

CERN OPENDAYS

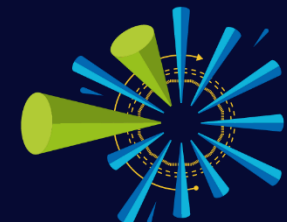
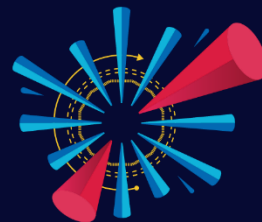
14 - 15 / 09 / 2019

- ▶ Explore the future with us
- ▶ Explorez le futur avec nous

Volunteers – General briefing session

Loraine Massarotti, Marie Bouvier, Aurélie Lawarée, François Briard

OD2019 Work Package 3.2 – Volunteers



PG 20s spot

Crédit: Daniel Dominguez



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Goal of the session

- Overview of general organisation of the OD2019
- Safety first!
- Useful general information for your volunteer role
- Links to help you prepare yourselves



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What do we need to organize the OD?



And.....



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Volunteers

- Team of 2700+ volunteers
- Assigned to 6600+ tasks
- Thank you for your availability, commitment and flexibility!



**CERN
OPENDAYS**
14 - 15 / 09 / 2019

► Explore the future with us
► Explorez le futur avec nous

Deviens volontaire pour
les journées portes ouvertes

**PARTAGE TA
PASSION**

Saisis l'opportunité de pouvoir dire
« J'y étais ! ». Embarque nos visiteurs dans la
découverte de la communauté du CERN
et rejoins l'équipe! #IworkatCERN

Inscris-toi dès maintenant sur
cern.ch/OD2019/Volunteers

The poster features a dark blue background with several colorful megaphones (blue and orange) on the left. On the right, there is a circular inset showing a woman in an orange shirt and blue hard hat shouting into a white megaphone. The CERN logo is in the bottom left corner, and the CERN OPENDAYS logo is in the bottom center.

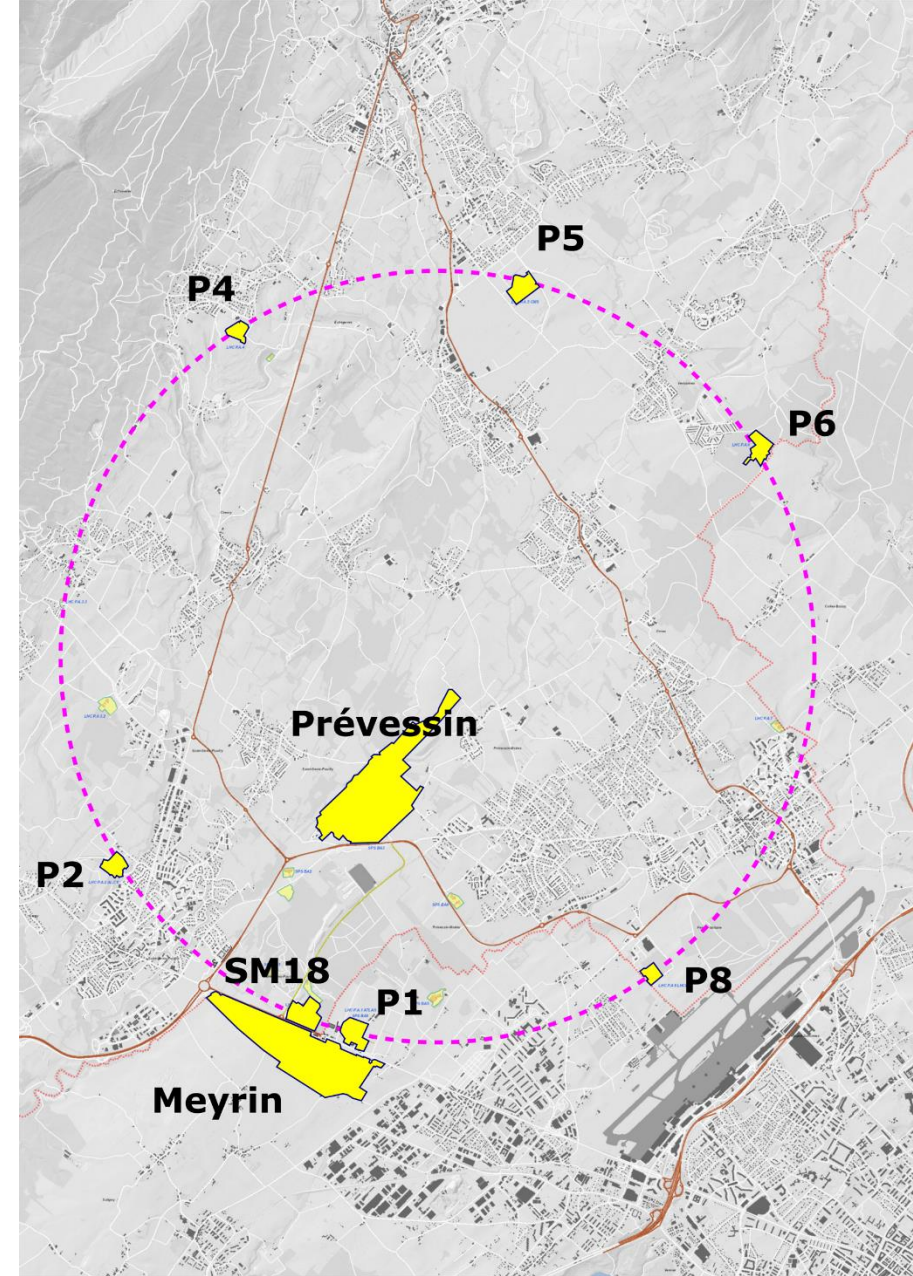
Open Days – Schedule

Date	Programme	Who?
Friday 13 September	1.30 p.m. – 5.30 p.m. LHC underground visits	CERN personnel + family + friends
Saturday 14 September	9.00 a.m. – 6.00 p.m. <ul style="list-style-type: none">• 8.30 a.m. CERN sites opens• 9.00 a.m. First activities/visits start• 6.00 p.m. Last activities/visits	General public
Sunday 15 September	<ul style="list-style-type: none">• 6.45 p.m. End of last visit to LHC points• 7.00 p.m. CERN sites close	



Open Days – Sites

1. Meyrin
2. Prévessin
3. SM18
4. LHC Point 1 – ATLAS
5. LHC Point 2 – ALICE
6. LHC Point 4 – LHC
7. LHC Point 5 – CMS
8. LHC Point 6 – LHC
9. LHC Point 8 – LHCb



Open Days – Activities

- All activities are coded per site.
Ex: ME.51, P1.12, etc.
- All activities have a description
- Signage and location maps



