FOOD AND DRUG ADMINISTRATION
OFFICE OF OPERATIONS

GUIDE FOR EMPLOYEES

FDA **U.S. FOOD & DRUG**
ADMINISTRATION

OO | Office of Operations

Message from the Deputy Commissioner for Operations and Chief Operating Officer

It is our honor and pleasure to welcome you to the Office of Operations (OO). OO provides unique opportunities for individuals with backgrounds in administration who want to work collaboratively with other motivated individuals.

Our employees are the heart of the organization and genuinely care about the work they perform.

As part of the OO team, you will discover that the pursuit of excellence is truly a rewarding aspect of your career with the FDA. Together we can embrace this exciting opportunity and be proud to be a member of an organization made up of highly talented and dedicated public servants.

Our goal is to enable all our employees the ability to make a significant contribution to OO today, but to also prepare them for the demands, responsibilities, and career opportunities of the future.

And now, you are part of this innovative organization and the important work we do. Welcome to the OO!

Sincerely,

Jim Sigg
Deputy Commissioner for
Operations and Chief Operating Officer

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About the Food and Drug Administration

The Food and Drug Administration (FDA), an agency within the Department of Health and Human Services (HHS), is responsible for protecting the public health by assuring the safety, efficacy, and security of human and veterinary drugs, biological products, medical devices, our nation's food supply, cosmetics and products that emit radiation, and by regulating the manufacture, marketing, and distribution of tobacco products.

Although it was not known by its present name until 1930, FDA's modern regulatory functions began with the passage of the 1906 Pure Food and Drugs Act, a law a quarter-century in the making that prohibited interstate commerce in adulterated and misbranded food and drugs.

Today, FDA is responsible for advancing the public health by helping facilitate innovations that make medicines more effective, safer, and more affordable and by helping the public get the accurate, science-based information they need to use medicines and foods to maintain and improve their health. FDA is also responsible for regulating the manufacturing, marketing and distribution of tobacco products to protect the public health and to reduce tobacco use by minors. Finally, FDA plays a significant role in the Nation's counterterrorism capability. FDA fulfills this responsibility by ensuring the security of the food supply and by fostering the development of medical products to respond to deliberate and naturally emerging public health threats.

About the Office of Operations

Every day the FDA's Office of Operations (OO) makes a critical commitment: to ensure effective and efficient delivery of high quality mission support services to Agency customers. OO's portfolio of responsibilities is diverse. OO staff in the national capital region and in the field support a variety of critical functions for the Agency, including human resources, technology, facilities, budget and finance, acquisitions, ethics, crisis management, and employee safety and security.

Over the past decade, FDA's regulatory mandates have expanded considerably and in turn have increased demand for OO services. Today, we continue to evolve based on changing needs and are consistently looking for ways to innovate and improve upon our processes to ensure we are delivering the very best.

OO Mission, Vision, and Values

Mission

To ensure the timely and effective delivery of high quality and cost effective mission support services across the FDA and its centers, and coordinate emergency preparedness and response activities for incidents involving FDA-regulated products across FDA and its stakeholders.

Vision

Excellence and innovation in delivering mission support services and emergency preparedness and response, exceeding stakeholder expectations.

Values

- We value the **strengths** of our staff
- We take **pride** in our exceptional work
- We value our **customers**
- We value **feedback**

OO Leadership Structure

OFFICE OF OPERATIONS
James Sigg
Chief Operating Officer

OO
Angelique Hebert
Deputy COO

OM
Adrienne Walker
Acting EO-OC

OHR
Tania Tse
Director

OFEMS
Deanna Murphy
Director

OEEO
Carol Moulton
Director

DEI
Asim Akbari
Director

OFBA
James (Jay) Tyler
CFO

OIMT
Todd Simpson
CIO

OSSCM
Carl Pavetto
Director

OAGS
Leonard Grant
Acting Director

OFM
Sahra Torres-Rivera
Deputy CFO and OFM Director

OSO
Karl Thrash
Director

OCM
Mark Russo
Director

OB
William Tootle
Director

OTD
Bradford Wintermute
Deputy CIO

OBCA
Joshua Lehman
Acting Deputy

ISS
Craig Taylor
CISO

OO — Office of Operations

OEEO — Office of Equal Employment Opportunity

OFEMS — Office of Facilities, Engineering & Mission Support Services

OM — Office of Management

EO-OC — Executive Officer for the Office of the Commissioner

OHR — Office of Human Resources

DEI — Division of Ethics and Integrity

OAGS — Office of Acquisitions and Grants Services

OFBA — Office of Finance, Budget & Acquisitions

OFM — Office of Financial Management

OIMT — Office of Information Management Technology

OSSCM — Office of Safety, Security, and Crisis Management

OB — Office of Budget

OSO — Office of Security Operations

OCM — Office of Crisis Management

ISS — Information Security Staff

OBCA — Office of Business and Customer Service

OTD — Office of New Technology and Delivery

This is not an official organizational chart. For more information about **Office of Operations**:
http://inside.fda:9003/OC/OfficeofOperations/default.htm

OO Offices and Mission Statements

Office of Management

The Office of Management (OM) continually and systematically monitors and guides the planning and implementation of FDA administrative operations through planning, analysis, information dissemination, decision support, and technical expertise.

Office of Equal Employment Opportunity

The Office of Equal Employment Opportunity (OEEO) promotes an inclusive work environment that ensures equity, fosters a culture that values diversity, and empowers the agency's workforce to achieve their fullest potential.

Office of Facilities Engineering and Mission Support Services

The Office of Facilities Engineering and Mission Support Services (OFEMS) provides FDA employees with high quality office and laboratory facilities, and supports the agency's mission by efficiently and effectively delivering support services that serve our customers and stakeholders while maintaining cross-agency perspective.

Office of Finance, Budget, and Acquisitions

The Office of Finance, Budget, and Acquisitions (OFBA) leads budget, acquisitions, and financial management functions while ensuring the financial integrity of FDA's resources in support of FDA's mission.

Office of Human Resources

The Office of Human Resources (OHR) strives to be a valued business partner with our FDA counterparts by providing services which promote collaboration and a work environment that is characterized by diversity, fairness, open communication, personal accountability, trust, and mutual respect.

