



NEUTRON SCIENCES USER PLAYBOOK

RETURNING TO ON-SITE USER ACCESS

 OAK RIDGE
National Laboratory

Table of contents

COVID-19 guidance	3
User readiness and reminders	5
Services and policies	10
Staying safe on campus	12
Battelle Safe Conduct of Research	13
User Charter	14

Welcome to the Neutron Sciences User Playbook

After a hiatus from on-site user access as a result of the COVID-19 pandemic, Oak Ridge National Laboratory (ORNL) is allowing users to conduct in-person experiments at the Spallation Neutron Source (SNS) and the High Flux Isotope Reactor (HFIR). This User Playbook offers guidelines for users returning to ORNL, including ongoing COVID-19 requirements on campus.

COVID-19 Guidance for On-Site Visits

On-site working conditions are subject to change based on the local Roane County COVID-19 Community Level. Community levels range from LOW, MEDIUM, to HIGH.

[Check here to Know Your COVID-19 Community Level.](#)

[Download](#) the poster that details the indoor COVID-19 Community Level requirements.



Face coverings. Wearing a face covering indoors is only required when the COVID-19 Community Level is HIGH, unless alone in an office, private space, or when eating.

The community level-based face covering/mask policy does not apply to individuals who are actively infected with SARS-CoV-2 or individuals who may be required to wear a face covering due to recent infection or a recent exposure.

Approved face coverings are available at the Chestnut Ridge Visitor's Center at SNS and the User Trailer at HFIR. Face coverings are also located at building entrances around campus, including the Instrument Hall Coordinators' Office.



Government vehicles. Staff and users are required to wear masks while riding in government operated vehicles with multiple occupants during levels of MEDIUM or HIGH.



Physical distancing. ORNL staff, subcontractors, and visitors are encouraged to consider physical distancing from others when the local COVID-19 Community Level is MEDIUM or HIGH.

To prevent transmission of COVID-19 on campus, remember to:

- Stay off campus and call your host if you're sick or experiencing symptoms.
- If you experience COVID-19 symptoms while on campus, contact your host immediately and get tested.
- You may not return to campus until you have received a negative COVID-19 test.



Practice good hygiene. Everyone should wash their hands frequently with soap and water and use available sanitizing products to clean their workspace. Be sure to clean shared tools after use. Cleaning/sanitation supplies are available in the instrument hutches for disinfecting workstations and personal hygiene.

For more safety guidelines, see page 12.

User Readiness and Reminders

Whether you're brand-new to campus or just feeling rusty since your last on-site visit, the User Playbook can be a guide and refresher on how we do things around ORNL to ensure safe and productive operations. Consider the reminders below as you plan ahead and let your local contact know if you have any questions or concerns.

Plan your visit. To help plan for your trip to ORNL and your experiment at HFIR and SNS, a checklist is available [here](#) to help keep track of important steps to complete before arriving.

Experiment preparation.

- Users are required to have ORNL site access approval in place ahead of their visit. Respond promptly to all ORNL invitations from the User Office to avoid delays to your experiment.
- First-time users are required to read and accept the User Agreement, available through the [ORNL Guest Portal](#), as well as read and understand the User Charter [here](#).
- Users must agree to adhere to all safety requirements and complete the training deemed necessary for safe operations.
- Web-based trainings must be completed through the [Guest Portal](#) before arrival. You will also be contacted by the User Office and instrument staff to schedule on-site trainings.

Shipping guide. It is important to know the shipping guidelines, radioactivity regulations, and personnel contacts prior to any sample shipment. Samples and equipment are expected to arrive seven business days before the scheduled beam time to avoid any delays or loss of beam time. Communicate with your local contact if exceptions to this policy are required (for example, time-sensitive/perishable samples). It is your responsibility to determine when to ship samples from your home institution to meet this requirement. Consult the Neutron Sciences [Shipping Guide](#) for details on when, where, and how to ship samples, as well as how to return or dispose of samples after the experiment.

Traveling to ORNL.

- Plan to arrive a full day in advance of your scheduled beam time to complete onsite training.
- Communicate your arrival date with the Visitor Center and the User Office to ensure site access and training are scheduled for the correct day.
- ORNL can only be directly accessed by car. For the most convenient form of transportation, experiment teams are encouraged to rent or bring a car. Know the [driving directions](#) to ORNL. SNS and HFIR site maps can be found [here](#).
- Taxis and ridesharing services (such as Uber and Lyft) are permitted to travel onsite if they are dropping off or picking up a valid ORNL visitor. We recommend that you call the Visitor Center at (865) 574-7199 to provide your name and the name of the driver. This will expedite your entry at the ORNL portal.
- Visit the [Smart Trips](#) ridesharing app that lists carpooling partners that travel into ORNL via the portals.