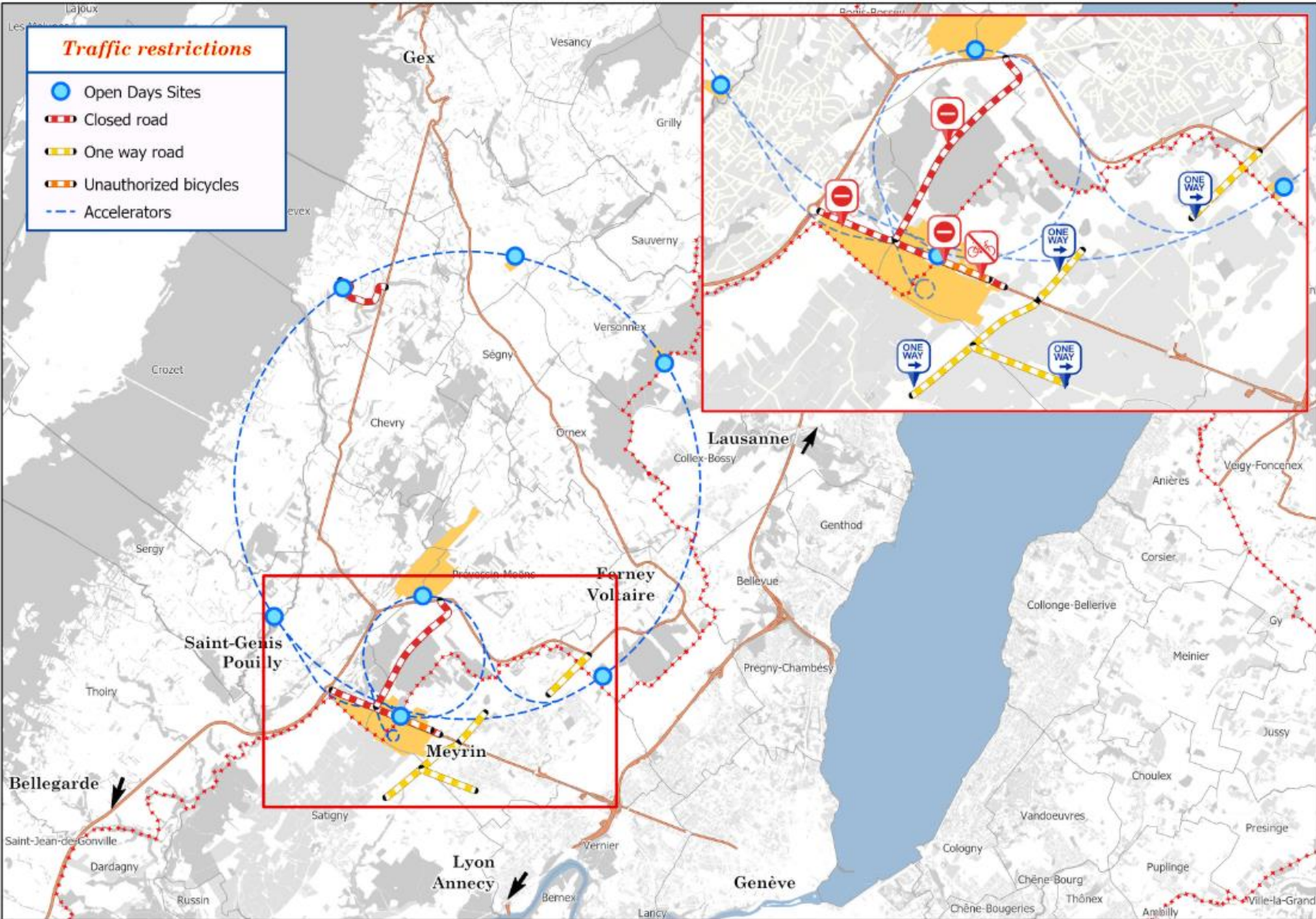
Traffic, parking - Visitors

- **Travel green!** CERN encourages the use of public transport and soft mobility.
- **Sites will be mostly pedestrians** (no bicycles!)
- The TPG public transport from and to CERN significantly strengthened.
- Remote parkings for visitors provided around the sites.
- Regular shuttles arranged to and from these parking areas as well as between some of the sites.

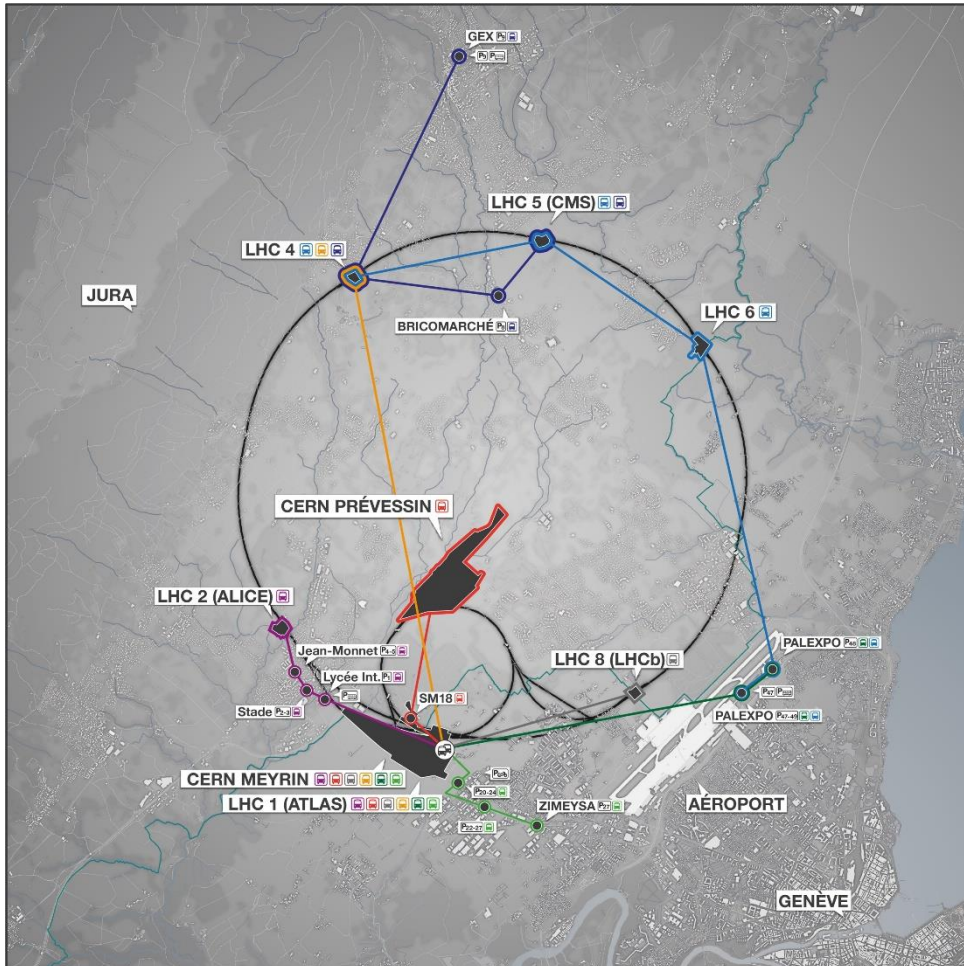


Road closure

Between 8.30 a.m. – 7.30 p.m.









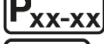




Buses and parkings

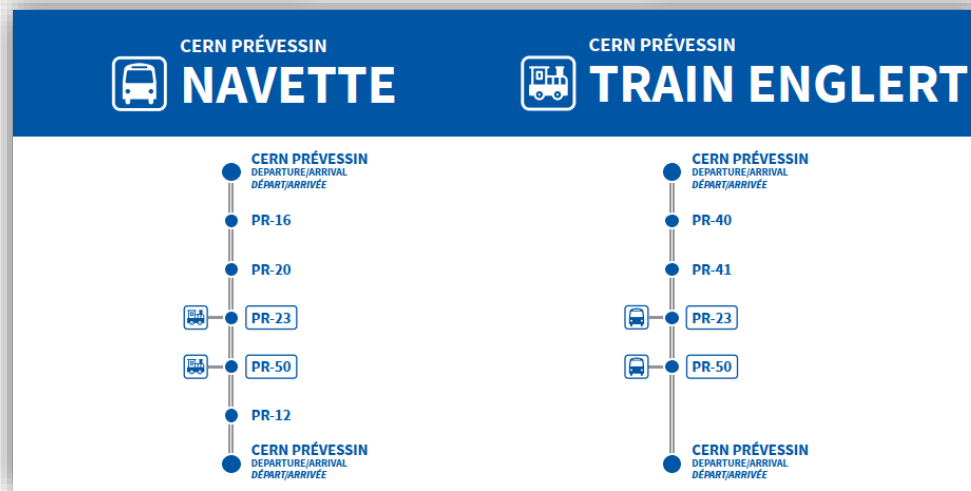
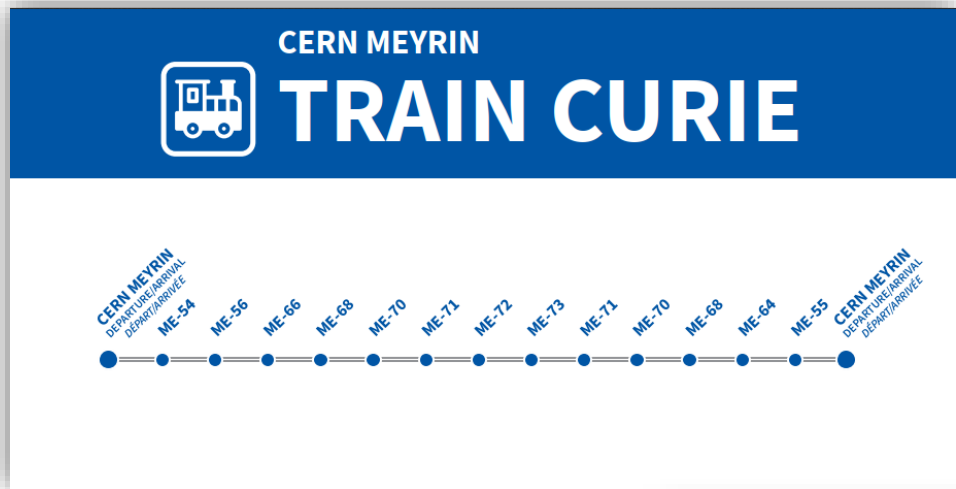


Between 8.30 a.m. – 7.30 p.m.