Office of Information Management and Technology

The Office of Information Management and Technology (OIMT) provides the information, communication, and knowledge infrastructure and services that enhance, transform, and sustain the ability of the FDA to protect and promote the public health.

Office of Safety, Security, and Crisis Management

The Office of Safety, Security, and Crisis Management (OSSCM) assures that FDA is supported in the areas of employee safety, environmental stewardship, personnel and physical security, and emergency management through a coordinated effort among these functional areas. This includes planning for continued operations in the face of a crisis and assuring that public health is protected to the greatest extent possible through coordinating emergency response activities involving FDA-regulated products.

Division of Ethics and Integrity

The Division of Ethics and Integrity (DEI) provides advice and assistance to FDA employees on a variety of ethics related matters including, but not limited to, financial disclosure, prohibited financial interests, outside activities, co-sponsorship agreements, and post-employment. The Ethics and Integrity Staff, in consult with attorneys from the Office of General Counsel and the Office of Government Ethics, works to prevent conflict of interests through aiding FDA employees in the interpretations including but not limited to the Standards of Ethical Conduct, HHS Supplemental Regulations 18 U.S.C. 201-208, the Hatch Act, and the Foreign Gifts and Decorations Act.

Office of Operations Employee Work Groups

Communications Advisory Group

The Communications Advisory Group (CAG) is a resource/workgroup that provides communications opportunities for OO staff, facilitates bottom-up communications from OO staff to senior leadership, and encourages cross-collaboration and knowledge sharing among the OO offices. It is charged with: 1) making recommendations to the OO senior leadership team on how to engage the workforce towards the goal of improving OO's approaches and strategies in communicating information; 2) developing and implementing effective strategies to promote effective communication within OO and to our external customers; and 3) serving as a communication resource for OO staff whereby practical advice for engaging in professional effective communication is shared and adopted for the optimal delivery of information.

Organizational Health Index Management Advisory Group

The Organizational Health Index Management Advisory Group (OHI MAG) was established to provide career development opportunities for aspiring leaders in the OO, facilitate bottom-up communication from OO staff to senior leadership, and encourage intra-OO collaboration and knowledge sharing. It is charged with making recommendations to the OO senior leadership team on how to better engage the workforce towards the goal of improving OO's performance and effectiveness as an organization, and with implementing approved projects.

Community of Interest—Performance and Data

The Community of Interest for Performance and Data (COI-PD) was established by the Office of Management to promote and optimize OO performance management capabilities. This COI-PD strives to maximize knowledge sharing and data-driven decisions by creating a forum for performance leads, points of contact, and novice data enthusiasts to: 1) facilitate timely reporting of performance information; 2) identify, enhance, and/or refine methods of data collection and analysis, including areas of overlap and opportunities for collaboration; 3) implement strategies to identify trends and cycles, evaluate operations, and support decision making; and 4) support the educational needs of individuals interested in performance and data.

Project Management Community of Practice

The Project Management Community of Practice (CoP) was established by the Office of Management to: 1) build a cohesive environment for FDA Project Managers (PMs) and other personnel who manage projects; 2) leverage PM skills through knowledge sharing; 3) address common problems experienced throughout the Office of the Commissioner; share methodologies and tools to empower FDA PMs; and recognize the service and efforts of FDA PMs. This CoP is open to current and future PMs, and those seeking to improve their project management skills.

EMPLOYEE RESOURCE & INFORMATION CENTER

The Employee Resource & Information Center (ERIC) serves as a help desk, providing administrative and information technology services. ERIC will resolve customer inquiries and requests, eliminating the need to search for the right office or employee.

ERIC provides information and services on a variety of topics:

- Acquisitions and Grants
- Building and Facilities Services
- Central Mail Management
- eArrive
- Equal Employment Opportunity and Diversity Management
- Emerging Leaders Program
- FDA Employee Locator

- FDA New Employee Orientation
- Financial Services
- Fleet Services
- Integrated Time and Attendance System
- Presidential Management Fellows Program
- Transhare Program
- Travel Services

ERIC Contact Information
Phone: (301) 827-ERIC (3742)
Toll-free: (866) 807-ERIC (3742)
Email: eric@fda.gov

FDA VISUAL IDENTITY PROGRAM

The FDA's new Visual Identity Program is designed to give the Agency a consistent, recognizable, and distinct look. The new Visual Identity Design Style Guide covers the use of the FDA logo, colors, fonts, and other style elements. It provides guidelines for developing communications products consistent with The Visual Identity Initiative.

Visual Identity Program Resources

EQUAL EMPLOYMENT OPPORTUNITY

Harassment Whistleblower Protection

The Whistleblower Protection Enhancement Act of 2012 affords employees the legal protection to report allegations of official wrongdoing without fear of reprisal. Under the act employees and applicants are entitled to all the protection which prohibits retaliation for reporting waste, fraud, and abuse. This law preserves the integrity and high standards of the scientific processes that guide our agency. The FDA further supports the rights of all employees to engage in protected activity under current civil rights statutes and Executive Orders.

The U.S. Office of Special Counsel is empowered to administer an impartial and effective complaint management process to address complaints of whistleblower retaliation for most of the Executive Branch, including the FDA. Reprisal against individuals will not be tolerated for disclosure of information in which the employee believes there is reasonable belief of violation of any law, rule or regulation; gross mismanagement; gross waste of funds; abuse of authority; or a substantial and specific danger to public health or safety. Reprisal for whistleblowing includes taking or failing to take, or threatening to take a personnel action with respect to any employee because of a protected disclosure of information.

Whistleblower Protection Resources and Contact Information
Phone: (800) 872-9855
Office of Special Counsel Website

Reasonable Accommodations

A reasonable accommodation is any change or adjustment in the work environment or in the way that things are customarily done that would enable a qualified individual with a disability to enjoy equal employment opportunities. For employees, there are two categories of reasonable accommodation. These are modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed that enable a qualified individual with a disability to perform the essential functions of that position; and modifications or adjustments that enable employees with a disability to enjoy equal benefits and privileges of employment as are enjoyed by other similarly situated employees without disabilities.