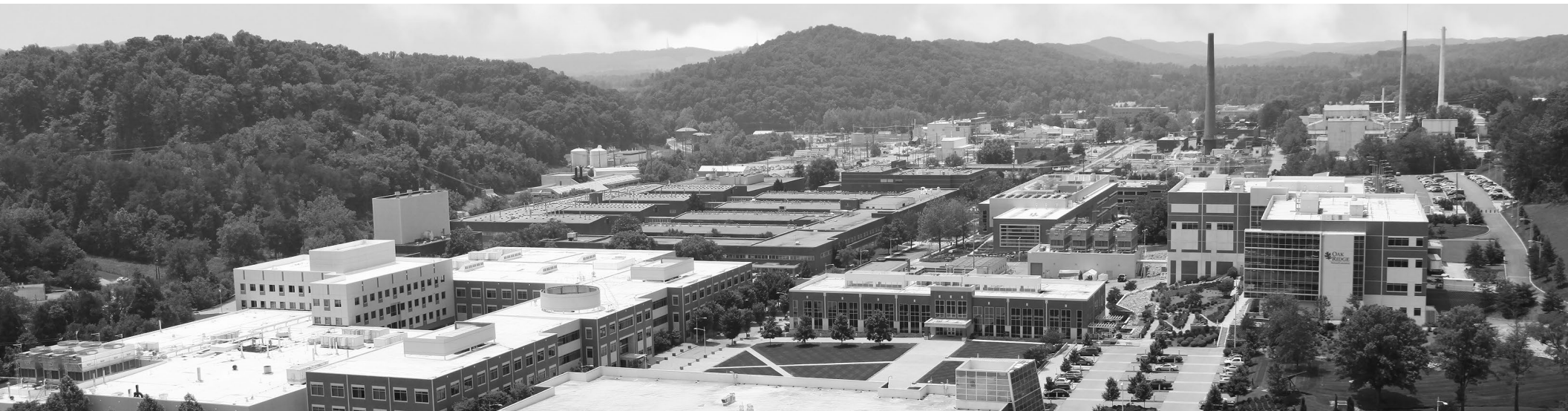
Parking.

Familiarize yourself with the location of SNS and HFIR [parking areas](#) before you arrive.

- This ORNL [GIS map](#) may be useful if you will be on the main campus or are looking for handicap parking near your work location.
- ORNL tickets drivers for inappropriate use of 2-hour and handicap parking spaces.

Accommodation.

- The [ORNL Guest House](#), located a short walk from SNS and about a 10-minute drive from HFIR, is a convenient onsite location for users to stay close by throughout their experiment.
- There are also a variety of long- and short-term hotels and other accommodations in [Oak Ridge](#) and [Knoxville](#).



Arrival and badge pickup. The arrival process for users must be completed at the beginning of each visit to ORNL.

- Stop for ID check at the vehicle entrance. Use the visitor lane and stop at the guardhouse to show the acceptable photo identification and entry pass (if received) to the guard. Additional documentation is required for foreign nationals.
- Plan to arrive at the Chestnut Ridge Visitor Center (between the hours of 7:30 a.m. to 4 p.m.) to pick up your badge and dosimeter. Notify the User Office to arrange pickup if the Visitor Center will be closed when you arrive. You will need to present your badge at the entry portal during each subsequent trip to campus.
- Training check: After badge pickup, a User Assistant will verify that you have completed all required training. If you have been scheduled for the Practical Factors Evaluation (PFE) training, they will direct you to this training, held in the User Office lounge.

Sample check-in.

After checking in with the Visitor Center, stop at the sample check-in desk to check in samples or confirm that mailed-in samples have been received and are ready for your experiment.

- For SNS: The sample check-in desk is in Building 8600, Room K-201 (second floor, down the hall from the Visitor Center).
- For HFIR: The sample check-in desk is in the Cold Guide Hall (Building 7972) next to CG-3.

Sample requirements.

- Samples must be approved in the Integrated Proposal Tracking System (IPTS) prior to being run in an experiment. Accurate sample composition, hazards, and special requirements must be listed.
- During the experiment confirmation in IPTS and the check-in process upon arrival, you are required to choose an option for sample disposition (sample disposal or return).
- User-owned equipment must be Nationally Recognized Testing Laboratory (NRTL) listed or inspected by an ORNL electrical inspector.
- No irradiated samples or equipment can be taken offsite without prior approvals.

Meet your local contact. The instrument team will provide clear information on when and where to meet for the experiment prior to your travel to ORNL. Once you are at the instrument, training specific to the instrument will be conducted by staff (your local contact and/or a Scientific Associate) and signatures will be collected. Training includes all aspects of the experiment, such as local hazards, safety expectations, sample changing, and data collection. Training also includes the Experiment Safety Summary, which lists approved samples and associated hazards and must be signed by all team members, including staff, prior to any sample being placed in the beam.