PARCOURS :

-  **A** CERN MEYRIN ↔ LHC 2 (ALICE)
-  **B** CERN MEYRIN ↔ CERN PRÉVESSIN (via SM18)
-  **C** CERN MEYRIN ↔ LHC 4
-  **D** ZIMEYSA ↔ CERN MEYRIN
-  **E** CERN MEYRIN ↔ PALEXPO
-  **F** PALEXPO → LHC 6 → LHC 5 (CMS) → LHC 4 ↻
-  **G** GEX → LHC 4 → BRICO → LHC 5 (CMS) ↻
-  **H** CERN MEYRIN ↔ LHC 8 (LHCb)
-  **P_{xx-xx}** PARKING
-  **P** PARKING CAR
-  **P** PARKING MOTO

Shuttles and mini-trains



Mini-trains - Meyrin



Mini-trains - Preveessin



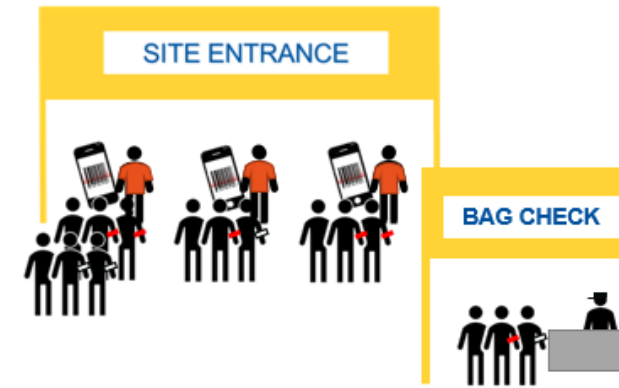
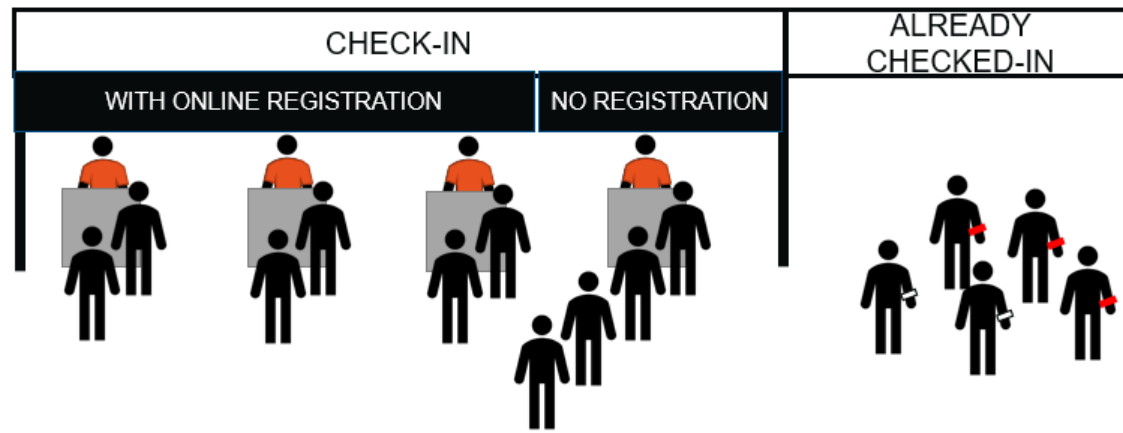
Visitors - Registration

- All visitors must have registered to be guaranteed access to the event
- Registration is
 - For a specific arrival point
 - For a specific arrival time
 - For a specific number of visitors (maximum 6)
- Registration is NOT
 - For a specific activity (including LHC visit)
 - Subject to modifications (but we are flexible)
- Once arrived, visitors can go on any site.



Visitors - Arrival points

- Newcoming visitors directed to the *Check-in* tent
- Collect a bracelet as per their registration OR register if they haven't done so (limited)
- Then only, directed to the site gate to enter the site where bracelets are scanned and bags visually inspected



Bracelets... for what?

- Identify *Checked-In* visitors vs newcomers
- Count the number of visitors on each site (request from Host States)
- And indirectly gather statistics on visitors (how many site, how long on each site, etc.)
- Bracelets are anonymous !



Standard

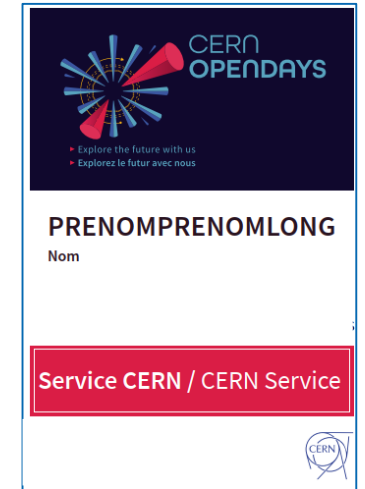
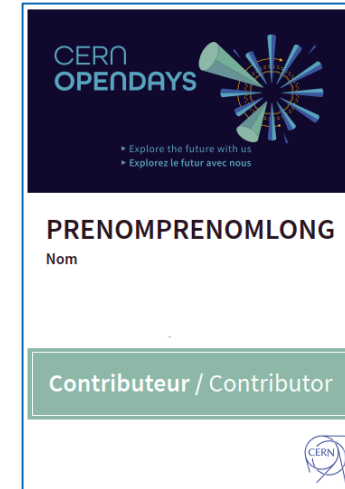
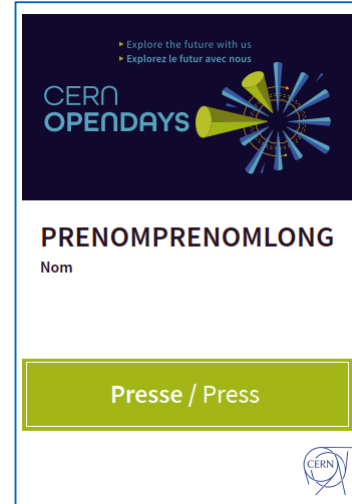


Fast Track LHC

Other categories of people on site

Don't queue at the gate:

- Volunteers
- Press
- CERN Service
- Contributors
- Hotel guests



Open Days - Website and App

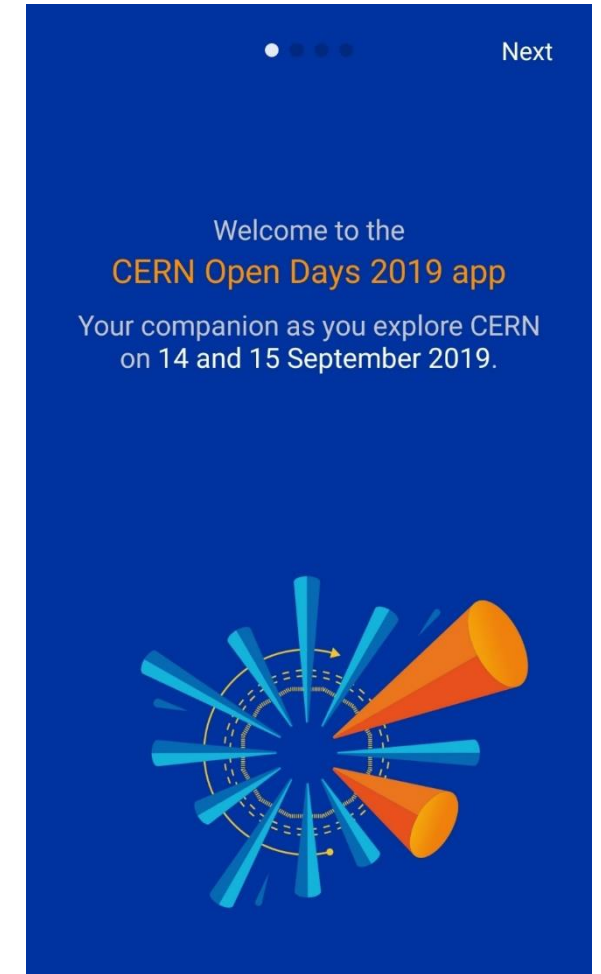
opendays.cern

- Description of activities
- Parking and shuttles
- Safety-related information
- FAQ

Download the public App!

opendays.app.link/app

- Description of activities
- Parking and shuttles
- Safety-related information
- Up-to-date information (waiting times)



Open Days - Website and App

opendays.cern

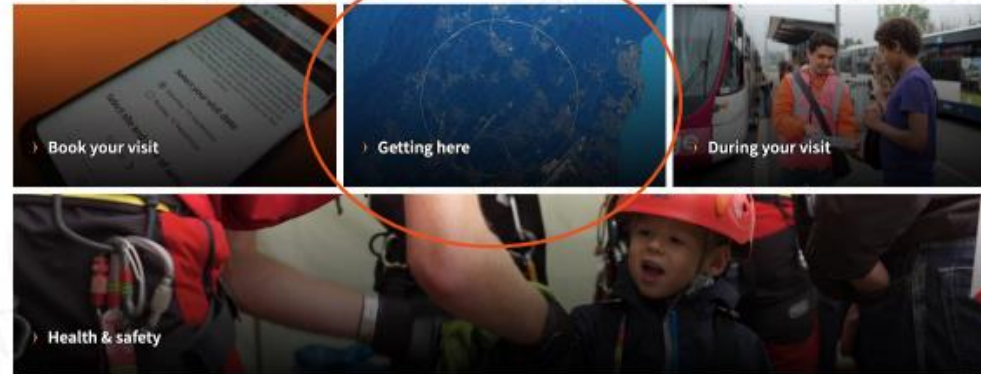
Plan your visit

CERN Open Days will run from 9 a.m. to 6 p.m. We will close all sites at 7 p.m., so please plan ahead, to allow adequate time to enjoy your visit. Each site has many interesting and exciting activities on offer; plan to spend at least two hours on a site.

Entry is free and for all ages. Some activities are restricted to visitors over the age of 12. Verify any age restriction using our activity overview.

Register in advance to guarantee access to the Open Days and find out how to get to CERN.