Reasonable Accommodations Contact Information
Phone:(301) 796-9400
Email: ReasonableAccommodation@fda.hhs.gov

The Office of Information Management and Technology (OIMT) Innovation Suite opened in 2015. It consists of the FDA Innovation Lab, AskIT Now Kiosk, OO Hoteling, and the Cyber Café.

FDA Innovation Lab

The FDA Innovation Lab offers a collaborative community of experienced professionals, seasoned subject matter experts, and budding technologists. Their focus areas include Cloud Services, Mobility, High Performance Computing, Data Analytics and Social Computing. The Lab is used to showcase new solutions, technologies, and processes, helping to foster a culture of innovation, collaboration, and knowledge-sharing throughout the FDA community.

AskIT Now Kiosk

The AskIT Now Kiosk is an on-site information technology services helpdesk that specializes in quick fix services for customers on the White Oak campus.

OO Hoteling

OO Hoteling is temporary office space available for use by off-site OO employees on days where they are meeting with customers at White Oak. Reservations can be made through the Event Management System.

Cyber Café

The suite's Cyber Café' is a self-serve kiosk where employees visiting the FDA Innovation Suite area can purchase light snacks and beverages.

FDA Innovation Suite Information
Location: White Oak, Building 2, 3rd floor
Hours of Operation: 8:00 AM–5:00 PM ET
Monday through Friday; Technical support is available from 6:30 AM–6:30 PM ET

HAZARDOUS WEATHER AND EMERGENCY SITUATIONS

The Director of the Office of Personnel Management (OPM) has sole authority for deciding Federal leave policy during hazardous weather, and other emergency situations in the Washington, DC-metropolitan area. The OPM authorizes Federal Executive Boards to communicate Federal leave policy for regional locations where several Federal installations are present. Where there is no Federal Executive Board, the head of a work place (e.g., an OPDIV Head; Director of an FDA District Office; or the Regional Director) is authorized to issue Federal leave policy.

Operating Status Information
OPM Website

FDA University

Training and development is key to helping individuals and groups develop skills and critical thinking, enhance communication, adjust to a changing environment, and enhance the quality of their work performance. To support high quality training and development, FDA University (FDAU) conducts and supervises all aspects of training including, but not limited to:

- Developing training plans.
- Identifying, coordinating, and developing training using innovative learning concepts and technology.
- Collaborating with subject matter experts.
- Tracking training using the Learning Management Systems.
- Collaborating with other organizational units to identify additional training needs.

FDAU Contact Information
Phone: (240) 402-4888
Email: FDAUniversity@fda.hhs.gov

HHS Learning Management System

The Learning Management System (LMS) is a software application for the administration, documentation, tracking, and reporting of training programs, classroom and online events, e-learning programs, and training content. Currently, the LMS portal includes over 3,600 online courses, more than 19,000 downloadable books, as well as leadership videos and certification programs that are available online. The resources in the LMS span numerous topics, discipline areas and are applicable to HHS and FDA core, leadership and other key functional and technical competencies.

Access the HHS LMS to enroll in classes, check transcripts and access online learning materials.

Individual Development Plan

The Individual Development Plan (IDP) is a valuable performance enhancement tool for any federal employee. Its primary purpose is to help employees reach short- and long-term career goals, as well as improve current job performance. The IDP can greatly assist those who want to enhance their skills and strengths or learn more about subjects relevant to the performance of their job or organizational mission. An IDP is not a performance evaluation tool or a one-time activity. It should be looked at as a partnership between the employee and the supervisor to support and continue individual job growth and development.

PAY AND LEAVE

Integrated Time and Attendance System

The Integrated Time and Attendance System (ITAS) is a web-based payroll time and attendance system, which allows employees to request and track leave.

MyPay

MyPay is a component of the Defense Finance Accounting System (DFAS) that allows employees to see their Leave and Earning Statements, make changes to taxes, Thrift Savings Plan, allotments, and benefits. For employees new to the Federal government it will take six weeks to access this system. A password will be mailed to your home address.

Electronic Official Personnel Folder

The Electronic Official Personnel Folder (eOPF) is a file containing records that cover an individual's employment history. The eOPF is the property of the OPM but is maintained within each servicing human resources office.

FDA Core Hours

The time during the workday, workweek, or pay period within the tour of duty during which an employee must be present for work at the permanent or temporary duty location.

10:00 AM to 3:00 PM, Tuesdays through Thursdays
10:30 AM to 2:30 PM, Mondays and Fridays

Work Schedules

Your manager will discuss your work schedule with you. The ITAS work schedules are defined below:
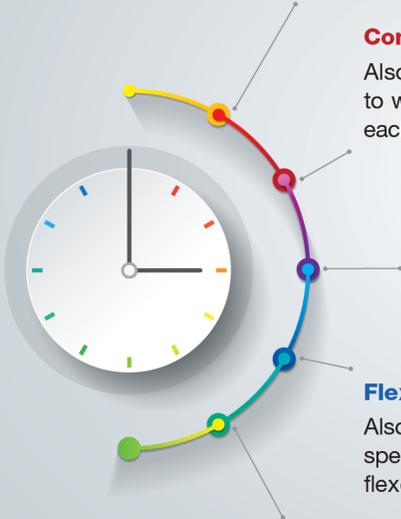
Regular
Scheduled hours per day are required with a daily tour of 8 hours for full time. This is a fixed schedule where employees cannot flex their start and stop times (which are required). Credit hours **cannot** be earned.

Compressed
Also known as a "4-10" schedule. It is a pre-approved fixed schedule allowing the employee to work 8 days in a pay period; four 10 hour days each week with one pre-scheduled day off each week. Start and stop times are required for each workday. Credit hours **cannot** be earned.

Alternative
Also known as a "5/4-9" schedule. It is a pre-approved fixed schedule allowing the employee to work 9 days in a pay period; 5 days one week and 4 days the other week. Eight of those days are 9-hour days and one day is an 8-hour day. The remaining day of the 10-day pay period is a 0-hour day that the employee has as pre-schedule day off. Start and stop times are required for each workday. Credit hours **cannot** be earned.