Instrument Hall Coordinators. Instrument Hall Coordinators (IHCs) provide technical support during all hours of operation to enable neutron scattering experiments at SNS and HFIR. IHCs may be recognized by their black-and-orange uniform shirt.

- You may contact an IHC to resolve instrument operation issues, assist with activities for which you are not authorized, and perform equipment lifts and minor shop tasks.
- The IHC Office is available 24 hours a day, seven days a week, and can be reached at 865-241-4432. We encourage you to contact the IHC Office with any questions or concerns.

Instrument Hall Coordinators alerts

Sign up for the Instrument Hall Coordinators Alerts system to receive updates on significant beam status changes via email or SMS message.

- SNS IHC alerts: https://snsapp1.sns.ornl.gov/xprod_ro/f?p=109:4
- HFIR IHC alerts: https://snsapp1.sns.ornl.gov/xprod_ro/f?p=109:14

After your experiment.

- After your experiment is complete, you must check out with instrument staff before leaving.
- The Instrument Hall Coordinator (IHC) may be contacted at 865-241-4432 for the check-out process if no one else is available.
- After your experiment has concluded and you check out, drop off your dosimeter at the dosimetry desk (in the sample check-in room in Building 8600 for SNS or at the User Desk in Building 7964K for HFIR) or place the dosimeter with your badge in the drop box at the portal as you leave ORNL.

**Badge Requirements.**

Present your badge at the portals upon entry. Security Police Officers on duty will check your badge visually; they will not touch your badge.

- The badge shall only be worn or used by the authorized individual who received the badge for official use.
- The badge must be worn above the waist, on the front of the body, while you are at DOE facilities.
- Do not allow the badge to be included in a photograph.
- Do not wear the badge off-site in public places.
- Protect your badge when not in use (i.e., do not leave your badge in your vehicle, etc.).

If you forget your badge or need a new one:

- You will need to provide current government-issued photo identification (driver's license, military ID, passport, etc.) to a Security Police Officer to verify your identity and get site access authorization.
- After entering the site, you will need to report to the Main Campus Visitor Center, the Chestnut Ridge Visitor Center, or the LSS in Building 4512 when the Visitor Centers are closed.

No piggybacking.

Foreign national employees, visitors, and assignees are not allowed to piggyback. Piggybacking refers to multiple people entering a building together without each individual badging in. If you have questions concerning badging or no piggybacking requirements, please contact the Visitor Center at 865-574-7199.

Controlled articles in security areas. Do not bring unapproved controlled articles, such as smartphones, laptops, or cameras, into security areas including vault-type rooms and classified conference rooms.

If you have questions concerning prohibited articles or controlled articles within security areas, please contact Safeguards and Security at 865-241-1333 or 865-241-6783.

Services and Policies



Food—cafeterias/coffee/vending. Cafeterias and vending services will scale based on population. Users are responsible for the cost of all their meals.

Building 5200 (Conference Center), Monday–Friday

- Breakfast: 7–9:30 a.m.
- Lunch: 10:45 a.m.–1:15 p.m.

Building 8600 (SNS), Monday–Friday

- Breakfast: 7–9:30 a.m.
- Lunch: 10:45 a.m.–1:15 p.m.

Canteens in Building 7910 (HFIR) and Building 1520, Monday–Friday

- Lunch: 10:45 a.m.–12:15 p.m.

The SNS Cafeteria also offers a self-service cooler and checkout system after normal operating hours from 2 p.m. - 6:30 a.m., Monday through Friday, and all day on Saturdays and Sundays. Vending services with snacks and beverages can be found in many buildings on campus.



Campus transportation. The ORNL Taxi provides transportation Monday through Friday around campus to staff and visitors without a vehicle or prefer not to drive themselves. Masks are required while traveling in the ORNL Taxi if Community Level is MEDIUM or HIGH. When LOW, wearing a face covering is optional. For taxi service, call 865-680-2303 (7 a.m.–3 p.m.), or 865-680-9800 (8 a.m.–4 p.m.). **Please Note: On-site transportation is not available on nights and weekends.*



User Lounge. User Lounges at SNS (Building 8600, Room J-200) and HFIR (Building 7964K) have comfortable seating areas and workstations where users can monitor their experiments. Lockers, refrigerators, coffee machines, microwaves, and other amenities are provided in or nearby the lounges.

- Seating is limited in the lounges, but users can make [reservations for hoteling space](#) if needed.
- There are also user cubicles in the trailer at HFIR and tables outside the SNS User Lounge that provide additional seating.



Interactive map and virtual tours. Get to know more about our campus with [virtual tours](#).



WellOne Clinic. The WellOne Clinic's experienced and qualified medical team will provide specialized services for primary, acute, wellness, and preventive care. Services are offered at competitive, affordable rates that vary according to insurance plans. All insurance plans are accepted.