For assistance in planning their visit, persons with disabilities should contact us at this address.



FOLLOW US



CONTACT US

CERN
Esplanade des Particules 1
1217 Meyrin
Switzerland

Email: Open.Days2019@cern.ch

- › App
- › Download Resources
- › Our Sponsors

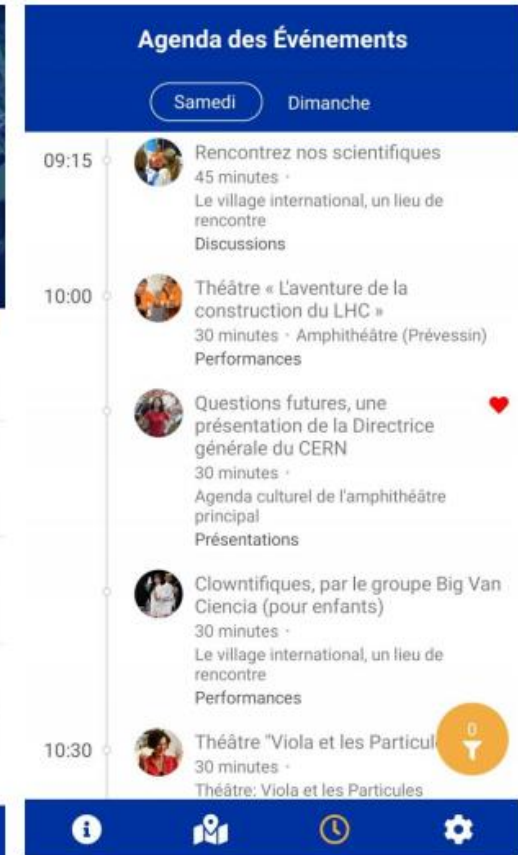
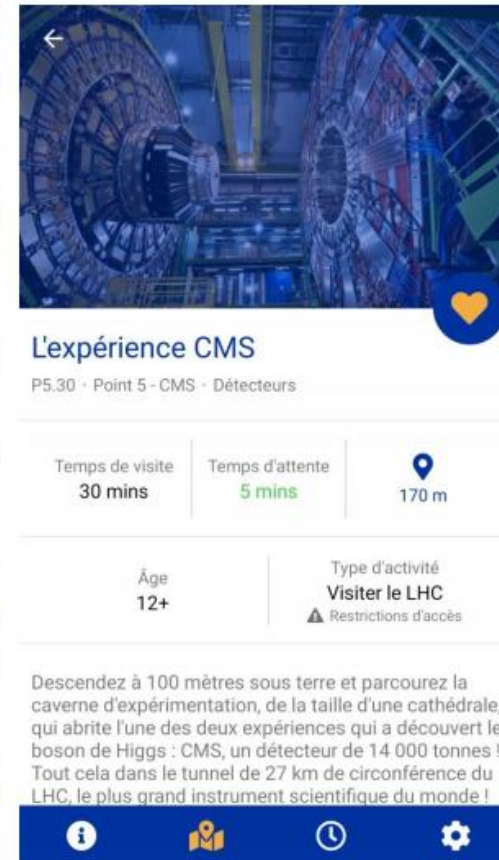


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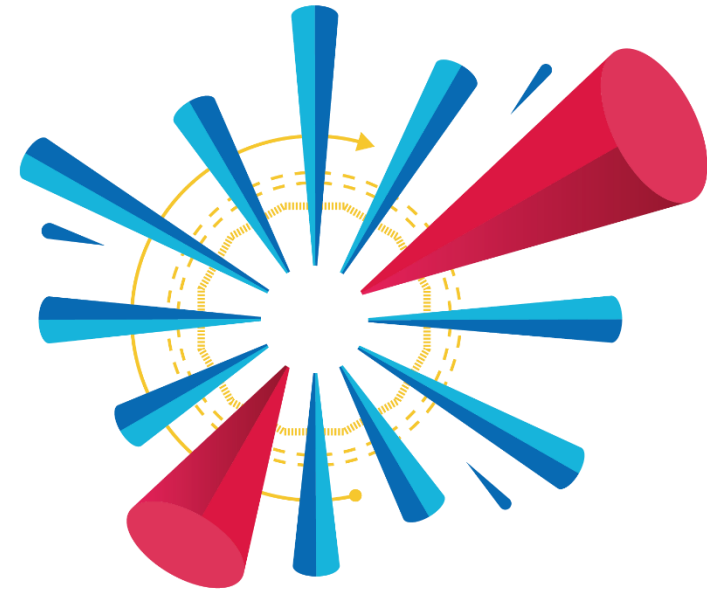


Open Days - Website and App

opendays.app.link/app



Safety



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Key players



OD2019 Core Team



Site Manager

General



First Aid



Safety help



HSE Teams, HSE RP
Teams, LEXGLIMOS /
DSO Teams



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Open Days – Reporting events

Remotely

- Emergency: **74444 (+41 22 677 4444)**
- Technical problem: **77777**
- **PCO** (Poste de commandement opérationnel): 66001 or 66002
- Message to all volunteers: **ODScan**

Locally (if possible)

- Site/Point Manager
- Security guards or firemen next to you.
- Swiss and French police allowed to patrol on sites. They can also help at any time.

→ The usual CERN reporting channels should be used !



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- First aid response
 - Dispositive
 - What to do in case of emergency
- Safety Documentation
 - How it looks
 - Special plan A - B - C
- Safety Vest code