Flexible
Also known as a "Maxi-Flex" schedule or "Any-8" schedule. It is based on 8 hours per day with specified core hours. Start and stop times are not required. Arrival and departure times can be flexed as long as the tour hours are met each day. Credit hours **can** be earned.

Variable
Also known as the "Any-40" or "Any-80" schedule. An employee can work nearly any combination of hours over a one or two week period as long as they meet the tour hours. Hours worked on Sundays cannot be credited as "regular" hours worked toward the base work requirement of 40 or 80. Credit hours **can** be earned.

Telework

Telework provides eligible managers and employees a flexibility that may help balance work/life while reducing commuting costs, pollution and decreasing the agency's space footprint. The OPM defines telework as "work arrangements in which an employee regularly performs officially assigned duties at home or other worksites geographically convenient to the residence of the employee." Telework (or flexi-place) is simply a way of getting work done from a different location.

Annual Leave

Annual leave is available for vacations, rest and relaxation, and personal business or emergencies. An employee has a right to take annual leave, subject to the right of the supervisor to schedule the time at which annual leave may be taken. Annual leave is accrued.

FULL-TIME EMPLOYEES

15 years or more of service	**8 hours** 1 day per pay period
3 years to 15 years of service	**6 hours** 3/4 day per pay period, except 1 1/4 days **(10 hours)** in last pay period
less than 3 years of service	**4 hours** 1/2 day per pay period

PART-TIME EMPLOYEES

15 years or more of service	**1 hour** for each **10 hours** of pay status
3 years to 15 years of service	**1 hour** for each **13 hours** of pay status
less than 3 years of service	**1 hour** for each **20 hours** of pay status

UNCOMMON TOURS OF DUTY

15 years or more of service	**8 hours** times average # of hours per pay period divided by 80
3 years to 15 years of service	**6 hours** times average # of hours per pay period divided by 80
less than 3 years of service	**4 hours** times average # of hours per pay period divided by 80

SES, Senior Level **(SL)**, and Scientific or Professional **(ST)** positions, and employees in equivalent pay systems, as determined by **OPM**

8 hours per pay period, regardless of years of service.

* In computing leave accrual for uncommon tours of duty, the accrual rate for the last full pay period in a calendar year must be adjusted to ensure the correct amount of leave is accrued.

Sick Leave

Sick leave is available for personal medical needs, care of a family member, and adoption-related purposes. Federal employees earn 4 hours of sick leave bi-weekly for a total of 13 days per year. Part time employees earn sick leave on a pro-rated basis (1 hour for each 20 hours in a pay status).

Voluntary Leave Transfer Program

One of the many work and family/life services available to employees is the Voluntary Leave Transfer Program (VLTP). It allows participating Federal employees to share their accrued annual leave with other employees who face economic hardship because of insufficient leave to cover a medical or family medical emergency.

Federal Holidays

	2017	2018	
NEW YEAR'S DAY	MON JAN 02**	MON JAN 01	
MARTIN LUTHER KING, JR. DAY	MON JAN 16	MON JAN 15	
INAUGURATION DAY***	FRI JAN 20	N/A	
WASHINGTON'S BIRTHDAY*	MON FEB 20	MON FEB 19	
MEMORIAL DAY	MON MAY 29	MON MAY 28	
INDEPENDENCE DAY	TUE JUL 04	WED JUL 04	
LABOR DAY	MON SEP 04	MON SEP 03	
COLUMBUS DAY	MON OCT 09	MON OCT 08	
VETERANS DAY	FRI NOV 10**	MON NOV 12**	
THANKSGIVING DAY	THU NOV 23	THU NOV 22	
CHRISTMAS DAY	FRI DEC 25	TUE DEC 25	

*This holiday is designated as "Washington's Birthday" in section 6103(a) of title 5 of the United States Code, which is the law that specifies holidays for Federal employees. Though other institutions such as state and local governments and private businesses may use other names, it is our policy to always refer to holidays by the names designated in the law.

** When a federal holiday falls on a Saturday, it is usually observed on the preceding Friday. When the holiday falls on a Sunday, it is usually observed on the following Monday.

*** January 20 of each fourth year after 1965, Inauguration Day, is a legal public holiday for the purpose of statues relating to pay and leave of employees as defined by section 2105 of title 5 of the United States Code, and individuals employed by the government of the District of Columbia employed in the District of Columbia, Montgomery and Prince Georges Counties in Maryland, Arlington and Fairfax Counties in Virginia, and the cities of Alexandria and Falls Church in Virginia.

Federal Employee Health Benefits Program

The Federal Employee Health Benefits (FEHB) program is a voluntary health insurance program offered to permanent Federal employees and employees with appointments of more than one year. The program offers coverage under fee-for-service plans and health maintenance organizations (HMO) plans, as well as consumer-driven and high deductible plans. Coverage is extended to retirees and dependents.

A summary of available plans and brochures from which you may choose are available on OPM's Federal Employees Health Benefits Program site. Times to enroll in FEHB include:

- Within 60 calendar days of your appointment;
- During Federal Benefits Open Season in November through December; or
- When you experience a Qualifying Life Event (QLE). Marriage or the birth of a child are two examples of QLEs. Retirement is not a QLE. Further details on life events are available on OPM's website.

Premium Conversion is a "pre-tax" arrangement under which the part of your salary that pays for health insurance premiums will be non-taxable. If you enroll in health insurance, you will be automatically enrolled in premium conversion, although you may waive this option. You can also use your Health Care Flexible Spending Account or Limited Expense Health Care Flexible Spending Account with FEHB. Premiums for enrollment are shared with the FDA or your retirement system.

Federal Employees' Dental and Vision Insurance Program

The Federal Employees Dental and Vision Insurance Program (FEDVIP) is a voluntary program that provides you with supplemental dental and/or vision insurance coverage if your FEHB plan does not already include dental or vision insurance. Although separate from FEHB, FEDVIP is similar to FEHB in that it is subject to the same enrollment times. Employees eligible for FEHB are eligible for FEDVIP, can use a Flexible Spending Account, and FEDVIP extends to most dependents. FEDVIP is always secondary to FEHB, and coordination of benefits with FEHB is required. Unlike FEHB, there is no government contribution to FEDVIP—you pay the entire premium.

