

April 29, 2009

MEMORANDUM TO: Darren B. Ash  
Deputy Executive Director  
for Corporate Management  
Office of the Executive Director for Operations

FROM: Timothy F. Hagan, Director **/RA/**  
Office of Administration

SUBJECT: RESPONSE TO RECOMMENDATIONS IN THE LESSONS LEARNED  
REPORT FROM THE JUNE 25, 2008 MEDICAL EVENT AT THE  
EXECUTIVE BOULEVARD BUILDING

The purpose of this memorandum is to provide you with an update on the Office of Administration's (ADM) and the Office of Human Resources' (HR) progress in implementing the recommendations contained in the lessons learned report from the June 25, 2008, Medical Event at the Executive Boulevard Building. The Summary of Recommendations can be found in Section 6.0 of the report and is reflected below with our corresponding status update.

## **Recommendations**

### **6.1 Operational Support**

Consider the best practices noted in Section 4.1 and incorporate them into programs and procedures as appropriate, and training as necessary.

#### ADM Response

The best practices noted in Section 4.1, e.g., dialing 9-911 and conducting staff training in AED/CPR operations, have been incorporated into emergency preparedness-related documents, drills, and training conducted by ADM since the Medical Event. They will also be included in all future related training. We consider this recommendation closed.

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## **6.2 CPR Certification**

**6.2. a** Display lists of CPR [Cardiopulmonary Resuscitation] qualified staff on each floor in every NRC-occupied building. (ADM/HR)

### ADM/HR Response

NRC's Medical Oversight expert advised against displaying lists for the following reasons:

- 1) Looking for a name on a list actually detracts from responding to a cardiac emergency. An individual on the list could be absent or otherwise indisposed. Meanwhile, the cardiac victim needs immediate attention.
- 2) Lists may essentially go out-of-date as soon as they are published. They are also difficult to maintain and take staff time to compile and distribute to AED locations. Despite their agreement to serve in the event of a medical emergency, some individuals may not want their name published on a list.

Therefore, we believe concerns over locating CPR-qualified staff in a medical emergency are adequately addressed in 6.2.b below. We consider this recommendation closed.

**6.2. b** Provide a means of identifying staff members who are available to assist in an emergency. (ADM)

### ADM Response

HR has been working with ADM to produce a CPR placard suitable for displaying near the nametag of a trained responder's cubicle or office. These will be distributed on or about June 1, 2009. In addition, ADM intends to post a sign on all floors in all buildings notifying staff that Wackenhut security officers are trained in CPR. This sign will also be posted by June 1, 2009.

**6.2. c** Provide more opportunities to staff for CPR/AED training. (HR)

### HR Response

On February 13, 2009, an e-mail was sent to office training coordinators and posted on the AED Web Page announcing CPR/AED training dates. Thirty training classes are to be held between February and December 2009. HR considers this recommendation closed.

## **6.3 Drills and Procedures**

**6.3. a** Increase awareness of existing guidance provided in the NRC's OEP [Occupant Emergency Plan] relative to periodic emergency drills and security procedures. (ADM)

ADM Response

ADM will provide all employees and contractors that work in NRC space periodic OEP training, briefings and network announcements to highlight key points of the OEPs. In addition, ADM will conduct various drills to test applicable emergency preparedness and security plans. ADM has conducted OEP training for designated officials, occupant emergency coordinators and emergency response team members at all Headquarters buildings during the period June 2008 through March 2009.

OEP briefings for staff were conducted at the following interim buildings:

Executive Boulevard Building (June 24, 2008);  
Twinbrook (October 15, 2008, and March 4, 2009);  
Gateway Building (October 30, 2008); and  
Church Street (February 5, 2009).

Fire drills and assembly and accountability drills were conducted at the following interim buildings:

Twinbrook 1<sup>st</sup> Floor (October 22, 2008);  
Executive Boulevard Building (October 23, 2008); and  
Gateway Building (October 30, 2008).

Fire drills were conducted at the following buildings:

One White Flint North (October 29, 2008); and  
Two White Flint North (October 29, 2008).

We consider this recommendation closed.

