



CERN guides meeting

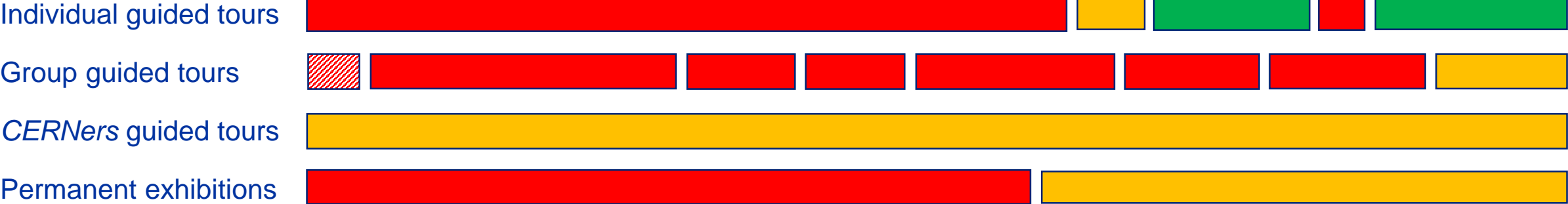
IR-ECO-VI Visitor and Event Operations

April 2022

Agenda

- COVID-19 a quick review
- Overview of status and capacities of all visit points
- Restart of training sessions
- Reminder of some good practices
- New website for the guides
- A few words about Science Gateway
- Q&A

COVID-19, a quick review



■ Unavailable
 ■ Available with limitations
 ■ Fully available

COVID-19, a quick review

Despite all the cancellations, during COVID-19 we still offered:

- 497 virtual talks for 12985 participants in 9 languages since April 2020
- 112 virtual tours for 4177 participants in 7 languages since February 2021
- 1010 individual guided tours for 18744 participants in 2 languages since July 2021
- 713 guided tours organised by CERN members of personnel for 4528 participants
- A new website and new booking procedures

} New offer!

Thanks to all who participated !

Overview of status and capacities of all visit points

- In May 2022, CERN will resume group guided tours after 2 years of cancellation
- We are back to standard rules for guides
 - Maximum 9 hours of guiding per week (for any visit points)
 - 2 tours in a row with different groups to be avoided at all costs
- But we are far from a normal situation, capacity-wise
 - Because of COVID-19 measures
 - Because of logistics reasons

ALICE surface

Current Capacity 24 (was 48 in 2019)

Visitors/guide 24

Wearing of a mask Yes (Type 1)

Age limit 10

Reduced Mobility Yes

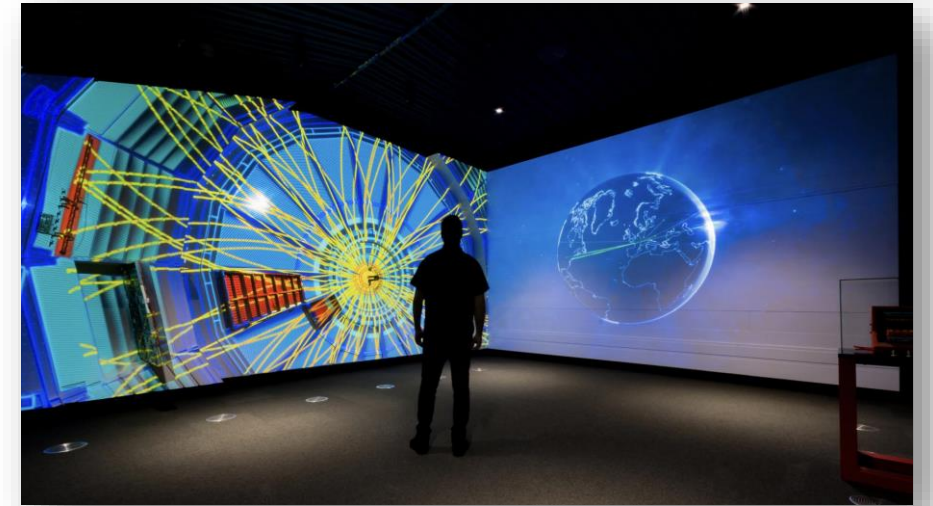
Pregnant women Yes

Medical implants Yes

Extra information **Maximum 24 in total on the site**

Both exhibition and window on control room can welcome 24 visitors

Can be split in 2x12 but 2nd guide needed



ALICE underground

Current Capacity	7 (was 12 in 2019)
Visitors/guide	7
Wearing of a mask	Yes (FFP2)
Age limit	16
Reduced Mobility	No
Pregnant women	No
Medical implants	Limits exist
Extra information	Not accessible when beams are on