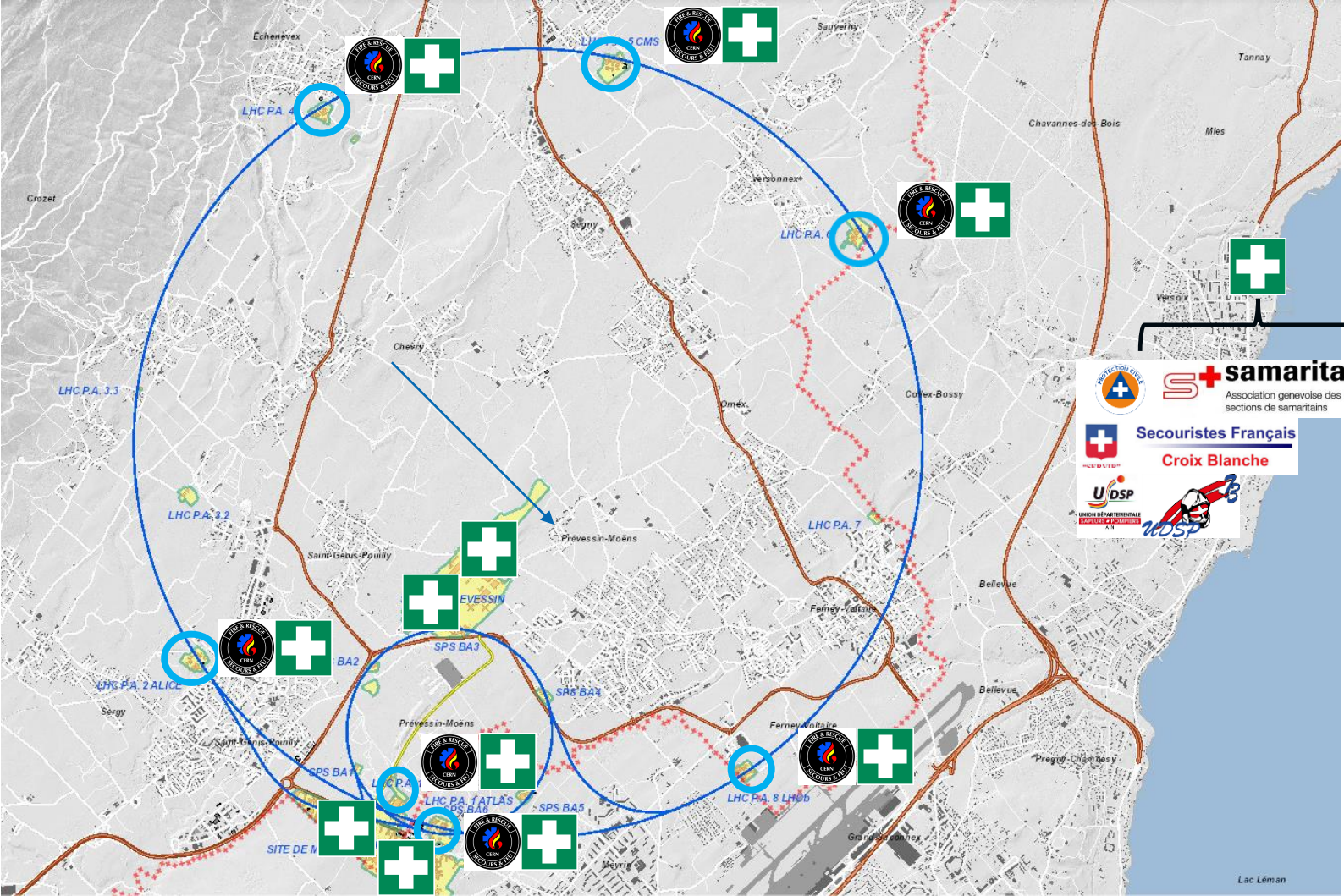


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First aid response



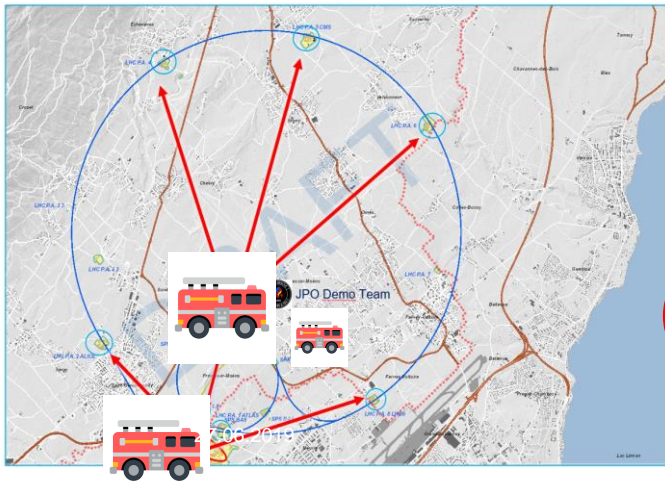
Medical



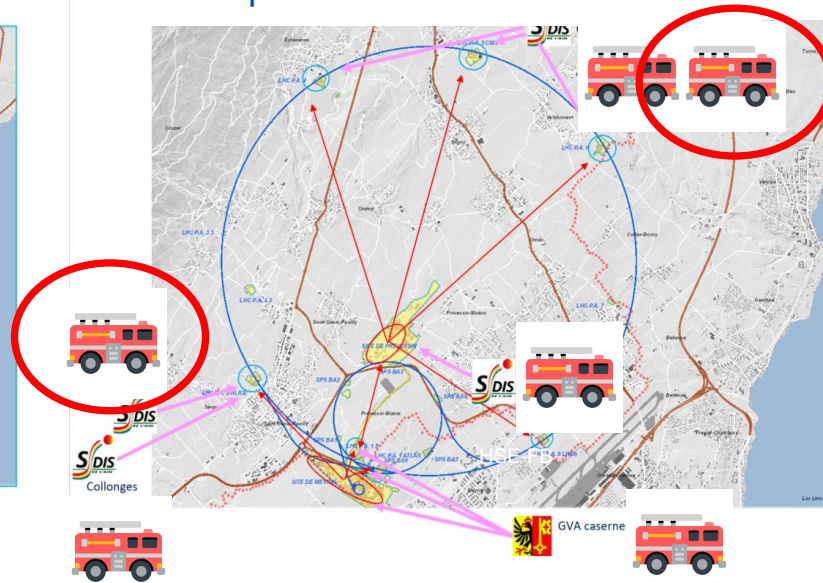
Source : M. NAS HSE-FB

Fire and others

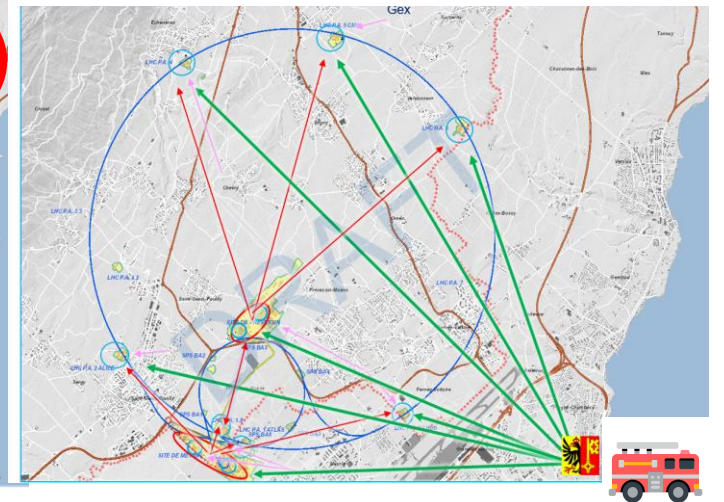
Réponse SSF



Réponse SDIS 01 / SIS



SIS Back up



Source : M. NAS HSE-FB

What to do in case of emergency





- Call 74444
- Contact local fire-fighters if near to you (but don't look for!)
- Use Red Phone (for LHC underground) / TETRA red button



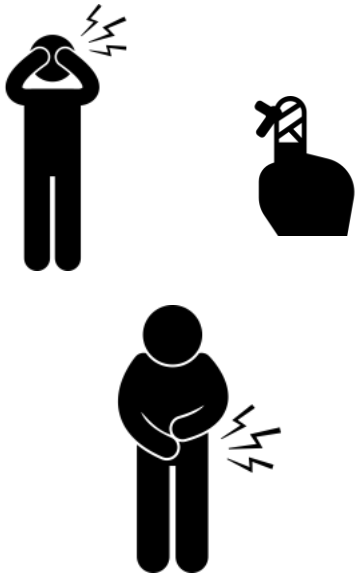
Standard procedure still works !



Earing an alarm ?
Evacuate and bring visitor with you !



Standard procedure still works !



People doesn't feel well ?
Look around you for first aider and
call 74444





Standard procedure still works !

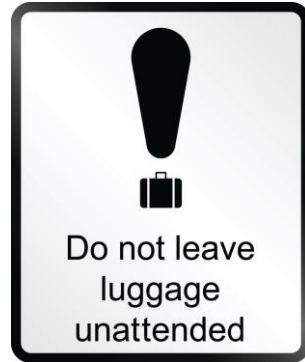


Smoke, threat ?

Push evacuation alarm if needed,
Evacuate and bring visitor with you !
Call 74444 and after inform your site
manager



Standard procedure still works !



Luggage? Problem with people ?
Take distance with your group and
Call 74444 and after inform your site
manager



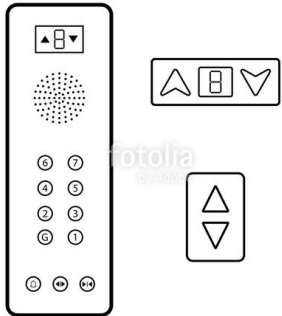
Standard procedure still works !

Lift stop ?

Reassure people,

Use lift interphone to contact Fire Brigade
ASC technician are on each LHC site

Electrician also, and TI monitor the network

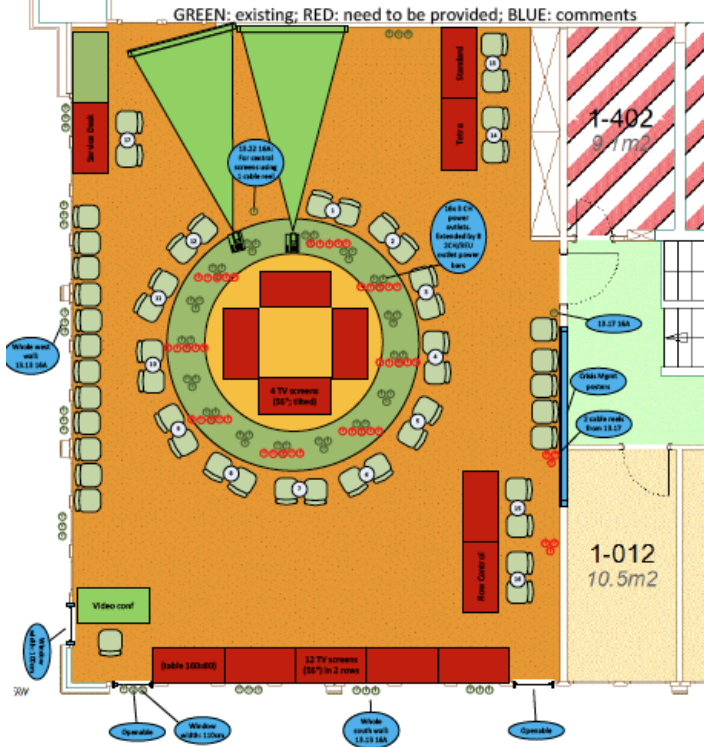


#233175393



Behind the scenes

Building 160



Source S. Lueders

Direct line :

- 66001
- 66002



FB :

- FB intervention
- Piquet RP
- Piquet HSE

TI :

- Piquet ELEC
- Piquet ASC
- Piquet CV
- Piquet Gas / DET

77777 :

- Daily support
- Garbage,
- Toilets,
- Bus,
- ...