**6.3. b** Review and revise, as appropriate, all OEPs in place to reinforce the policy that existing procedures are applicable to all emergency situations, not just fire and/or accountability drills, and to ensure that contingency plans are adequate to provide for backups in the absence of emergency response team members. (ADM)

ADM Response

ADM reviewed all OEPs and is satisfied that they make reference to the fact that the policies contained therein apply to a variety of emergency situations and not just fire and/or accountability drills. This critical point will also be emphasized during all related training. ADM staff are currently working with offices to ensure that several layers of alternate personnel to perform emergency functions are present if the primary person is not available in an emergency. ADM is coordinating with the designated OEP floor coordinators the identification of additional backup monitors that will be trained and listed in the OEP annex section relative to monitors. It is expected that all plans will be updated by June 30, 2009.

**6.3. c** Explore the possibility of adding certified EMTs [Emergency Medical Technicians] to the guard force. (ADM)

ADM Response

ADM staff met with Wackenhut representatives on January 16, 2009, to discuss EMT certification for guards and it was determined that this approach was not economically viable for Wackenhut or cost effective for NRC. Although the contractor could provide trained and certified EMTs through accredited sources, their employment experience with such individuals has been that, once trained for EMT certification, these employees quickly leave Wackenhut employment for other more lucrative and challenging professional opportunities. However, NRC is mandating that the guards are certified by the Red Cross as first responders in first aid and CPR. This practice, combined with the close proximity of Montgomery County Fire and Rescue Squad (MCFRS) to the NRC Headquarters buildings, provides for an adequate response to medical events. We consider this recommendation closed.

**6.4 AED Deployment**

**6.4. a** Ensure that all NRC locations have operating automated external defibrillators (AED) installed near the guard's station and at other designated locations. (ADM/HR)

ADM Response

ADM installed AEDs that were provided by HR in all NRC headquarters buildings near guard stations and at other designated areas. In addition, HR issued a network announcement entitled, "Health/Wellness – CPR/AED Certification Course Offered" on February 25, 2009, and information about the course is on the HR website. We consider this recommendation closed.

**6.4. b** Ensure that AEDs are maintained/tested only by CPR/AED-certified individuals in accordance with manufacturer's instructions. (ADM/HR)

ADM Response

ADM will work with HR to ensure that the AEDs are properly maintained and tested. ADM directed the guard force on March 30, 2009, to test the devices on a monthly basis and report maintenance concerns. This check includes the battery supporting the door alarm as well as a functional test of the AEDs, per the manufacturer's instructions. We consider this recommendation closed.

**6.4. c** Increase awareness of existing guidance which requires that building guards should be notified immediately of a medical event. (ADM)

ADM Response

ADM staff has conducted several briefings since the Medical Event for staff and contractors that work in NRC buildings, to include information relative to the prompt notification of 9-911 and the Central Alarm Station at 301-415-2000 (i.e., staffed by guards 24/7). The information is also reflected in the OEPs for all NRC headquarters buildings. We consider this recommendation closed.

**6.5 Access to Individual Health Information**

Explore options for identifying and communicating health-related information during emergencies without violating HIPPA [Health Insurance Portability and Accountability Act] requirements. (HR)

HR Response

Options were explored. Since HIPAA governs most access to individual health information, none of these options was deemed feasible. HR considers this recommendation closed.

**6.6 Building Access**

**6.6. a** Revise the NRC security procedures relative to parking lots at leased buildings that are not controlled by NRC guards to require that in the event of a medical or building emergency, parking lot attendants should be notified immediately to allow the entrance of emergency vehicles in the event that the entry gate is not siren activated. Training (both initial and refresher) should be provided after the procedures have been revised. (ADM)

ADM Response

Security guard procedures were reviewed and revised on January 28, 2009, to ensure the prompt notification of parking lot attendants to allow access to the facility by emergency response personnel in the event of a major medical emergency. While guidance to make prompt notification to 9-911 and the Central Alarm Station at 301-415-2000 (staffed 24/7) has been in the guard procedures, the procedural steps for an emergency situation were reinforced with the guards. We consider this recommendation closed.