**NOT ACCESSIBLE
SINCE MARCH 2022**

AMS Control Room

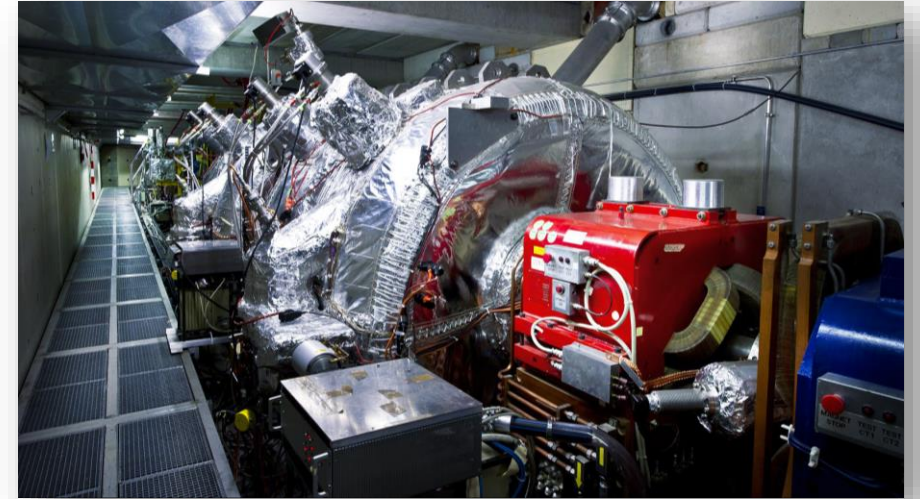
Current Capacity	0 (was 24 in 2019)
Visitors/guide	0
Wearing of a mask	-
Age limit	10
Reduced Mobility	Yes
Pregnant women	Yes
Medical implants	Yes
Extra information	Not available until further notice



Antimatter Factory

Current Capacity	36
Visitors/guide	12
Wearing of a mask	No
Age limit	16
Reduced Mobility	No
Pregnant women	No
Medical implants	Yes
Extra information	No access in AD tunnel when beam is on

Apr 2022-May 2022: no access through building 393; ELENA platform not accessible during 8 weeks



ATLAS Cavern

Current Capacity	4 per hour (was 6 per 45 mins in 2019)
Visitors/guide	4
Wearing of a mask	Yes (FFP2)
Age limit	16
Reduced Mobility	No
Pregnant women	No
Medical implants	Limits exist
Extra information	No access when beam is on Number of visitors in 2023 not yet decided



**NOT ACCESSIBLE
SINCE MARCH 2022**

ATLAS Visitors Centre

Current Capacity	24/12* (was 48 in 2019)
Visitors/guide	24
Wearing of a mask	No (except 3D movie)
Age limit	-
Reduced Mobility	Yes
Pregnant women	Yes
Medical implants	Yes
Extra information	Been completely redesigned and rebuilt since October 2019 Reopened since April 2022 Training refresh requested for <u>all</u> guides * 3D movie limited to 12 + Type 1 mask. Visits Service cannot use it practically.



CCC Visitors Centre

Current Capacity	24
Visitors/guide	24
Wearing of a mask	Yes (Type 1)
Age limit	10
Reduced Mobility	Yes
Pregnant women	Yes
Medical implants	Yes
Extra information	No stop in the entrance of building 774



CMS Underground

Current Capacity	24 (was 48 in 2019)
Visitors/guide	12
Wearing of a mask	Yes (FFP2)
Age limit	8
Reduced Mobility	Yes
Pregnant women	Yes
Medical implants	Limits exist
Extra information	Only service cavern when beam is on



**EXPERIMENTAL CAVERN
NOT ACCESSIBLE
SINCE MARCH 2022**

Compass

Current Capacity	48
Visitors/guide	12
Wearing of a mask	No
Age limit	16
Reduced Mobility	No
Pregnant women	No
Medical implants	Yes
Extra information	No access when beam is on



