**Control Center\Room Shift Turnover Best Practices**

1. On duty shift cleans and sanitizes the Control Console, workstation desks, computers, keyboards, mouse, phones, microwave, coffee maker, fridge door handle, kitchen faucet, kitchen counter tops, water cooler buttons, all entry and exit doors, Control Room bathroom door handles at the beginning of the shifts, during mid shift and 15 minutes before the end of the shift. Gloves are to be worn while cleaning and wash hands when finished. Include frequently touched areas like entrance and bathroom door handles.
2. At the beginning of each shift the Site Operator must clean and sanitize the bathroom onsite. This is to be performed at the middle of the shift and at 15 minutes prior to the end of their shift.
3. The Operator will track in a tracking application or spreadsheet that the Control Room is wiped down, sanitized, and ready for the shift.
4. Always maintain at least a 6-foot distance from other operators/guards/supervisors/traders, including shift turnover and during the shift. This is the distance which guidelines suggest a sneeze or cough can travel.
5. Incoming Control Room Operator (CRO) will wash their hands and come to the Control Room for shift turnover. They will wait at the break area near the dining table inside the Control Room.
6. Outgoing CRO will turn over the shift from the control console while the incoming CRO is seated near the Operators’ Break Area maintaining minimum of 7 feet distance between each other. After the shift turnover, the CRO will move their chair away, secure their pen and note pad and exit the Control Room.
7. The on duty Control Room Operator (CRO) will wipe down and sanitize the control console, associated desks, computers, phones, microwave, coffee maker, fridge door handles, kitchen faucet, the kitchen counter tops, water cooler buttons and all of the entry and exit door handles at the beginning of the shift. Same procedure is to be performed at the middle of the shift and at 15 minutes prior to the end of their shift.
8. The CRO will report to the Shift Supervisor that the Control Room is clean and ready for other shift personnel for breaks.
9. Incoming Shift Supervisor (SS) will enter their locker room, wear uniform, wash their hands and come to the SS office for shift turnover.
10. Outgoing Shift Supervisor will turn over the shift inside the Shift Supervisor’s Office maintaining minimum of 7 feet distance between each other.
11. After the shift turnover, the outgoing Shift Supervisor will secure their pen and note pad and exit the Control Room.
12. Incoming Shift Supervisor will take over the shift, clean their workstation as stated in #1, talk to the Control Room Operator via phone, make sure that the Control Room is clean and start his shift with a tailgate safety talk about COVID-19 Coronavirus prevention.
13. Incoming Senior Operator #1 & Senior Operator #3 enter designated secure PSP room adjacent to control room (“SCADA Room”), cleans the workstation and phone, logs into SCADA/EMS terminal and calls outgoing Senior Operator on the phone for shift turnover (alone, if necessary to maintain 6-foot distance requirement).  Phone records turnover for playback later.  Senior Operator #1 and Senior Operator #3 monitor SCADA screens in room as turnover continues.
14. Remaining Incoming Control Room Operators, Shift Supervisor, etc. go to 5th floor conference room, clean the phone and table, call their outgoing counterparts for shift turnover (Assistant Chief Operator & rest of shift)
15. Outgoing crew cleans their control room workstations as directed and exit the building.  Outgoing Assistant Chief Operator calls incoming Assistant Chief Operator to notify him that shift has completely left.
16. Senior Operator #1 leaves SCADA room, enters control room and cleans workstation, retrieves chair and any additional gear and logs into SCADA/EMS terminal.
17. Incoming crew from 5th floor enters the control room.
18. Senior Operator #3 in SCADA room, logs out and then enters the control room, cleans workstation, retrieves chair and any additional gear and logs into SCADA/EMS terminal.
19. On coming shift cleans workstation desk, computer, keyboards, mouse, phone. Gloves are to be worn while cleaning and wash hands when finished.
20. On-coming shift cleans break area and kitchen before use.
21. Do not use the same chair as the person you are relieving. Label your chair and move your chair out of the way at shift change, so that your relief can roll in his/her own chair from a side area.
22. Each shift should use their own set of equipment if possible. Phone, handset, headset, radios, rounds datalogger. Keep your pens, pencils, notepads stored separately.
    1. All Control Room Operator (CRO) will use individual pens and note pads. All entries in the Control Room log will be done wearing disposable gloves (Nitrile gloves or similar). The outgoing CRO will prepare turnover items before the end of the shift.
    2. All Shift Supervisors (SS) will use individual pens and note pads. Reading/writing on all shared logbooks and other documents/manuals will be done wearing disposable gloves (Nitrile gloves or similar). The outgoing SS will prepare turnover items before the end of the shift.
23. Schedule daily cleanings. Minimum of once per day, including weekends. When cleaners come in to clean, maintain at least a 6-foot distance while they clean area.
24. Limit access to trading room.
25. No shared food.
26. If trading room/control room is manned by more than one employee consider sanitizing frequently touched items during the shift.
27. While handling logbook, prints or any other shared paperwork you should be wearing gloves and wash hands when finished.
28. Operators should be wearing uniform and not their street clothes from outside the plant
29. Any watch vehicles steering wheel and door handles should be cleaned before and after use.
30. Daily wellness checks and temperature reading of anyone accessing the trading room.
31. Have any spare traders or e-week operations staff work in another location
32. Encourage employees to use personal vehicles instead of mass transit. Consider reimbursing mileage and tolls.
33. Do not rotate desk.
34. Store change of clothing and toiletries in separate area from other personnel.
35. Stay only on floor that you are stationed on.
36. No work-related travel.
37. Chief System Operator may allow work from home on your “Extra” shift day.
38. Limit entry of craft and ECC support into control room.
39. Perform shift change by phone.
40. Shift to shift coverage and vacation shift relief may need to be limited or even halted based on management discretion.
41. The potential limit in resources caused by limiting shift swaps and relief could at times also have a direct impact on the ability to switch anything non operations critical.

**Additional points if primary and backup control centers are utilized**

1. You should split the locations, minimalizing (not eliminating) Operator contact with everyone else.
2. Operators will need to keep their handsets with themselves (like their ID badge).
3. Consider storing some cans of food in your Operator storage drawers.
4. Outage sheets will be scanned and emailed to the next shift.
5. Night shift will continue to distribute logs.