Federal Flexible Spending Accounts Program

The Federal Flexible Spending Accounts (FSAFEDS) program allows you to pay for certain health and dependent care expenses with pre-tax dollars, incur eligible expenses, and get reimbursed. You may choose to make a voluntary allotment from your salary to your FSAFEDS account. FSAFEDS is subject to Federal Benefits Open Season, but unlike FEHB and FEDVIP, enrollment is not continuous-you need to re-enroll every year. If you do not incur eligible expenses or file timely claims, you will lose your contribution to the account. All three FSAs have a minimum election of $250 and a maximum election of $5,000.

Health Care FSA (HCFSA) allows pre-tax reimbursement of eligible medical costs not covered or reimbursed by insurance, such as co- payments and over-the-counter medicines. Federal employees eligible for FEHB may enroll in the HCFSA. However, if you are enrolled in a High Deductible Health Plan with a Health Savings Account, you cannot enroll in a HCFSA. You have the option of electing a LEX HCFSA (see below).

Limited Expense Health Care FSA (LEX HCFSA) is used in place of HCFSA if you are enrolled in a High Deductible Health Plan with a Health Savings Account. LEX HCFSA allows you to submit eligible dental and vision expenses only. LEX HCSFA can be used in addition to the HCFSA.

Dependent Care FSA (DCFSA) allows pre-tax reimbursement for eligible dependent care expenses that are necessary to allow you or your spouse to work, look for work, or attend school full-time.

Federal Employee's Group Life Insurance Program

The Federal Employees Group Life Insurance (FEGLI) program is a voluntary term life insurance program offered to permanent employees and employees with appointments of more than one year. The program offers Basic life insurance, with three types of additional optional insurance: Option A—Standard; Option B—Additional; and Option C—Family. It is not part of Federal Benefits Open Season. If you are a new Federal employee, you are automatically covered for Basic life insurance, and the appropriate cost for this coverage will be deducted from your pay beginning with your first paycheck unless you choose to waive coverage. If you wish to waive coverage, you must do so before the end of your first pay period. You must have basic coverage if you wish to elect optional coverage. The Government pays one third of the cost of basic coverage, but none of the cost of optional coverage.

Federal Long Term Care Insurance Program

The Federal Long Term Care Insurance Program (FLTCIP) provides long-term care services such as home care, adult day care, and facility care. FLTCIP is not subject to Federal Benefits Open Season, and an application is required to enroll. New Federal employees can have an abbreviated application within 60 days of their appointment date, while applications at other times require a longer application with a review of medical information. FLTCIP extends to a spouse, same-sex partner domestic partner, adult children, parents and parents-in-law (of employees only).

RETIREMENT

Federal Employee Retirement System

The Federal Employee Retirement System (FERS) is a three-tiered retirement plan, which includes Social Security Benefits, the Basic Benefit Plan, and the Thrift Savings Plan (TSP). As a Federal employee, you pay full Social Security taxes and a small contribution to the Basic Benefit Plan. In addition, the Government puts an amount equal to 1% of your basic pay each pay period into your TSP account. You are able to make tax-deferred contributions to the TSP, which are matched by the Government. If you are being rehired and worked in the federal government prior to December 31, 1983, you may be covered by the Civil Service Retirement System (CSRS) or CSRS Offset. If this is the case, you should consult a benefits specialist.

Social Security Benefits

Social Security is a national system of benefit payments to those who qualify under the Old Age Survivors and Disability Insurance (OASDI) programs of the Social Security Act. During working years, all working persons pay Social Security taxes. When their earnings stop, or are reduced due to retirement, disability, or death, monthly cash benefits are paid to replace part of the earnings the employee and the family have lost.

Basic Benefit Plan

The Basic Benefit Plan is a monthly annuity benefit, which is calculated as: the value of 1% of the average of your highest basic pay over three years ("high-3 average pay"), multiplied by your years of federal service. The plan includes survivor and disability benefits. Basic benefits can apply under the following conditions: immediately after retirement, postponed after retirement, early retirement, and deferred retirement. All conditions are subject to age and years of service qualifications. That is, if you retire before meeting age and years of service qualifications, your benefits will be reduced. To receive any benefits from the Basic Benefit Plan upon retirement, you must have at least 5 years of creditable civilian service. Survivor and disability benefits are available after 18 months of service. Your contribution to the Basic Benefit Plan is equal to the difference between 7% of your basic pay and Social Security's OASDI tax rate (0.80%). You can be refunded for your contributions if you leave Federal employment, however, you will no longer be eligible for benefits and you cannot redeposit your refund.

Thrift Savings Plan

The Thrift Savings Plan (TSP) is a tax-deferred retirement savings plan that resembles the private sector's 401(k) plans. There are three types of contributions to the TSP: an automatic 1% agency contribution, employee contributions, and agency matching contributions.