- **Location:** Building 4500-North, Room I-112 [Campus Map](#)
- **Hours:** Monday–Friday, 8 a.m.–4:30 p.m.
- **Phone:** 865-574-WELL or 865-574-9355
- Reserved Patient Parking: Behind Building 4500-North in the “canyon” area of White Oak Avenue

Staying Safe on Campus

Preventing COVID-19 transmission. Stay off campus if you are sick or experiencing COVID-19 symptoms. (See page 3 for more details).

Walking safety: heads up, phones down. More people on campus mean busier crosswalks, sidewalks, and parking lots. One way you can directly affect the safety of a more populated ORNL is to stay off your phone and mind your surroundings while walking. Here are a few pedestrian tips to remember:

- Never cross or walk in the street while using your phone.
- If you must use your phone while walking, stop and move to the side.
- Never assume traffic sees you.
- Always make sure drivers and cyclists are aware of your presence before stepping into the roadway.
- Make eye contact with drivers of oncoming vehicles to make sure they see you.
- Only cross at designated crosswalks.
- Avoid using earbuds while walking. If you must, keep the volume low so you are aware of your surroundings.



Driving on campus

- The speed limit is 25 mph on campus roads, unless otherwise posted. Several speed zones are posted and enforced on Bethel Valley Road.
- Parking lot speed limits are 15 mph, unless otherwise posted.
- Always wear a seatbelt.
- Remain alert for wildlife, especially deer. If you have a collision with an animal, call the Laboratory Shift Superintendent (LSS) at (865) 576-4577 or (865) 574-6606.
- Using a hand-held mobile telephone while operating a vehicle is prohibited. This includes emailing, text messaging, using the internet, or any other form of text retrieval or entry.
- Drivers may use a hands-free phone (i.e., Bluetooth communications) or pull the vehicle over to the side of the road, park, and then use the handheld mobile telephone.
- A motor vehicle passing a bicycle is required to leave a safe distance (more than three feet) between each other until safely past the bicycle.

Prohibited articles on campus.

- Firearms, explosives, dangerous weapons
- Pocketknives with blades 2½ inches or longer
- Controlled substances including illegal drugs and associated paraphernalia
- Alcoholic beverages—possession/consumption at ORNL (including the Guest House)
- Any items prohibited by law

Battelle Safe Conduct of Research

Safety is at the core of everything we do at ORNL. Use these principles as touch points for safe behavior.



1. EVERYONE IS PERSONALLY RESPONSIBLE FOR ENSURING SAFE OPERATIONS.



2. LEADERS VALUE THE SAFETY LEGACY THEY CREATE IN THEIR DISCIPLINE.



3. STAFF RAISE SAFETY CONCERNS BECAUSE TRUST PERMEATES THE ORGANIZATION.



4. CUTTING-EDGE SCIENCE REQUIRES CUTTING-EDGE SAFETY.



5. A QUESTIONING ATTITUDE IS CULTIVATED.



6. LEARNING NEVER STOPS.



7. HAZARDS ARE IDENTIFIED AND EVALUATED FOR EVERY TASK, EVERY TIME.



8. A HEALTHY RESPECT IS MAINTAINED FOR WHAT CAN GO WRONG.

User Charter

Rights and Responsibilities of Neutron Sciences Users

Rights of users:

- Be treated with respect and courtesy.
- Have details of experiment proposals kept confidential.
- Have consultations with instrument staff before proposal submission, during experiment planning, and while evaluating results and analyzing data.
- Receive beam time on the basis of external peer evaluation of submitted proposals. Users can appeal denial of beam time.
- Expect facilities to operate predictably and reliably. Support is available around the clock to assist users. If an experiment cannot be conducted because of instrument or facility problems, the experiment will be rescheduled.
- Receive training on safe and effective operation of instruments.
- Receive reasonable consumable experimental supplies from ORNL.
- Have opportunity to use own equipment for an experiment after an ORNL safety review is successfully completed.

Responsibilities of users:

- Treat facility staff with respect and courtesy.
- Conduct activities with the highest scientific, professional, and ethical standards.
- Reach agreement with instrument staff on the extent of collaboration expected by users and ORNL staff, including coauthorship of resulting publications.
- Bring an experimental team that can effectively function on its own after initial training. ORNL staff cannot perform experiments for users.
- Work with instrument staff while planning experiments and confirm all the details, including team members, samples, laboratory needs, and equipment.
- Complete required training, have a valid user agreement, and follow safety and security rules.
- Submit full citations of all publications resulting from research.
- Appropriately acknowledge DOE, ORNL, and the specific instrument in the research results submitted for publication. Recognize the significant effort of the instrument team and consider, as appropriate, coauthorship in the resulting publication.
- Respond to survey requests after the experiment in a timely manner.
- Participate as a reviewer of experimental proposals as requested.