Data Centre Visitors Point

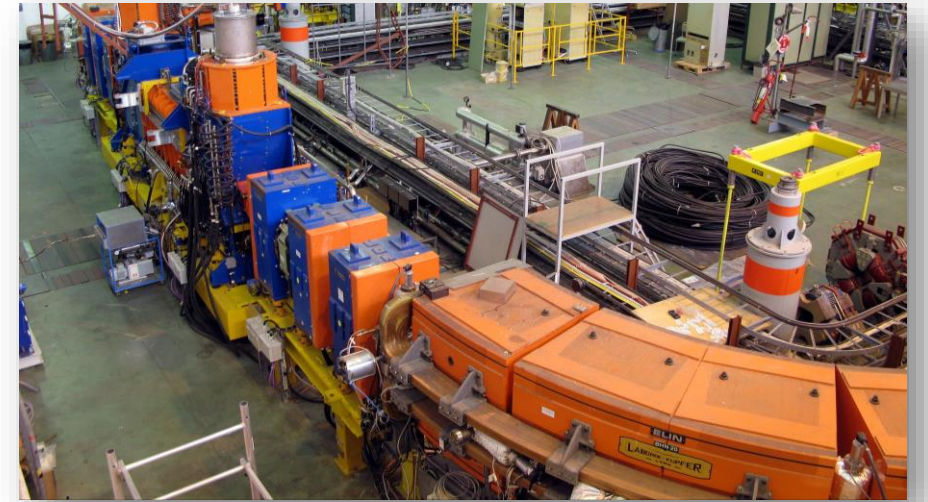
Current Capacity	24
Visitors/guide	24
Wearing of a mask	Yes (Type 1)
Age limit	10
Reduced Mobility	Yes
Pregnant women	Yes
Medical implants	Yes
Extra information	-



LEIR

Current Capacity	24
Visitors/guide	12
Wearing of a mask	No
Age limit	16
Reduced Mobility	No
Pregnant women	No
Medical implants	Yes
Extra information	12 on the platform + 12 near PAD/MAD

LINAC2 considered for reopening



LHCb surface (+ CAST)

Current Capacity	0 but soon 36 (was 48 in 2019)
Visitors/guide	12
Wearing of a mask	No
Age limit	10
Reduced Mobility	Yes
Pregnant women	Yes
Medical implants	Yes
Extra information	Brand new LHCb immersive experience (similar to ALICE exhibition) and view on control room to be opened soon + CAST to be reopened soon Exhibition in hall to be redesigned and accessible early 2023 Training to be organised soon



LHCb underground

- Current Capacity 0 (was 24 during LS1)
- Visitors/guide -
- Wearing of a mask -
- Age limit -
- Reduced Mobility -
- Pregnant women -
- Medical implants -
- Extra information No Visits Service guided tours allowed since Run 2



SM18

Current Capacity	24 (was 48 in 2019)
Visitors/guide	12
Wearing of a mask	No
Age limit	10
Reduced Mobility	Yes
Pregnant women	Yes
Medical implants	Yes
Extra information	<p>Access is now forbidden in the hall</p> <p>Tours are limited to 2 groups of 12 in panorama room + LHC tunnel mockup and 40 minutes duration</p> <p>We are working on a new visitors space with direct view on the test hall (works will start soon)</p>



Synchrocyclotron

Current Capacity	24
Visitors/guide	24
Wearing of a mask	No
Age limit	No
Reduced Mobility	Yes
Pregnant women	Yes
Medical implants	Yes
Extra information	-



Overview of capacity issues

- We don't have any visit point with 48 visitors capacity at the moment
- Classic combinations do not work anymore (e.g. 24 in CCC + 24 in AMS)
- Actual groups compositions (number, ages, medical conditions) increase complexity

	Capacity In 2019 with beams	Capacity In 2019 with no beams	Current Capacity with beams	Current Capacity with no beams
ALICE Surface	48	48	24	24
ALICE Cavern	0	12	0	7
AMS Control Room	24	24	0	0
Antimatter Factory	36	36	36	36
ATLAS Cavern	0	6	0	4
ATLAS Visitors Centre	48	48	24/12	24/12
CCC Visitors Centre	24	24	24	24
CMS Underground	48	48	24	24
COMPASS	0	48	0	48
Data Centre Visitors Point	24	24	24	24
LEIR	36	36	24	24
LHCb (+ CAST)	48	48	(36)	0
LHCb underground	0	0	0	0
SM18	48	48	24	24
Synchrocyclotron	24	24	24	24
TOTAL	408	474	264	287