PCO: Poste Coordination Operationnelle

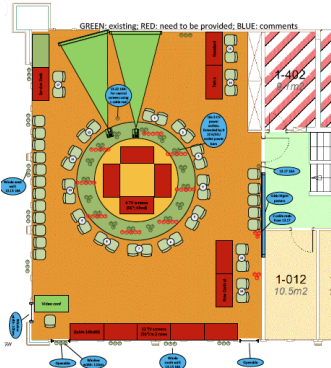
Building 160



With addoc services

Direct line :

- 66001
- 66002



Source S. Lueders



With your site manager



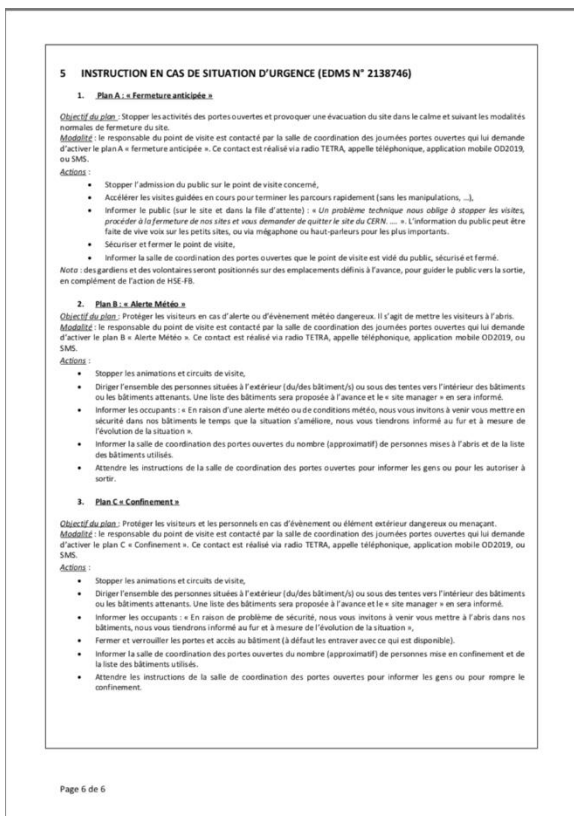
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Safety documentation

Available to Site/Point Managers

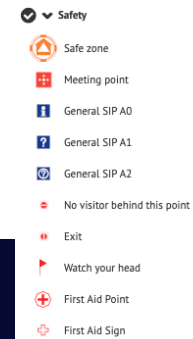
		DOSSIER DE SÉCURITÉ CIRCUIT DE VISITE OD2019 « B165 – CRYOLAB ITINIRARY »
<p>Résumé</p> <p>Le document présente le Dossier de Sécurité d'un circuit officiel de visite pour les Open Days 2019. Il regroupe l'ensemble des données relatives « à l'évaluation de la Sécurité de la visite à toutes les étapes de leur cycle de vie et aux mesures et procédures correspondantes », conformément à l'Instruction Générale de Sécurité GSI-SH-1.</p>		
		
DOCUMENTATION		
Documents de référence [1] Instruction Générale de Sécurité GSI-SH-1 – Visites sur le domaine du CERN (EDMS 1137263)		
TRACABILITÉ		
<i>Qualité</i>		
Le responsable de l'organisation de la visite	Pour le projet OD2019 : D. Bertholla Site Manager pour le point de visite : L. Dufay-Chanat TE-CRG, Deputy J. Bremer TE-CRG	
Délégué(s) à la sécurité concerné(s) (p. ex. DSO, TSO, PSO, etc...)	T. Otto DSO B165 L. Dufay-Chanat TSO B165	
Référent HSE-RP concerné (si applicable)	N.A.	
Référent HSE concerné	Y. Lechevin, G. Lindell, C. Pividori HSE	
EDMS n° : 2045873		
DISTRIBUTION		
Personnes mentionnées ci-dessus Click here to enter text.		
N° rev.	Date	Description des changements

Safety documentation



- Three scenarios:
 - Plan A: Early closure
 - Goal – “soft” evacuation of sites
 - Plan B: Weather alert
 - Goal – harbor visitors in safe buildings  Safe zone
 - Plan C: Confinement from harmful exterior event
 - Goal – harbor visitors in safe buildings  Safe zone

- List of safe buildings on each site (*in progress on GIS Portal*)
- Communication: messaging and channels



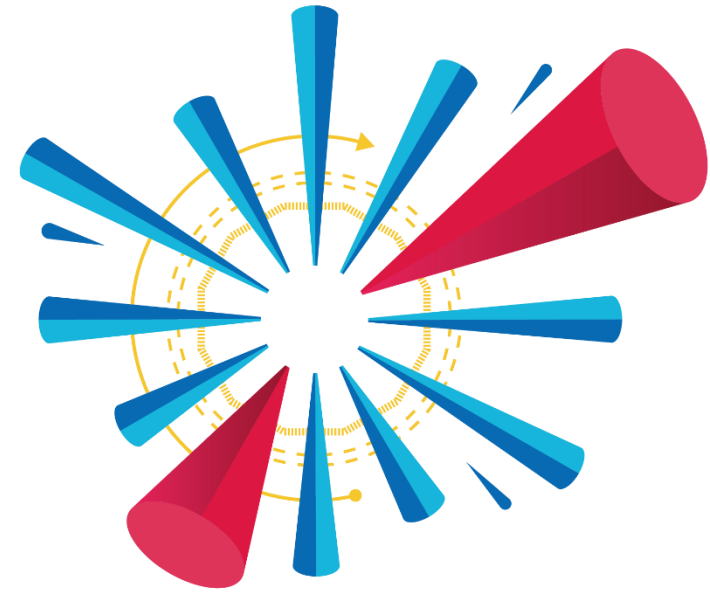
Reporting – Best practices

- In case of doubt about an object or a situation, do not hesitate to report it to the **74444**, the **guards** nearby or **PCO** (66001 or 66002), depending on the urgency.
 - Do not rely on anyone else to do so.
 - It is better to warn 10 times for nothing than not to do it.
- **Safety is everyone's matter!**





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VOLUNTEERS - Tools



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Volunteers - Specific tools

- SharePoint cern.ch/od2019/volunteers
 - Exhaustive general information for volunteers (access, parking, food choices, roles, etc.)
- Volunteers' platform cern.ch/volunteers
 - Your personal information (assignments, trainings, choice of meals, size, co-volunteers, etc.)
- Volunteers App – ODScan cern.ch/odscan (shown at the end)
 - Point status updates, internal messages, check-in and bracelet scanning



Volunteers - Sharepoint

cern.ch/od2019/volunteers



OD2019 - Volunteers | Volontaires

[Home](#) [Registration](#) [Roles and trainings](#) [Access and parking](#) [Point Managers Page](#) [Open Days Website](#) [Visitors FAQ](#) [Contact](#) [EDIT LINKS](#)

Search this site

Welcome - Bienvenue



Sign up!
Inscris-toi !



Volunteers' kit
Kit volontaire



Roles and training
Postes et formations



For Point Managers [restricted]
Pour les Point Managers [restreint]



Access and parking
Accès et parking



Food
Nourriture



Contact us
Contactez-nous

⚠ Assignments are still ongoing and changes still happening. Please remember to check your tasks assignments on cern.ch/volunteers regularly to make sure you are aware of your most up-to-date schedule!! ⚠



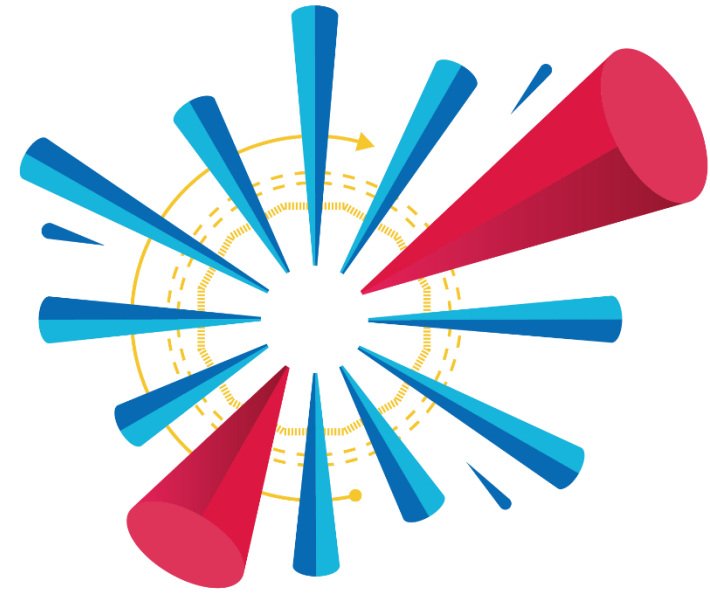
Volunteers - Volunteers' platform

cern.ch/volunteers

Your personal information:

- assignments
- trainings
- choice of meals
- size
- co-volunteers, etc.