EMPLOYEE CONTRIBUTION	AGENCY AUTOMATIC 1%	AGENCY MATCHING CONTRIBUTIONS	TOTAL CONTRIBUTIONS
0%	1%	0%	1%
1%	1%	1%	3%
2%	1%	2%	5%
3%	1%	3%	7%
4%	1%	3.5%	8.5%
5%	1%	4%	10%
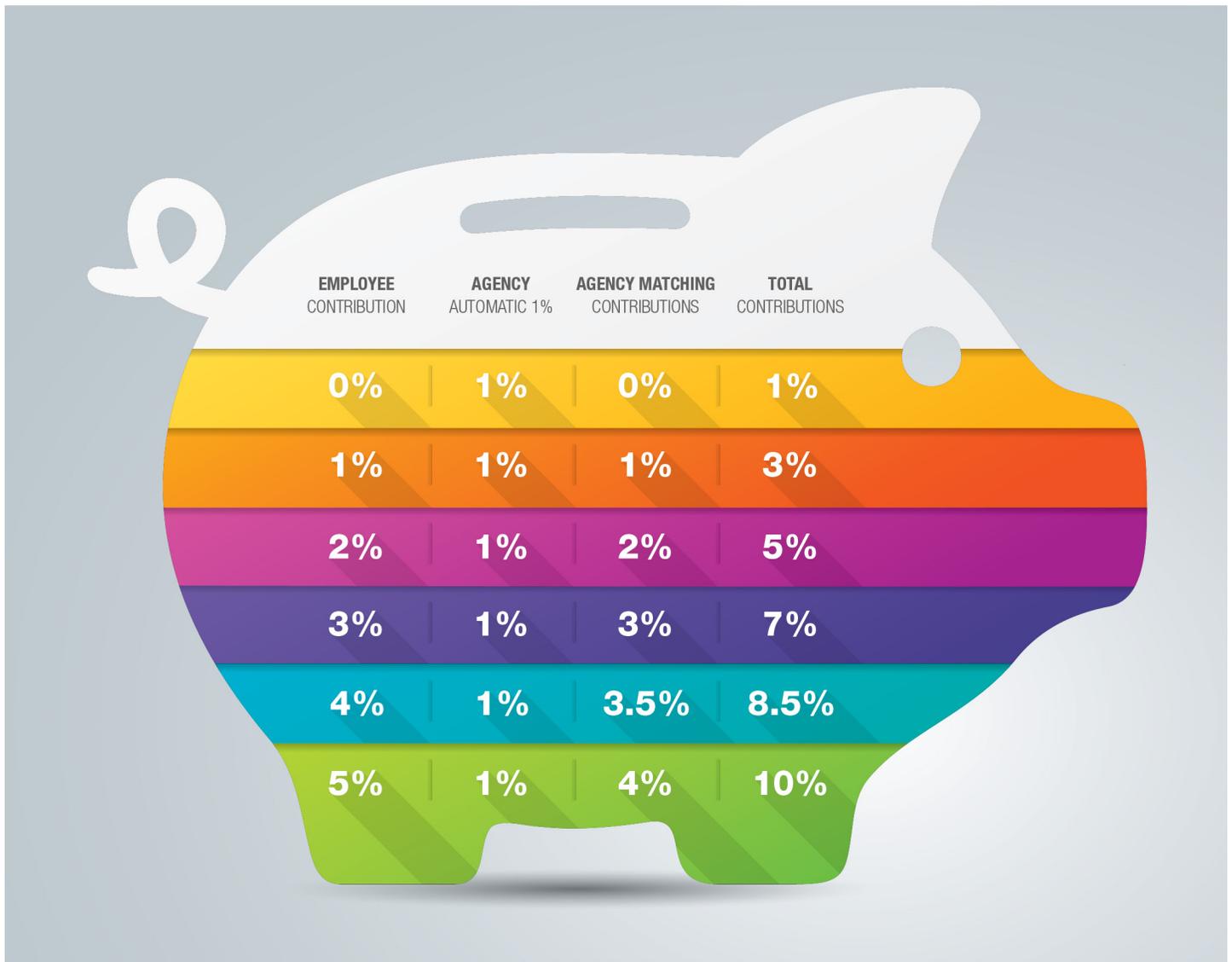
Your contributions to TSP are under your control and are optional. However, they are a major component of the retirement system. It should be noted that TSP contributions are made before Federal and most state income taxes are calculated, and that you are not taxed on earnings from TSP.

The purpose of your FDA badge is to ensure that only authorized personnel gain access to FDA facilities. The badges are encoded to limit an individual's access to designated security areas. Card readers are grouped into "classes" that define the areas that individuals have access to. Your "class" is determined by your security representative.

You are required to wear your identification badge at all times while in FDA facilities. The badge must be displayed at or above the waist in plain view. If you do not have your badge when you attempt to enter an FDA facility, a temporary visitor's badge will be issued to you on a daily basis.

If you lose your badge, immediately call the Personnel Security Branch, (301) 796-4592, so that it can be deactivated in the network security system to prevent unauthorized use.

FDA badges are issued for 5 years for employees.

FDA Badging Office Contact Information
Phone: (301) 796-4592
Email: fdabadging@fda.hhs.gov

Employee Commuting and Transportation at White Oak

FDA has excellent commuter services to assist you in commuting to White Oak.

- Carpooling
- Vanpooling
- Bicycling

- Transit
- FDA Shuttle
- Ride Matching

- Guaranteed Ride Home
- Bicycle, Vanpool, and Transit Subsidy

FDA Employee Transportation Contact Information
Phone: (301) 796-4124
Commuting and Transportation Website

FDA Recycling Program

The FDA Recycling Program at the White Oak Campus is focused on compliance with applicable federal, state and local laws, guidelines and Executive Orders to ensure recycling of mixed office paper, cardboard, plastic, glass, metal containers, and printer toner cartridges.

FDA Supply Swap Program

The FDA Supply Swap Program gives FDA employees a tool to post, search and exchange free supplies and equipment in order to promote the reduction of waste and operational expenses.

TRANSHARE

The FDA Transhare Program is a transportation incentive program for FDA employees.

The program offers transit subsidies to employees who commute to work by public transportation or registered vanpool. The FDA Transhare Program is available to all FDA employees (including Commissioned Corps personnel). Please note that employees who hold a current HHS parking permit (vanpool permits will not be affected) must relinquish their parking privileges in order to receive a Transhare subsidy.

WorkLife 4 You

A comprehensive set of services designed to help FDA employees achieve greater balance between their work and home lives. Services are voluntary and confidential, and are available to the employee and his or her household family members, all at no cost to the employee.

Program benefits include:

- Free Consultations and Personalized Referrals
- Educational Materials and Worklife Kits
- WorkLife4You Website

WorkLife4You Contact Information
Phone: (800) 222-0364
TTY: 1-(888) 262-7848
WorkLife4You Website

Employee Assistance Program

The Employee Assistance Program (EAP) offers confidential, no-cost services to employees and/or their dependents and household members on the White Oak Campus. Highly qualified, licensed professional counselors are also available in the Washington D.C. metropolitan area and throughout the country.