**6.6. b** Review and revise, if necessary, agency OEPs to include the actual street address of all NRC buildings and to increase awareness of procedures to be followed when requesting emergency services (i.e., when dialing 9-911). (ADM)

ADM Response

ADM staff has reviewed the OEPs for all Headquarters buildings and are satisfied that the actual address for the respective buildings is contained in the OEP. ADM staff also conducted briefings for NRC staff and contractors to increase awareness of procedures

to follow when requesting emergency services. We consider this recommendation closed.

**6.6. c** Conduct a review at all NRC buildings to determine if building address signage can be improved to enhance recognition from the surrounding area. (ADM)

ADM Response

A review of the address signage for NRC headquarters buildings is being conducted by ADM staff and will be completed by June 30, 2009.

**6.6. d** Explore the feasibility of purchasing software that would automatically alert the CAS [Central Alarm Station] or other designated location any time 9-911 is dialed from a land line within the operating telephone network. (ADM)

ADM Response

ADM met with the Office of Information Services (OIS) officials to assess the feasibility of purchasing software that would automatically alert the CAS or another location if 9-911 is dialed on a land line at NRC headquarters buildings. After coordinating with Verizon, OIS advised ADM that this type of service is not contained in the existing contract between the General Services Administration (GSA) and Verizon, and is difficult and costly to implement, given the geographic dispersion of the NRC headquarters buildings. OIS and ADM are continuing to explore the feasibility and cost to implement this recommendation on a building by building basis.

**6.6. e** Local responders should be contacted to ensure that they are aware of the building location and that the locations of all buildings are identifiable through their Global Positioning System (GPS).

ADM Response

ADM staff verified with MCFRS on February 6, 2009, that local responders are aware of NRC building locations and that the locations of all buildings are identifiable through their GPS. We consider this recommendation closed.

## **6.7 Navigation within the Building**

Determine the feasibility of obtaining a modified gurney that will fit in the supine position to allow entry into the Executive Boulevard Building elevators or other elevators, as appropriate, at other NRC remote locations. (ADM)

ADM Response

ADM staff discussed the matter with MCFRS on February 6, 2009, and were advised that MCFRS is adequately equipped to respond to medical emergencies and would not use non-MCFRS equipment that they are not trained to use. We consider this recommendation closed.

## **6.8 Use of Cellular Telephones versus Land Lines**

NRC staff should be reminded to use the most accessible means to call for help. The emphasis should be placed on dialing 9-911 immediately by landline or cell phone. (ADM)

### ADM Response

ADM has emphasized the importance of calling 9-911 and the CAS immediately via the nearest telecommunication means, such as landlines and cell phones, in recent training, and will continue to remind NRC staff to use this means to call for help in all future training, announcements, etc. We consider this recommendation closed.

## **6.9 Communications within the Office during a Medical Event**

Determine the viability of using the NRC public address systems to solicit assistance from staff in an emergency situation. (ADM)

### ADM Response

Careful consideration was given to the use of the NRC public address systems to solicit assistance from staff in an emergency situation and it was determined that it should be used only as a last resort. The normal notification procedure should be followed in most cases; however, the guards have been instructed that they may use the PA system for announcements during weekend and evening hours, as they deem necessary. If the medical event occurs after-hours or when there are few people in the building, it may be prudent to request that the CAS officer place a public address announcement while the local emergency response officials are responding. We consider this recommendation closed.

## **6.10 Communication with Montgomery County Emergency Medical Services**

Medical drills should be coordinated with local MCFRS. (ADM)

### ADM Response

ADM met with MCFRS on February 6, 2009, to discuss the possibility of conducting mutual medical drills between NRC staff, guards, and MCFRS personnel. MCFRS supports the idea and agreed to participate in future planned medical drills. ADM will plan and conduct a coordinated medical event drill with the MCFRS by August 31, 2009.

## **6.11 Intergovernmental Medical Support**

Explore the feasibility of establishing agreements with Federal agencies with medical staffs, in buildings adjacent to other NRC buildings for the purpose of obtaining immediate medical support in case of an emergency. When evaluating feasibility, consider the proximity and response time of first responders to determine if such arrangements would be effective. (HR)

HR Response

Options were explored. No Federal agency adjacent to NRC space appears to have an efficient response model for medical emergencies. Emergency Medical Service through 911 appears to be the best resource. Emergency training and response time are major factors contributing to a successful effort. HR considers this recommendation closed.



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