Impact of current capacity on tours

- Most guided tour programmes will have to be shortened (May groups have been informed)
- Visits Service will not be in position to accept as many tour requests as usual (and that includes those organised by Members of the Personnel)
- We need your help to
 - Respect tours timings
 - Respect shortened programmes
 - Respect specific COVID-19 measures
 - Adapt your content to new time constraints (reduce / summarize content)

Other visit points not used by Visits Service

- There are some other visit points currently not used / accessible to Visits Service as they are not designed for large groups
- Visits Service is in contact with them for specific requests or exceptions
- Some of them are already using / integrated in Visits Service tools
 - ISOLDE
 - Large magnets test facility (180)
 - CLOUD
 - CLIC
 - Neutrino Platform
 - Etc.

Visit points development

- IR-ECO is constantly working at developing or creating new visit points in collaboration with departments and experiments
 - This is a time and resource consuming process
 - Points considered
 - SM18 new visitors space with a view on the test hall – work to be started soon
 - LHCb new exhibition – work ongoing
 - LINAC2 – low level revamp
 - CAST – low level revamp
 - Neutrino Platform – new visit point ?
 - NA61 – new visit point ?
- Etc.

Restart of training sessions

- Will be announced on the new website for guides
- Register in time and inform us if you cannot come (50% no show was not unusual!)
- We will give priority to sites with best capacity or recently updated
- Please note that you don't need to require access authorization for many visit points handled by Visits Service, it is automatically granted once trained (check new website)



Reminder of some good practices

- Assess your group's level at the beginning and adapt your content accordingly
- Give inspiring guided tours, not a lecture
- Get regular feedback from visitors, let them ask questions
- Leave some slots for less experienced guides (max 9 hours / week in any case)
- Respect timings and programmes
- Respect safety rules (especially in visit points having COVID-19 measures)
- Always call VTC (166222) in case of problems: technical problem, delay, transport etc
- **Always call 74444 in case of emergency**

