

ESH&Q

ENVIRONMENT SAFETY HEALTH & QUALITY

ESHQ Fact Sheets

Environmental:

- Environmental Protection and Laboratory Waste Services
- Environmental Management Programs

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- Health Services

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- Dosimetry Services
- Health and Safety Services

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Policies, Procedures, and Training:

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- Standards-Based Management System

Records:

- Records Management Services



OAK RIDGE NATIONAL LABORATORY
MANAGED BY UT-BATTELLE FOR THE DEPARTMENT OF ENERGY



ENVIRONMENTAL PROTECTION

Environmental Protection (EP) provides a wide range of services that facilitate UT-Battelle compliance with federal and state environmental regulations, U.S. Department of Energy (DOE) orders contained in the UT-Battelle Work Smart Standards, and agreements between DOE and/or UT-Battelle and the regulators.

EP services include

- Regulatory review, policy/guidance preparation and dissemination, and technical assistance
- Environmental compliance representatives to line organizations as part of the purchased service model
- Permit and report preparation
- Assisting line organizations in self-assessment
- Assisting regulatory negotiation
- Sampling a wide variety of media and waste forms and can assist with development of sampling plans, statistical analyses, and reporting based on analytical results
- Maintaining relationships with DOE; Bechtel Jacobs Company, LLC (BJC); the Tennessee Department of Environment and Conservation; and the U.S. Environmental Protection Agency

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LABORATORY WASTE SERVICES

Laboratory Waste Services (LWS) provides waste management support services to ORNL researchers to assure that fully characterized and certified wastes are delivered to BJC and its contractors while properly balancing cost and risk.

Services are organized by function in the following groups:

- Generator Interface and Waste Handling Group
- Planning Services Group
- Pollution Prevention, and Waste Acceptance and Certification

Available purchased services include

- Waste identification and characterization
- Waste packaging and staging
- Waste acceptance and certification
- Waste planning.

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ENVIRONMENTAL MANAGEMENT PROGRAMS

The Environmental Management Programs (EMP) office serves as a single-point interface between ORNL and the various EMP sponsors in Oak Ridge and at DOE Headquarters.

EMP's services include

- Interfacing with Bechtel Jacobs Company, LLC (BJC), on the work scope being performed by ORNL staff, and with senior ORNL management on EM-related issues at the ORNL site
- Maintaining a positive working relationship with BJC for waste management, collection, treatment, and disposal and acting as primary stakeholder and ESH&Q oversight of the multiyear remediation operations under way at the ORNL site
- Serving as programmatic lead for establishing and implementing the ORNL waste certification policies



EMP is strictly a program office (manager and secretary) with no direct line responsibilities within the ORNL organizational structure.

Point of Contact:

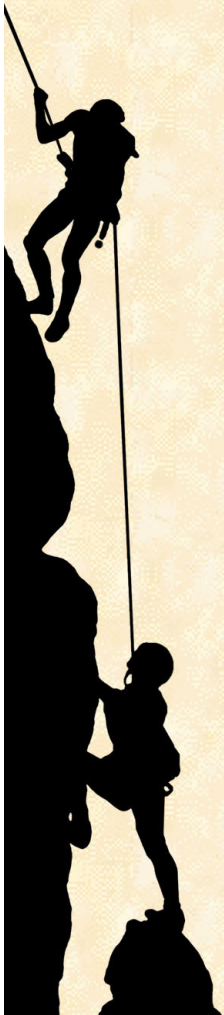
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HEALTH SERVICES