The screenshot shows the 'CERN Outreach Events Volunteers' platform. The header is blue with the text 'CERN Outreach Events Volunteers'. A dark sidebar on the left contains navigation options: Profile, Events (with a dropdown arrow), Your availability, Your tasks assignments, Your co-volunteers, Your training, Your transports, Your meals, General training, Point / Site Manager (with a dropdown arrow), Administration (with a dropdown arrow), and Français. The main content area has a blue header 'Welcome Loraine' with a dropdown menu showing 'MASSAROTTI Loraine (IR-ECO-VI)' and a 'Select (admin only)' button. Below this is a section for 'Event : Open Days 2019' with a dropdown menu showing 'Open Days 2019 (S)'. It displays dates 'From 13-SEP-2019' and 'To 15-SEP-2019', and 'You participate' in green. It also shows 'Public website: http://opendays.cern' and 'Volunteers website: http://cern.ch/od2019/volunteers'. There are two buttons: 'I want to leave this event' and 'Wipe participation (Admin only)'. Below this is a section 'Your volunteer badge and kit' with a message: 'Your volunteer badge and kit have been distributed to BRIARD Francois on 28-AUG-2019.' The final section is 'Checklist' with a list of items: 'You have answered the questions for event, thank you - Questions are displayed on the right', 'You have defined your availability, thank you - Click for details', 'You have been assigned to 1 tasks - Click for details', '9 training courses have been identified for you, but some are still invalid - Click for details', 'You have defined your transport choices, thank you - Click for details', and 'You have defined your meal choices, thank you - Click for details'.



VOLUNTEERS - Tasks

You and your role



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Volunteers - Shifts

- Friday 13.09.2019 (CERNies afternoon)
 - 12.30 p.m.- 6.30 p.m.
- Saturday 14.09.2019
 - 7.30 a.m. - 1.30 p.m.
 - 1.30 p.m. - 7.30 p.m.
- Sunday 15.09.2019
 - 7.30 a.m. - 1.30 p.m.
 - 1.30 p.m. - 7.30 p.m.

Shift rotation = critical time

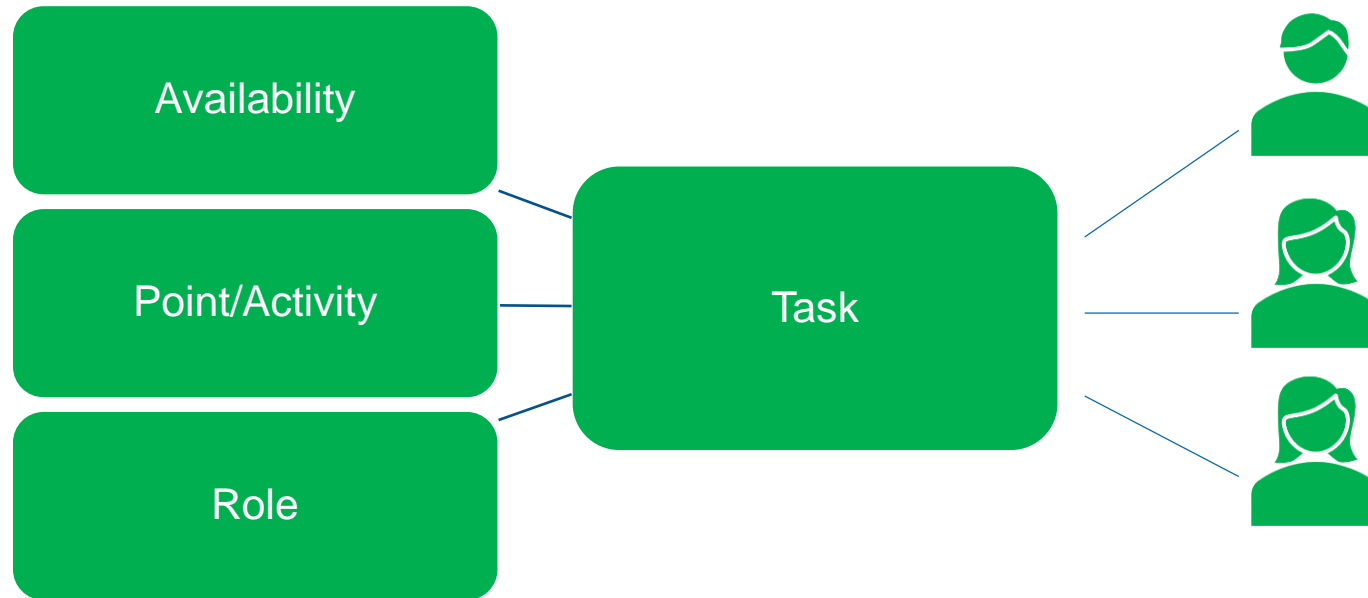
- Task should keep on running (even with less volunteers)
- Use the App to update waiting time if you are understaffed for a little while
- Share good practices with your replacement

Volunteers - Roles

Check-in agent	Welcome visitors, check registrations, distribute access wristbands.
Gate agent	Manage queue, scan the wristbands of incoming and outgoing visitors on sites or activities.
Crowd marshal	Manage the visitor flow on visit points and waiting areas.
Supervised areas crowd marshal	Manage the visitor flow on visit points and waiting areas located inside supervised areas (thus requiring special safety trainings and equipment).
OD App updater	Report regularly visitor flow information on the mobile app and to Core Team.
Guide	Guide visitors in a visit circuit.
Supervised areas guide	Guide visitors in a visit circuit located inside supervised areas (thus requiring special safety trainings and equipment).
Activity host	Interact with visitors: shows, exhibitions, demonstrations, hands-on, etc.
Info agent	Welcome visitors, provide guidance and information: activities, accessibility, location, waiting time, etc.
Shop assistant	Advise visitors on souvenirs at the Open Days shop.
Traffic security	Guide vehicles on designated parking areas, inform visitors about special shuttles and control vehicle movements on the sites.
Logistics helper	Help with general organisation.
Work well feel well	Replace other volunteers during their breaks (help with food and drinks), assist them in case of problems or overflowing situations.



Volunteers' assignments



Assignments are ongoing!!

- Assignments are never definitive!! Check them regularly until the D-day

Why?

- Many request for assignment changes
- Changes have consequences on other volunteers assignments (as well as on trainings and lunch pack distribution)

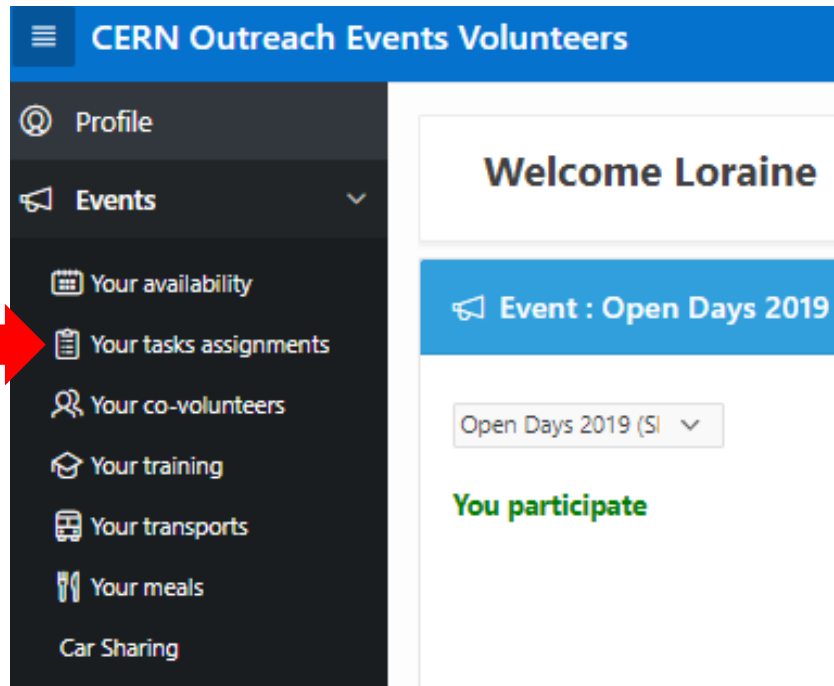
→ Please be flexible and try to accept what was proposed



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Where to find your assigned tasks?