Services include:

- Counseling Services: Short-term individual and group counseling (up to 6 sessions)
- Free Financial and Legal Services
- Health and Wellness Presentations
- Telephone Counseling and Crisis Assistance (24/7)
- Assessment, Referral, and Case Management

EAP Contact Information
Federal Occupational Health Website

For an appointment located at White Oak, you can call the National Service Center EAP at (800) 222-0364.

FDA White Oak Classic

The FDA White Oak Classic is an annual event which includes a 5K run and a 2.5-mile health walk. It is designed to promote healthy lifestyle activities and foster greater interaction among FDA staff.

Bring Your Child to Work Day

Bring Your Child to Work Day (BYCTWD) encourages children to think about their future careers and get a glimpse of work life at the FDA. Children, ages 8 years to 18 years, and their parents are able to choose from seminars, activities, games, and tours on a first-come, first-served basis. This annual event occurs each April.

FDA Nursing Mother's Program

The FDA University, Work Life Programs Branch has implemented a Nursing Mother's Program for employees who return to work while continuing to breast-feed their babies. The program was developed to provide FDA's nursing mothers with a private, sanitary, onsite location to continue the benefits of breastfeeding for mothers and child without adding stress to their already busy life. There are eight locations on the White Oak campus.

Feds Feed Families Food Drive

Launched in 2009 as part of President Obama's *United We Serve* campaign, Feds Feed Families was designed to help food banks and pantries stay stocked during summer months when they traditionally see a decrease in donations and an increase in need. In Washington, D.C., the Capital Area Food Bank receives collections and distributes them through its network of more than 500 partner organizations. Through the amazing generosity of federal employees, the food drive has collected nearly 39 million pounds of food for those in need since 2009. Last year alone, more than 14.8 million pounds were donated and provided to food banks and pantries. Even as the economy grows stronger, there are still too many people struggling to put food on the table. This annual event occurs from July to October.

FDA Employee Recreation Association

The FDA Employee Recreation Association sponsors a Farmer's Market, discounted tickets, bargain travel, and clubs. The Farmer's Market is open May through October, and provides employees the opportunity to sample local produce each Tuesday from 11:00 AM to 2:00 PM. Current clubs include:

- Golf club
- Toastmasters club
- Volleyball and softball
- Weight Watchers

White Oak Fitness Center

FDA and the Federal Occupational Health have partnered together and are prepared to help you with your fitness needs at the White Oak Fitness Center. The Fitness Center is equipped with the latest LifeFitness brand equipment, with a full line of cardiovascular, strength training and free- weight equipment. Various classes are offered including:

- Abs and Lower Back
- Body Pump
- Boot Camp
- CX Works
- Strength Training
- Yoga
- Zumba

White Oak Fitness Center Contact Information
Phone: (301) 796-2334
Hours of Operation: Monday through Friday 5:30 AM to 8:00 PM
Membership: Open to all badged FDA, GSA and AEDC personnel

WHITE OAK CAMPUS INFORMATION

CSU Occupational Health Center

The CSU Occupational Health Center is an on-site health clinic that is open Monday through Friday, from 8:00 AM–4:30 PM

Services include:

- Access to on-site first aid and urgent care services
- Onsite clinical care, referral and follow-up
- Immunizations
- Treatments prescribed by private physicians
- Health risk appraisals
- Health screenings
- Health counseling
- Health and wellness education
- Lactation facilities

CSU Occupational Health Center Contact Information:
Phone: (301) 796-2331

White Oak Conference Rooms

Conference rooms located on the White Oak campus can be reserved through the FDA Event Management System (EMS). This virtual system is designed to handle conference room reservations, requests for AV services, and is an easy way to view your currently scheduled events.

White Oak Art Gallery

The White Oak Art Gallery, adjacent to the Building 32 cafeteria, is intended to showcase original art produced by FDA employees, their families, and members of the local community.

The exhibits include paintings, photography, sculpture, and crafts, and will be alternated approximately three times a year to give all White Oak artists the opportunity to display their work. Participating artists are not allowed to sell their artwork on the FDA premises, but point-of-contact information is available in the on-line show catalog.

White Oak Art Gallery Committee Contact Information
Email: WOArtGallery@fda.hhs.gov

FedFinancial Federal Credit Union

The FedFinancial Federal Credit Union (FCU) was founded in 1935 under the name Public Health Service Federal Credit Union, serving a subset of employees of what is now the U.S. Department of Health and Human Services. Today, they serve all U.S. civilian government employees, retirees, their family members and housemates throughout the Washington D.C. and Baltimore, MD metropolitan areas. The credit union is a full-service financial institution, offering savings, checking, credit cards, mortgages, home equity loans, home equity lines of credit, auto loans and more.

FedFinancial FCU Contact Information
Hours of Operation: Monday through Friday 9:00 AM to 3:00 PM
(Except every 4th Wednesday: 12:30 PM to 3:00 PM)
FedFinancial Website

White Oak Campus Security

The White Oak Campus Security should be notified of:

• Malfunctioning doors, card readers, cameras, etc.

• Theft of or damage of government property

• Receipt of a suspicious package

• Suspicious activity or other security concerns.

Always call 911 first for serious, life threatening emergencies. Follow up with a call to the FDA Security Command Center.