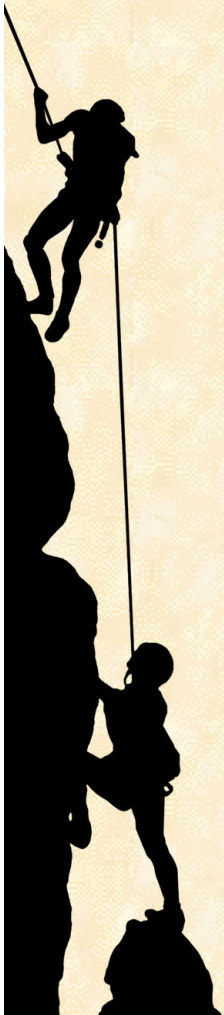
The ORNL Health Services Division (HSD) assists in achieving and maintaining the highest physical and emotional health of all employees so that optimal job performance may be achieved with minimal stress, thereby reducing absenteeism, enhancing productivity, and prolonging each employee's productive years.

Its goals are to prevent, detect, and reduce occupational illnesses and injuries and to contribute, as a member of an interdisciplinary team with industrial hygiene, radiation control, industrial safety, and management, to the reduction or elimination of occupational health hazards and the promotion of a safe and healthful work environment.



The objectives of the HSD are as follows:

- Assist contractor management in protecting employees from health hazards in their work environments
- Assist contractor management in ensuring the placement of employees in work that can be performed in a reliable and safe manner consistent with the requirements of the Americans with Disabilities Act of 1990
- Provide support to contractor management in the medical, mental, and substance abuse aspects of personnel reliability and fitness for duty
- Promote the early detection, treatment, and rehabilitation of employees who are ill, injured, or otherwise impaired
- Apply preventive medicine measures towards the maintenance of the optimal physical and mental health of employees through health promotion and education
- Provide professional guidance and consultation to contractor management on all health-related issues
- Provide employees, as appropriate, with professional medical evaluation, guidance, counseling, and referrals to specialists in support of optimal physical and mental health
- Protect the privacy of employees and the confidentiality of their medical records
- Provide support to DOE and contractor management and to the Office of Health Studies/Office of Epidemiologic Studies by the collection and analysis, when requested, of employee health data for the purpose of early detection and prevention of occupational and nonoccupational illnesses and injuries, thereby reducing morbidity and mortality



MAJOR PROGRAMS

Patient Care

- Occupational Illness/Injury
- Non-Occupational Illness/Injury (limited)

Evaluations

- Pre-Placement
- Periodic Voluntary
- Termination
- Fitness for Duty
- Disability
- Return to Work
- Mandatory

Laboratory Procedures

- Hematology
- Blood Chemistries
- Urinalysis
- Stool Hemocult
- Rapid Strep Testing
- Electrocardiogram (EKG)
- Pulmonary Function Testing
- Audiometry
- Vision Testing
- Chest and Other X-Rays
- Breath Alcohol Testing
- Urine Collection for Drug Testing
- Prostate-Specific Antigen (PSA)

Immunizations

- Tetanus/Diphtheria
- Influenza
- Hepatitis B (at-risk employees only)
- Allergy Desensitization
- Tuberculin Skin Testing
- Company-Required Travel Only
 - Hepatitis A
 - Typhoid
 - Polio
 - Measles/Mumps/Rubella (MMR)

Occupational Vision

- Prescription Safety Glasses
- Adjustments/Repairs

Hazard Assessment

- Work Site Visits

Emergency Response

- Emergency Care Including Cardiopulmonary Resuscitation (CPR) and Advanced Cardiac Life Support (ACLS)
- Disaster Planning
- Emergency Response Team

Health Counseling (Wellness)

- Employee Assistance Program (ASSIST)
- Nutrition Counseling
- Physical Activity
- Emotional/Mental Health/Stress
- Hypertension (High Blood Pressure)
- Diabetes Counseling and Group Support Sessions

Administration

- Generation and Maintenance of Medical Records
- Interfacing with and Serving the Health-Related Needs of All ORNL Employees
- Patient Scheduling

DISTINCTIVE PROGRAM CONTENT

Evaluations

- Medical History
- Physical Examination
 - Men: PSA Examination (40 and over)
 - Women: Pap Smears (all ages)
Mammograms (40 and over)
- Laboratory Multiphasic Testing/Review Results
- Diagnostic Assessment
- Recommendations
- Treatment/Referrals to Primary Care Physician

