. It is any act in which a person is abused, threatened, intimidated, or assaulted in his or her employment. Workplace violence includes the following:

- **Threatening behavior**—such as shaking fists, destroying property, or throwing objects.
- **Verbal or written threats**—any expression of intent to inflict harm.
- **Harassment**—any behavior that demeans, embarrasses, humiliates, annoys, alarms, or verbally abuses a person and that is known, or would be expected, to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities.
- **Verbal abuse**—swearing, insults, or condescending language.
- **Physical attacks**—hitting, shoving, pushing, or kicking.

Personnel also need to be aware of more subtle indicators that an individual may become violent:

- Noticeable changes in behavior
- Preoccupation with violent themes
- Outbursts of anger or increasing belligerence
- Homicidal, suicidal, or generally violent threats
- Hypersensitivity to criticism
- Interest in recently publicized violent events

IT IS IMPORTANT TO NOTE THAT IN THE GREAT MAJORITY OF CASES, A THREAT WILL NOT LEAD TO A VIOLENT ACT. THE THREAT ITSELF, HOWEVER, DAMAGES WORKPLACE SAFETY AND REQUIRES A RESPONSE.

Active Shooter:

1. **EVACUATE**: If there is an accessible escape path, attempt to evacuate the premises.
2. **HIDE OUT**: If evacuation is not possible, find a place to hide where the perpetrator of violence is less likely to find you.
3. **TAKE ACTION**: As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the violator.

For information on how to handle telephonic threats of violence, refer to the Bomb/Weapons Threat section.

Suspicious Package Handling

- DO NOT PANIC!
- Do not shake, open, or empty the contents of any suspicious envelope or package.
- Leave the room, close the door, and section off or isolate the area where the suspicious package or letter was discovered to prevent others from entering.
- Report the incident to your local 911 operator. If you are at work, report the incident to your supervisor and building security.
- Make a list of anyone (including their phone number) who was in the room or area when the suspicious letter or package was discovered. Be prepared to provide the list to police or fire service officers.

Signs of a Suspicious Package

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery

Figure 1: FBI advisory poster describing specific indicators of suspicious packages.

Bomb Threats

Most bomb threats are received by phone. Bomb threats should be treated as serious until proven otherwise. Remain calm and obtain information with the checklist below.

- DO NOT use two-way radios or cellular phones; radio signals have the potential to detonate a bomb.
- DO NOT activate the fire alarm.
- DO NOT touch or move a suspicious package.
- Leave light switches in place—DO NOT turn lights/heat/air on or off.

If a Bomb Threat Is Received as a Note

- As soon as it is safe, call 911.
- Do not handle the note. The note can be used as evidence and should be protected as such.

If a Bomb Threat Is Received by Phone

1. Remain calm. Use the checklist below.
2. If your phone has a display, copy the number and/or letters on the window display.
3. The most crucial information you can obtain from the caller is the detonation time, location, and appearance of the bomb.
4. Don't hang up. Have someone call 911 from another phone. Give the phone number where the bomb threat was received.

Telephone Bomb Threat Checklist

INSTRUCTIONS

BE CALM; BE COURTEOUS. LISTEN. DO NOT INTERRUPT THE CALLER.

Your Name:_____ **Time:**_____ **Date:**_____			
Caller's Identity	☐ Male ☐ Female	☐ Adult ☐ Juvenile	☐ Approximate Age:____ Years
Origin of Call	☐ Local ☐ Long Distance ☐ Telephone Booth		
Voice Characteristics	☐ Loud ☐ Soft ☐ High Pitch ☐ Deep ☐ Raspy ☐ Pleasant ☐ Intoxicated ☐ Other _____		
Speech	☐ Fast ☐ Slow ☐ Distinct ☐ Distorted ☐ Stutter ☐ Nasal ☐ Slurred ☐ Other _____		
Language	☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Foul ☐ Other _____		
Accent	☐ Local ☐ Not Local ☐ Foreign ☐ Region ☐ Race ☐ Other _____		
Manner	☐ Calm ☐ Angry ☐ Rational ☐ Irrational ☐ Coherent ☐ Incoherent ☐ Deliberate ☐ Emotional ☐ Righteous ☐ Laughing ☐ Other _____		
Background Noises	☐ Factory ☐ Trains ☐ Machines ☐ Animals ☐ Music ☐ Quiet ☐ Office ☐ Voices ☐ Airplanes ☐ Street ☐ Traffic ☐ Party ☐ Atmosphere ☐ Other _____		

BOMB FACTS

PRETEND TO HAVE DIFFICULTY HEARING—KEEP THE CALLER TALKING—IF THE CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

When will it go off? Certain hour?_____ Time remaining? _____
Where is it located? Building _____ Area _____
How do you know so much about the bomb?
What is your name and address?
If the building is occupied, inform caller that detonation could cause injury or death.

Did the caller seem familiar with the building (by his/her description of the bomb location)? Write out the message in its entirety and any other comments on a separate sheet of paper and attach it to this checklist. Notify your supervisor immediately.