FDA Security Command Center Contact Information:
Phone: (301) 796-2409

White Oak Campus Food Services

Café 2

Location: Building 2, 1st Floor

Featuring:

- *Einstein Bros Bagels* (breakfast, lunch and snacks)
  Hours of Service: 7-:00 AM – 4:00 PM
- *Salsa Rico & Salad Bar* (lunch)
  Hours of Service: 11:00 AM – 2:00 PM
- *Star Ginger* (lunch)
  Hours of Service: 11:00 AM – 3:00 PM

Choice Café

Location: Building 22, ground floor outside the Main Elevator Lobby

Featuring: To-go breakfast, lunch, and snacks

Hours of Service: 7:00 AM – 3:00 PM

Café 32 (Main Cafeteria)

Location: Building 32, 1st Floor

Featuring: Breakfast, lunch, and snacks, including: grill, salad bar, international buffet, soups, sushi bar, made-to-order sandwiches, and pizza

Hours of Service: 7:00 AM – 3:00 PM

Bistro 51

Location: Building 51 Atrium

Featuring: To-go breakfast, lunch, and snacks

Hours of Service: 7:00 AM – 1:00 PM

Café 66

Location: Building 66 Atrium

Featuring: To-go breakfast, lunch, and snacks

Hours of Service: 7:00 AM – 2:00 PM

Café 71

Location: Building 71 Atrium

Featuring: To-go pastries, sandwiches, salads, soups, snacks, and beverages

Hours of Service: 7:00 AM – 5:00 PM

White Oak Farmers Market

Location: Building 32 Courtyard

Hours of Service: 11:00 AM – 2:00 PM Tuesdays Mid-May through Mid-October, and a special Thanksgiving Market

White Oak Campus Map

PARKING

A East Loop Road Surface Parking
B Lot 132A Surface Parking
C Lot 132B Surface Parking
D North Parking Garage
E Northeast Parking Garage
F Northeast Surface Parking 1
G Northeast Surface Parking 2
H Northwest Surface Parking 1
I Northwest Surface Parking 2
L South Loop Road Surface Parking
M Southeast Surface Parking
N Southwest Parking Garage
O Southwest Surface Parking
P White House Surface Parking

VISITOR PARKING

H Northwest Surface Parking 1
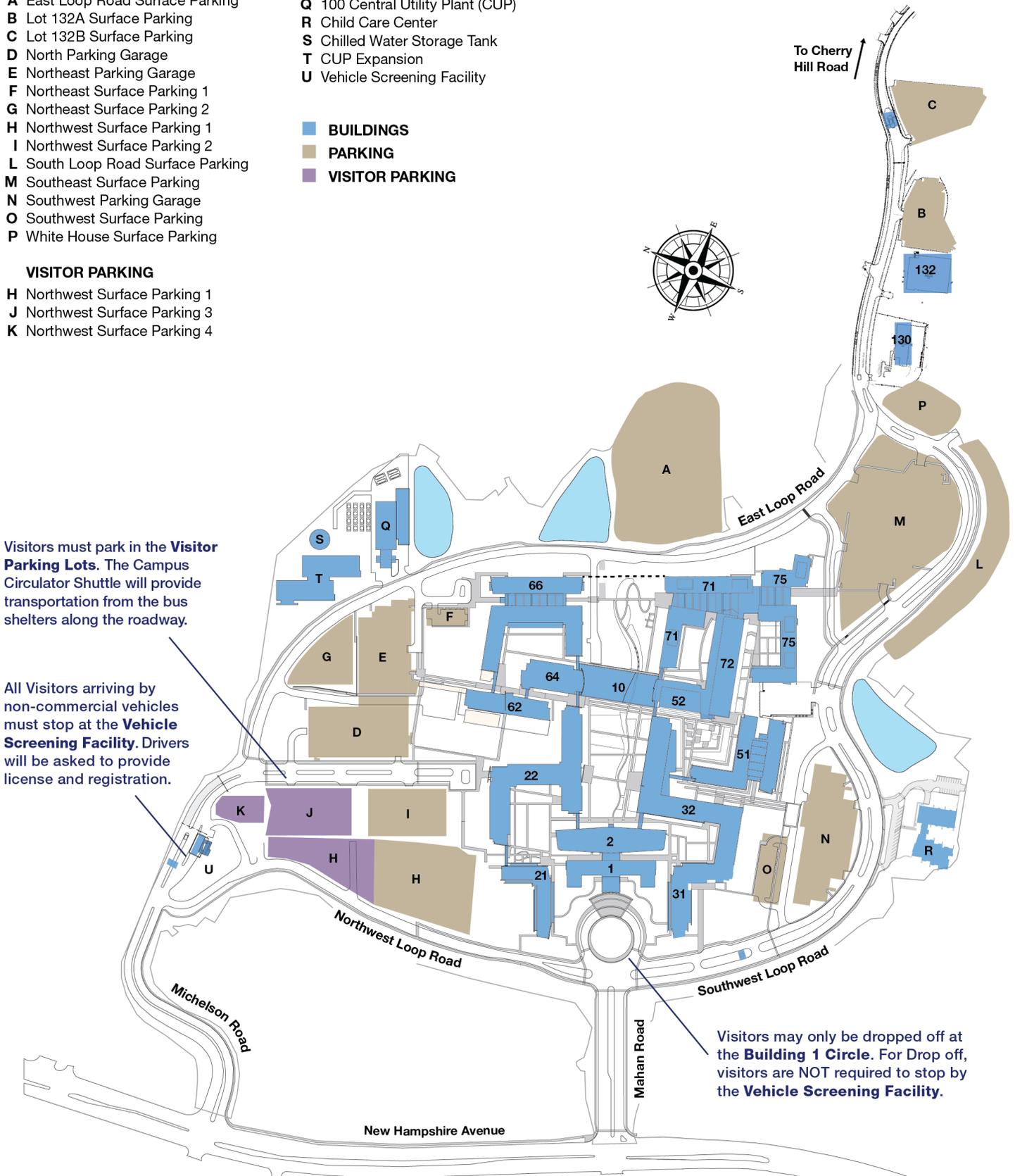J Northwest Surface Parking 3
K Northwest Surface Parking 4

FACILITIES

Q 100 Central Utility Plant (CUP)
R Child Care Center
S Chilled Water Storage Tank
T CUP Expansion
U Vehicle Screening Facility

■ BUILDINGS
■ PARKING
■ VISITOR PARKING

Visitors must park in the **Visitor Parking Lots**. The Campus Circulator Shuttle will provide transportation from the bus shelters along the roadway.

All Visitors arriving by non-commercial vehicles must stop at the **Vehicle Screening Facility**. Drivers will be asked to provide license and registration.

Visitors may only be dropped off at the **Building 1 Circle**. For Drop off, visitors are NOT required to stop by the **Vehicle Screening Facility**.

To Cherry Hill Road

East Loop Road
Northwest Loop Road
Southwest Loop Road
Michelson Road
Mahan Road
New Hampshire Avenue