Laboratory

- State-of-the-Art Equipment
- Clinical Chemist Monitored
- Approved in accordance with Comprehensive Laboratory Improvement Amendments (CLIA)

Consultants

- Cardiology
- Radiology
- Pathology

Occupational Injury/Illness

- Assessment of On-the-Job Injury and Treatment
- Documentation of Injury and Follow-up Treatment
- Referrals within the WORXS Program to Board Certified Specialist, if Needed, for Workers' Compensation Cases

ORNL PHYSICAL THERAPY

The Physical Therapy Clinic is available to all ORNL employees through physician referral and is located in Building 2506. Open daily from 7:30 a.m. to 4:00 p.m., the clinic is staffed by a physical therapist, a physical therapist assistant, and an exercise physiologist. Physical therapy services include assessment and treatment for a variety of neurological and musculoskeletal problems. Treatment programs are goal-oriented and based on a thorough evaluation of the tissue, phase of healing, and extent of injury. Treatment may include modalities to decrease pain, swelling, spasm, and stiffness, and exercises to improve strength, flexibility, coordination, and function.

CLINICAL SERVICES**Clinical Evaluations:**

- Musculoskeletal Examination
- Joint Range of Motion
- Neurological Testing
- Posture Assessment
- Joint Mobility/Stability

- Functional Tests
- Gait Analysis
- Manual Muscle Tests

Individualized Exercise Programs:

- Spine Stabilization
- Post-Operative Strengthening
- Progressive Resistive Exercises
- Stretching Programs
- Proprioceptive Training
- Home Exercise Programs

Treatment Modalities:

- Joint Mobilization
- Soft Tissue Mobilization
- Ultrasound
- Muscle and Nerve Stimulation
- Cervical and Pelvic Traction
- Hot and Cold Packs
- Paraffin Bath
- Thermoplastic Splinting

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NUCLEAR AND FACILITY SAFETY SERVICES

NUCLEAR FACILITY SAFETY SERVICES

ORNL offers a full range of nuclear facility safety services to both its government and commercial clients. Staff members have extensive experience in the performance of the following services:

- Guidance and training for facility and onsite transportation safety basis documentation, unreviewed safety question process, configuration management, operational readiness reviews and assessments, system engineering, and natural phenomena hazards analyses
- Preparation, implementation, and maintenance of facility and on-site transportation safety basis documentation
- Reviews of facility and on-site transportation safety basis documents, including approval through the Laboratory Facility Authorization Basis Board
- Support for the Accelerator Safety Review Committee and the Reactor Review Committee
- Facility surveillances and support visits, occurrence investigations, and special task reviews

NUCLEAR CRITICALITY SAFETY SERVICES

ORNL offers a full range of nuclear criticality safety (NCS) services to both its government and commercial clients. Staff members have extensive experience in the performance of NCS evaluations, NCS program development, criticality code validations, and criticality calculational analyses.

Areas of expertise:

- NCS Evaluations
- Program Development Support
- Radiation Source Term and Shielding Analysis
- Criticality Accident Alarm System Analyses
- Nuclear Safety Computer Code Verifications/Validations
- Standards and Procedures
- Configuration Management
- Licensing/Regulatory Support
- Off-Normal Condition Response/Emergency Preparedness
- Training and Qualification

FIRE PROTECTION ENGINEERING SERVICES

ORNL Fire Protection Engineering offers a comprehensive selection of fire protection services with expertise to assist federal and nonfederal entities. Our extensive fire protection engineering services and expertise are available to assist you in identifying your requirements and in meeting your needs.