New website

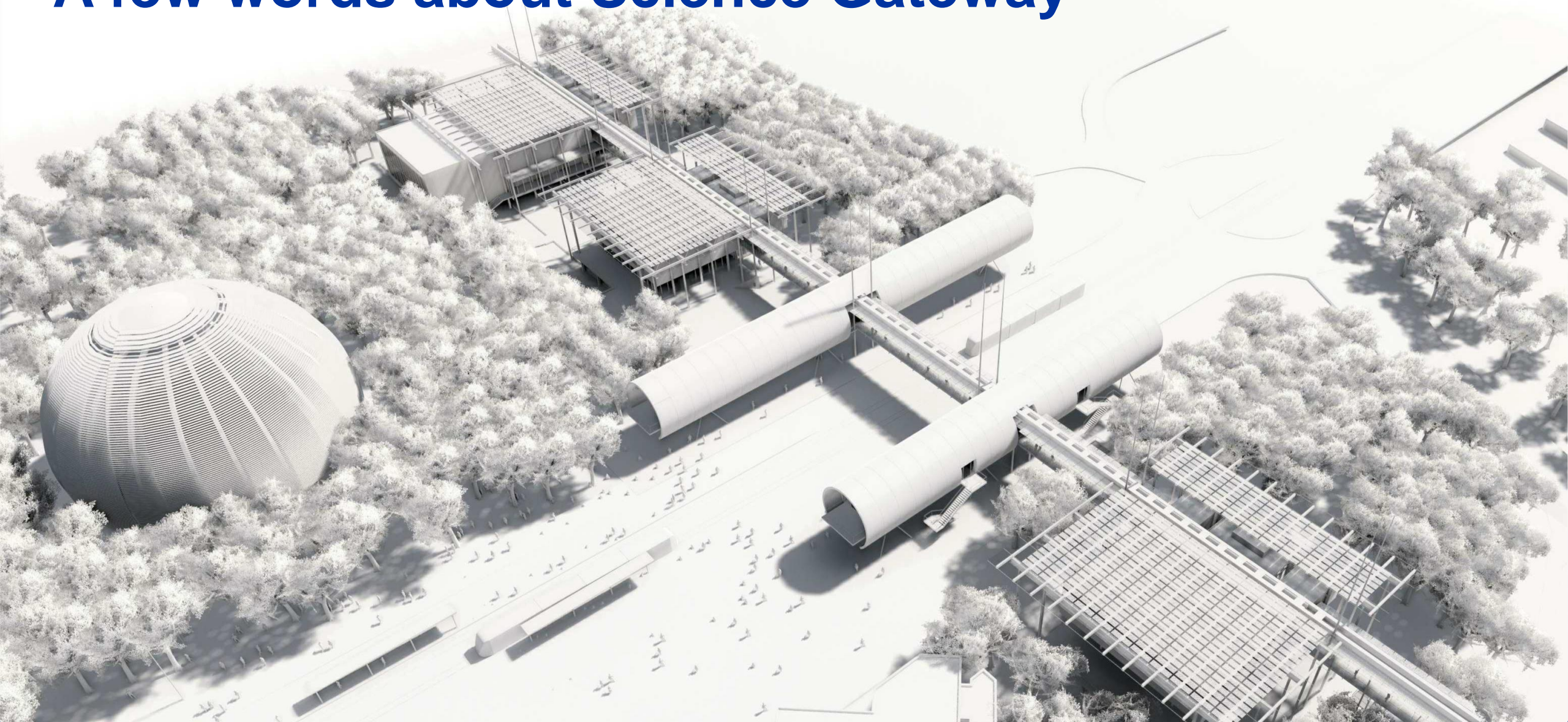
<https://guides.web.cern.ch>

- Current status of visit points
- Detailed documentation: visit points, virtual tours, reference documents, introduction movie
- Centralised agenda of all visits service events and public events
- Central repository of links to guides tools (public outreach agenda, visits tools etc)
- New Mattermost channel !

The screenshot displays the CERN official guides website. At the top, there is a navigation bar with 'CERN Accelerating science', 'Signed in as: briard (Drupal)', 'Sign out', and 'Directory'. Below the navigation bar, there is a large image of two people in safety gear looking at a large piece of equipment. A blue box with the text 'Join us! Share your passion of science and technology with our visitors. Develop your communication skills. Click on Join in the menu to learn more.' is overlaid on the image. Below the image, there is an 'AGENDA' section with three events: '26 APR/22 CERN Guides meeting', '28 APR/22 Django Girls 2022', and '3 MAY/22 New AVC training'. Below the agenda, there is a 'DOCUMENTATION' section with six tiles: 'Visit points', 'Virtual talks and tours', 'Virtual tours', 'DCVP - Data Centre Visitor Point', 'SC - Synchrotron', and 'AMS - Alpha Magnetic Spectrometer'. At the bottom, there is a 'VISIT POINTS CURRENT CONDITIONS' table.

Visit Point	Minimum Age	Maximum Capacity	Special conditions	Visitors per Guide	Reduced Mobility	Medical Implants	Pregnant Women
AD	16	36	No access through building 393; ELENA platform not accessible until mid June.	12	No	Yes	No
ALICE	10	24	Type 1 mask mandatory	24	Yes	Yes	Yes
AMS	10	24	Limited to 10 visitors	24	Yes	Yes	Yes
AVC	0	24	New layout. Requires training refresher. Limited to 24 visitors; 3D Movie not accessible until further notice	24	Yes	Yes	Yes
CCC	10	24	Type 1 mask mandatory	24	Yes	Yes	Yes

A few words about Science Gateway



Thank you!

A huge thanks to all of you who are helping to make CERN, science, technology, international collaboration more visible to our visitors.

Thanks especially for your flexibility in this very special period.

You are the best ambassadors of CERN and make more ambassadors out of our visitors.

We value your time and commitment.

We remain available to answer your proposals and comments on the way we work.

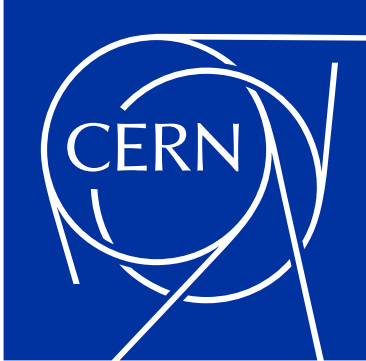
Q&A

Let's start by one questions from Visits Service to you:

What would you like the Visits Service to develop for you?

**Soft rewards?
More trainings?
More conferences?
Events?
Certificates?**

Feel free to contact us after this presentation on visits.service@cern.ch
Or use our new Mattermost channel



home.cern