Areas of expertise:

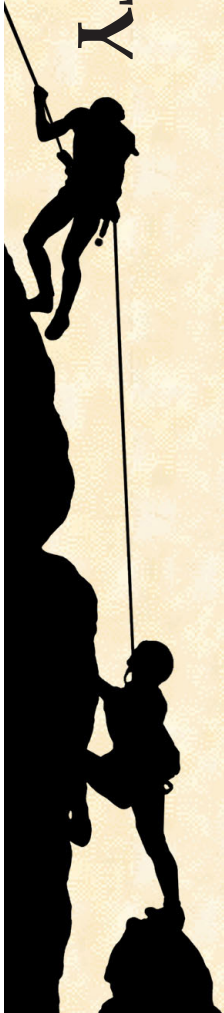
- Policies, Plans, and Procedures
- Analysis and Assessment
- Fire System Testing
- Consultation and Technical Expertise

CONSTRUCTION SUPPORT SERVICES**Areas of expertise:**

- Extensive history in the development of environmental, safety, and health specifications for contracts
- Partnerships with customers to tailor safety and health expectations to the scope of work
- Understanding the various safety and health roles and responsibilities of a dynamic work site where several DOE prime contractors are performing work. Support for the sharing of information between prime contractors to avoid gaps in worker health and safety coverage
- Practicing good stewardship for ORNL, realizing that any safety and health incident can impact all operations at the Laboratory
- Performing safety inspections with customers and subcontractors to achieve real-time hazard identification and correction

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RADIOLOGICAL SUPPORT SERVICES

Radiological Support Services (RSS) provides direct support to the operating and research divisions of ORNL in the development and implementation of programs for the identification, monitoring, and control of ionizing radiation and radioactive material in areas and facilities, on equipment and material, and on personnel. RSS also provides technical support for the planning and safe conduct of radiological work and can provide personnel to serve as Division Radiological Control Officers.

Specialized program:

- Administrative/technical support for interpretation of DOE radiological rules and orders, technical document development/review, causal analyses, and programmatic evaluations
- Assistance in the purchase, control, and inventory of radioactive sources
- ALARA/design reviews of new or modified facilities and equipment, including the use of optimization principles and shielding/dose rate calculations
- Selection and use of radiological instrumentation
- Evaluation and implementation of new technologies such as electronic dosimetry, web-based applications, and gamma spectroscopy
- Radiological/ALARA training course design and instruction
- Assistance in the radiological characterization of radioactive waste



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DOSIMETRY SERVICES

The Dosimetry Services Group provides one-stop shopping for comprehensive dosimetry services to all employees, contractors, visitors, and customers of ORNL.

The group comprises four programs:

The **Internal Dosimetry Program** performs in vivo and in vitro monitoring, as well as dose assessment, to accurately measure and record internal occupational radiation doses. Internal Dosimetry's in vivo and in vitro measurement programs are recognized by the Department of Energy Laboratory Accreditation Program (DOELAP) for Radiobioassay. ORNL was the first site to be accredited. Program Lead: Govind R. Rao (865-576-1182; raogr@ornl.gov)

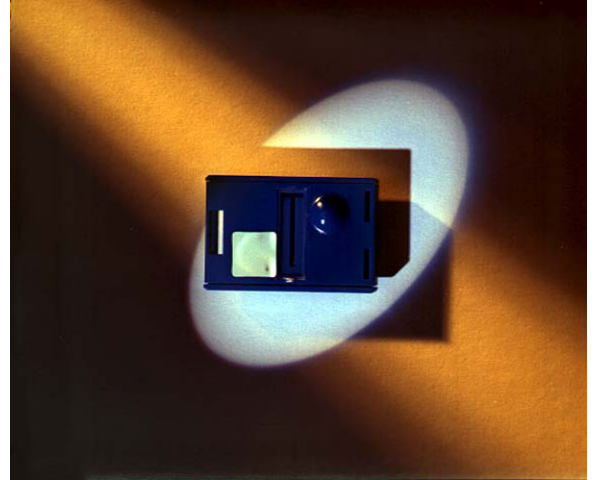
The **External Dosimetry Program** is responsible for accurately measuring and recording external occupational radiation doses. External Dosimetry has demonstrated its commitment to quality by maintaining DOELAP accreditation in all radiation categories for personnel dosimetry. Program Lead: Abu B. Ahmed (865-574-6662; ahmedab@ornl.gov)

The **Radiation Instrument Calibration Program** is housed at the Radiation Standards and Calibration Laboratory (RaSCaL). RaSCaL serves ORNL and other organizations within the local DOE community by providing high-quality instrument calibrations, dosimeter exposures, and technical measurement expertise in support of various radiological protection programs. Program Lead: Kevin L. Reaves (865-576-5895; reaveskl@ornl.gov)

The **Health Physics and Safety Support (HPSS) Program** develops and maintains software applications used to support ORNL radiological and safety activities; provides PC software support for applications developed by the Operational Safety Services Division (OSSD); maintains standard operating procedures for OSSD; and provides computer security support for OSSD. In addition, HPSS is charged with accurately recording and reporting occupational radiation exposures. Databases are also maintained for Radiological Work Permits, Direct Reading Dosimeters, radiological incidents, and historical monitoring data. Technical Leads: Vince Bishop (865-576-7367; bishoprv@ornl.gov) or Randy Gorman (865-574-6993; gormanwr@ornl.gov) and Elizabeth Dixon (865-574-7473; dixone@ornl.gov)

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HEALTH AND SAFETY SERVICES

Health and Safety Services (HSS) provides a full range of technical support and consultation services in industrial hygiene and occupational safety, with the goal of minimizing the risk of exposures to chemical, physical, and biological hazards. HSS staff offer a broad base of multidisciplinary talent to assist research and development and maintenance organizations in achieving safety and health (S&H) performance. Direct technical assistance is provided to determine compliance with regulatory and contractual requirements for S&H and to support cost-effective implementation of applicable S&H requirements. HSS staff members have extensive experience in identification and control of workplace hazards, exposure monitoring, accident investigation, and design review.



Assistance is available in the following areas:

- Identification and control of chemical, biological, and physical hazards
- Development and implementation of appropriate engineering, administrative, work practice, and/or personal protective control methods to limit hazardous exposures to acceptable levels
- Implementation of appropriate S&H programs
- Coordination with planning and design personnel to anticipate and control hazards that would be introduced by proposed facilities and operations
- Maintenance and statistical analysis of occupational injury/illness/accident/incident records
- Employee exposure monitoring (laboratories accredited by the Department of Energy Laboratory Accreditation Program)
- Selection, use, and training for personal protective equipment
- Participation in Operational Readiness Reviews
- Emergency response and sampling analysis (laboratory accredited by the American Industrial Hygiene Association)
- Incident/injury investigations
- Supporting line management self-assessment, internal, and external audits
- Training development/delivery
- Assisting organizations in managing and updating chemical inventories

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QUALITY ENGINEERING AND INSPECTION

Quality Engineering and Inspection (QE&I) provides welding engineering, quality engineering, nondestructive examination, and safety inspection capabilities and expertise that support research and construction activities. Nondestructive examinations include X-ray and gamma radiographic examination, visible and fluorescent dye liquid penetrant examination, mass spectrometer leak detection, ultrasonic examination, visible and fluorescent magnetic particle examination, pressure gage calibrations, helium leak test bombing, and visual weld inspections. QE&I performs safety inspections on elevators, respirator mask and cartridges, pressure vessels, relief valves, pressure regulators, tanks (storage and DOT tankers), backflow preventers, ladders, hoisting and rigging equipment, and HEPA filtration systems. Quality engineering services include inspection planning, design document reviews, contractor procedure reviews, and vendor evaluations. Inspection staff maintain current NDT technician certifications and ASNT Level III qualifications.



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INTERCOMPARISON STUDIES PROGRAM

The Intercomparison Studies Program (ISP) meets ORNL's needs for radiobioassay in the areas of quality control (QC), quality assurance, and performance testing. The program provides cross-check blind/double-blind urine, fecal, whole body count, and environmental samples spiked with known amounts of radioactivity to various DOE facilities, universities, and private industry organizations throughout the United States, Canada, and Europe. These samples can be packaged as single-blind QC samples using ORNL bottles, chain of custody forms, tamper seals, etc., or according to the needs of a particular facility if a double-blind sample mode is required. The ISP laboratory is set up to function as a routine bioassay facility with the capability to perform all the separations and analyses that would be carried out in a typical bioassay laboratory, along with all the necessary policies, procedures, and document controls that go along with these techniques. The ISP laboratory uses National Institute of Standards and Technology (NIST) traceable materials in the preparation of all samples and also participates in a sample exchange with NIST to maintain this traceability.

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QUALITY ASSURANCE PROGRAMS

The Quality Assurance Programs group provides guidance and technical support to effectively deploy and implement two ORNL management systems: Performance-Based Management and Quality Management.

The *Performance-Based Management System* encompasses feedback and improvement tools, occurrence reporting, Price-Anderson noncompliance reporting, causal analysis, critiques, issues and corrective action management, commitments tracking, nonconformance tracking, and the sharing of lessons learned. It also provides training in these areas.



Performance-based management technical capabilities include the following:

- Development of the ORNL Performance Evaluation Plan with our DOE customers to identify performance goals, objectives, and indicators for measuring overall performance;
- Quarterly and end-of-year Laboratory-level performance reporting;
- Self-assessment planning to monitor progress in meeting our objectives;
- Evaluation of self-assessment results and use of information from our assessments to improve operations;
- Occurrence reporting assistance, including categorization, report development and filing, tracking of actions and submittal dates, and notification of approval or rejection of final reports;
- Tracking systems and assistance provided for nonconformances, Price-Anderson noncompliances and assessments, and conditions and actions to ensure that problems and issues are effectively resolved to prevent their recurrence;
- Lessons Learned programmatic activities to provide feedback to the Laboratory on both positive and negative operating experiences.

The *Quality Management System* provides quality assurance (QA) services to the Laboratory through quality managers and quality assurance specialists, who are assigned to the line organizations to assist in establishing applicable planning and control systems for organization activities and assessing the effectiveness of those systems.

Quality management program support activities include

- maintaining the ORNL Quality Assurance program description,
- supporting subject areas and procedures,
- providing training on quality fundamentals across a broad operational spectrum, and
- maintaining a supplier/vendor evaluation program.

Technical capabilities include quality planning assistance; work planning assessments; program reviews; analysis of assessment data; process improvement facilitation; process mapping; investigation, analysis, and resolution of quality problems; common cause analysis; design and analysis of customer surveys; root cause analysis; business planning facilitation; and vendor evaluations and fabrication surveillance.

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ORNL METROLOGY LABORATORY

Metrology, the science of measurement, is unique among technical disciplines; it is both a science in its own right and an indispensable component of accurate data transfer among virtually all other scientific fields. Metrologists ensure that the accuracy of an instrument used to acquire data is both verifiable and expressed in terms of universally recognized measurement units.

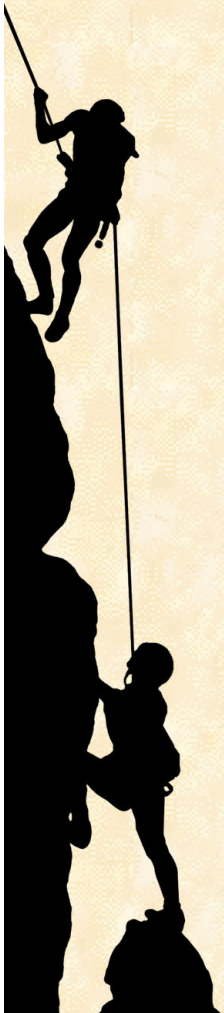
The Oak Ridge National Laboratory Metrology Laboratory (ORNL ML) provides the means by which the accuracy of instruments used in scientific research can be validated by tracing their calibration to the National Institute of Standards and Technology (NIST). The calibration of instruments that are vital to the safe and efficient operation of ORNL facilities can also be traced to NIST through Metrology Services and Measurement Standards (MS&MS), providing assurance of compliance with regulations and good operational practice.



ORNL ML capabilities include the calibration and certification of instruments that measure flow (gas and liquid phase), electrical quantities, pressure, vacuum, temperature, and optical transmittance. In addition, ORNL ML can assist the researcher in making special measurements for which there are no established methods.

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TRAINING AND QUALIFICATION

The Records, Training, and SBMS Services Division (RTSSD) is responsible for overall management and coordination of training and qualification activities at ORNL. RTSSD provides a staff of experts in the training field, with services ranging from training program design, development, and delivery to the construction of web-based information systems and database applications.

RTSSD services include the following:

- Overall management and integration of ORNL training activities
- Development and maintenance of Laboratory-level training procedures and guidelines
- Training data management functions and SAP user support services
- Training information management and communication
- Training assessments and program evaluations
- Assistance in determining staff training and qualification needs

Under the purchased service model, RTSSD is the primary provider of training programs designed to address legal, contractual, and management requirements.

Responding to a variety of customer training needs, the following services are available:

- Training analysis and design
- Training development
- Training implementation and delivery
 - Web-based
 - Classroom
 - Self-paced study
 - Required reading
 - On-the-job
 - Interactive video
- Training evaluation
- Training records management
- Custom database design, development, and maintenance



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STANDARDS-BASED MANAGEMENT SYSTEM (SBMS)

The Records, Training, and SBMS Services Division (RTSSD) is responsible for the implementation and maintenance of the Standards-Based Management System (SBMS) at ORNL. The division provides a staff of facilitators and information design and management experts to develop and implement SBMS.

SBMS translates laws, orders, and regulatory requirements into Laboratory-wide subject area documents (procedures and guidelines) that are current, accurate, and relevant to the work being performed by staff. The information in SBMS procedures and guidelines is based on an evaluation of external requirements (i.e., DOE directives and federal, state, and local laws), corporate policies, and best management practices that have been determined to be applicable to ORNL operations and processes. SBMS facilitates integration of the Laboratory's business and operating processes through an integrated set of management system descriptions.

SBMS services include the following:

- Establishing and maintaining the SBMS information hierarchy
- Managing internal and external requirements
- Developing and integrating information-
Operating and providing the administration for SBMS
- Delivery of laboratory-level documents



Responding to a variety of customer needs, the following services and tools are available to ORNL staff:

- Support services directory
- SBMS subscription service
- Maturity assessment
- Facility use agreements
- Work Smart Standards
- ORNL policies and standards
- Roles, responsibilities, accountabilities, and authorities (R2A2s)
- Lessons Learned subscription service
- Requirements decision records
- Interim procedures
- Program descriptions
- Automated document review and comment process
- Variance requests

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RECORDS MANAGEMENT SERVICES

The Records, Training, and SBMS Services Division (RTSSD) is responsible for overall management and coordination of records management activities at ORNL. The division provides a staff of experts in all areas of records management and document control.

Records Management Services provides the following services:

- Records retention and disposition schedule development
- Development and maintenance of Laboratory-level records procedures and guidelines
- Electronic system support for controlled documents and record copies
- Management and operation of the ORNL Inactive Records Center
- Document Center support
- Privacy Act records maintenance and use
- Maintenance of Director's Files and the Director's Information System
- Vital records coordination
- Registration and tracking for the Laboratory Research and Development Notebook
- Records and documents assessment
- Assistance in all aspects of records management and document control
- Coordination for use of ORNL records by authorized external groups



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