<http://cern.ch/volunteers> > *Your tasks assignments*



CERN Outreach Events Volunteers

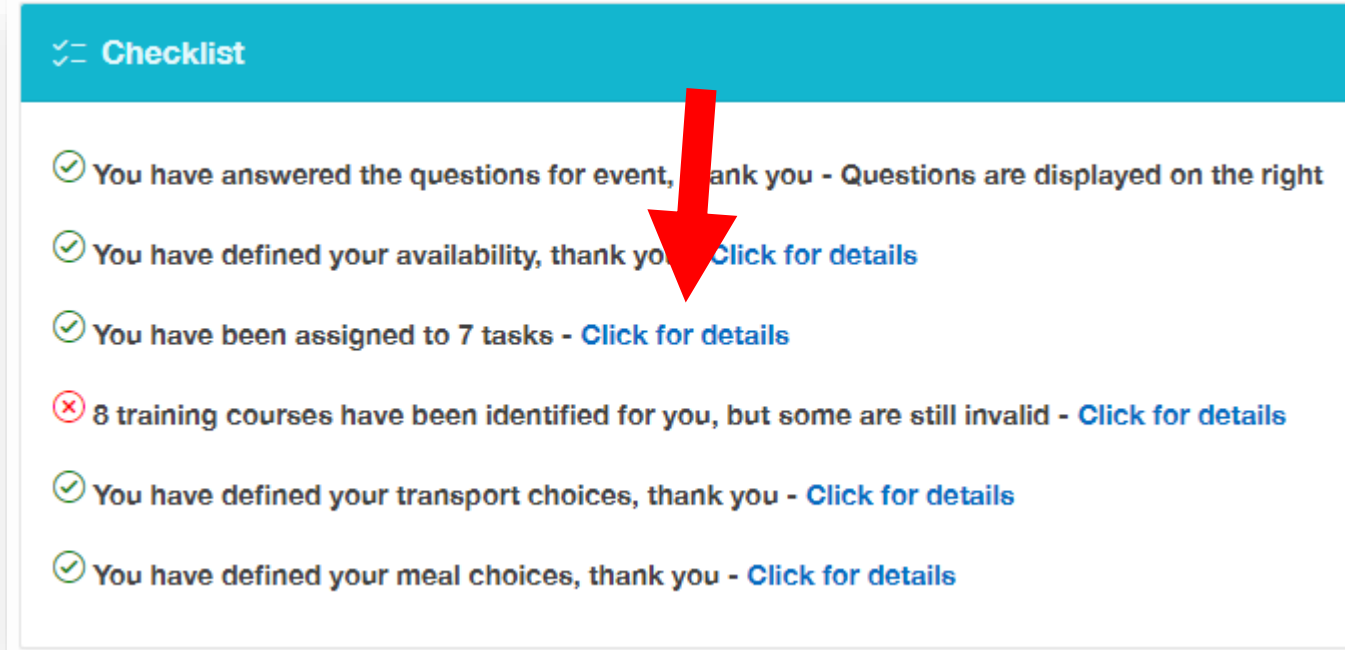
- Profile
- Events
- Your availability
- Your tasks assignments**
- Your co-volunteers
- Your training
- Your transports
- Your meals
- Car Sharing

Welcome Loraine

Event : Open Days 2019

Open Days 2019 (SI)

You participate



Checklist

- ✓ You have answered the questions for event, thank you - Questions are displayed on the right
- ✓ You have defined your availability, thank you - [Click for details](#)
- ✓ You have been assigned to 7 tasks - [Click for details](#)
- ✗ 8 training courses have been identified for you, but some are still invalid - [Click for details](#)
- ✓ You have defined your transport choices, thank you - [Click for details](#)
- ✓ You have defined your meal choices, thank you - [Click for details](#)

Understanding your task(s)

Your tasks as

Below is the list of tasks assigned to you. If you have a question about it, please contact the responsible persons (click the name in the table). Should you need more information, please contact us at communication.locale@cern.ch mentioning the task ID. You can download the task details in PDF format from the "Downloads" section, but please make sure to check latest assignments on the website.

**Where?
Activity code**

**What?
Task description**


**When?
Shift**

Q Go Actions

Task ID	Site / Point (click for more information)	Task Name	Task Description	Date From	Date To	Specific Instructions
1747	ME.61 - Low Energy Ion Ring (LEIR)	Guide - LEIR	Guide visitors in a visit circuit. Be responsible for their safety. A briefing about the visit circuit will be given by the Point Manager of LEIR Chris Wetton.	Sun 15 13:30	Sun 15 19:30	-
2385	P5.30 - CMS experiment	Supervised areas guide	Guide visitors in a visit circuit. Be responsible for their safety. A briefing about the visit circuit will be given by the Point Managers Tristan Loiseau et Maf Alidra	Sat 14 07:30	Sat 14 13:30	-
2389	P5.30 - CMS experiment	Supervised areas guide	Guide visitors in a visit circuit. Be responsible for their safety. A briefing about the visit circuit will be given by the Point Managers Tristan Loiseau et Maf Alidra	Fri 13 12:30	Fri 13 18:30	-

Activity - Location, description and Point Manager

ME.61 - Low Energy Ion Ring (LEIR)

Internal information	Public information (shared on website and mobile app)	
Identification, status and category Code ME.61 Status Active Category Explore Subcategory Accelerators Internal Notes -- Created By ALAWAREE on 04-FEB-2019 14:30:42 Last Updated ALAWAREE on 31-JUL-2019 08:42:02	Activity Opens on: Friday <input type="checkbox"/> Saturday <input checked="" type="checkbox"/> Sunday <input checked="" type="checkbox"/> Estimated Activity Time (in min.) 20 Recommended age: from 12 to -- Languages: EN <input checked="" type="checkbox"/> FR <input checked="" type="checkbox"/> DE <input type="checkbox"/> ES <input type="checkbox"/> IT <input type="checkbox"/> Others <input type="checkbox"/> (add languages in description)	Safety Minimum mandatory age 12 Accessible for Reduced Mobility <input type="checkbox"/> Suitable for bearers of medical implants <input checked="" type="checkbox"/> Suitable for Pregnant Women <input checked="" type="checkbox"/> Accessible to strollers <input type="checkbox"/>
Contact persons Responsible Person Chris Wetton Phone / e-Mail 167944 Deputy Resp. Person Reyes Alemany Phone / e-Mail 165385 Safety (TSO etc.) Dom Nicosia Phone / e-Mail 168075	English Information Name Low Energy Ion Ring (LEIR) Description Discover the Low Energy Ion Ring (LEIR), which receives long bunches of ions from Linear Accelerator 3 (Linac 3) and transforms them into short, dense bunches that are suitable for acceleration in the chain of accelerators that feeds the LHC. Generic programme -- Extra Information --	French Information Name Anneau d'ions de basse énergie (LEIR) Description Découvrez l'Anneau d'ions de basse énergie (LEIR), qui reçoit de d'ions de l'accélérateur linéaire 3 (Linac 3) et les transforme en pa denses prêts à être accélerés dans la chaîne d'accélérateurs qui
Location Site Meyrin Location 150 Map 46.231224, 6.047721	Images Feel free to propose other images by 12th August at the latest. High quality only (min 1024 pixels wide). It would be ideal to have 3 images per activity for the OD app. Thanks. 	
Safety Maximum Capacity 66 Ideal Capacity 45 Are food and drinks authorized? <input type="checkbox"/> Can be freely accessed? <input type="checkbox"/> Indoor <input type="checkbox"/> Outdoor <input type="checkbox"/> Last Site Visit Date -- Information sheet completed? <input checked="" type="checkbox"/>		

Activity/Point manager

Activity description + conditions

Activity/task Location

Your Site / Point Manager

- Responsible for your visit point
- Contact person in case of problems/questions
- Provides you with specific information about your task (non exhaustive)
 - time and location for arrival on the point
 - provision of reflective vest (if applicable)
 - specific circuit
 - emergency evacuation plan
 - break area, lockers, etc.

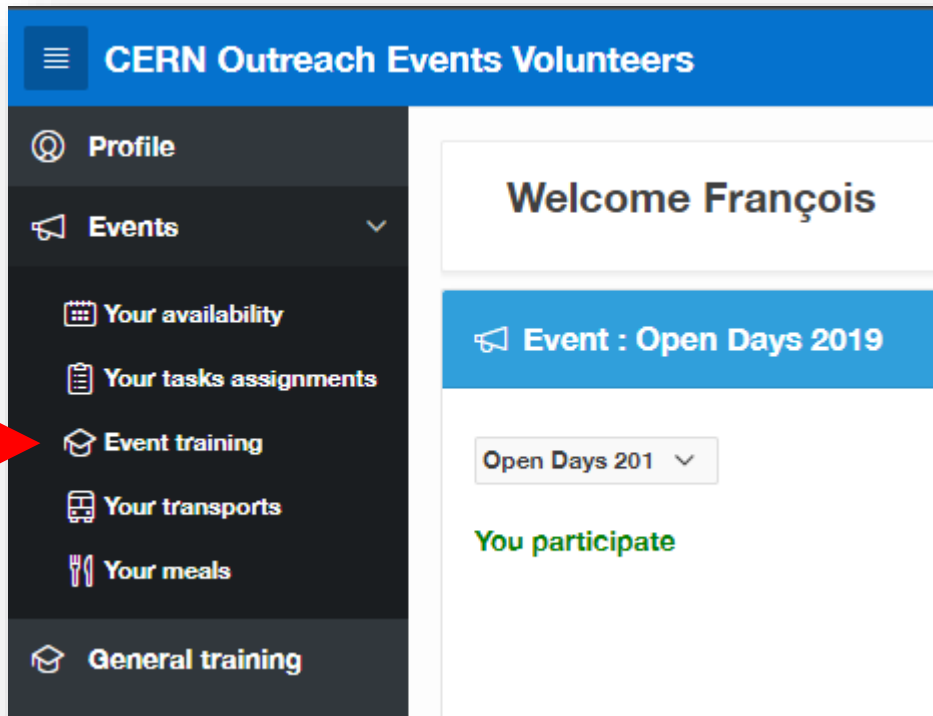


Safety training – LMS (CERN Learning Hub)

- OD2019 catalogue available on lms.cern.ch
 - Training proposed in 2 formats:
 - e-Learning (online)
 - Workshop / Seminar (with given dates)
 - Might be mandatory for all, or related to assigned tasks
- In case of a question, contact meriem.chniba@cern.ch

Where can you get your training needs?

<http://cern.ch/volunteers>



CERN Outreach Events Volunteers

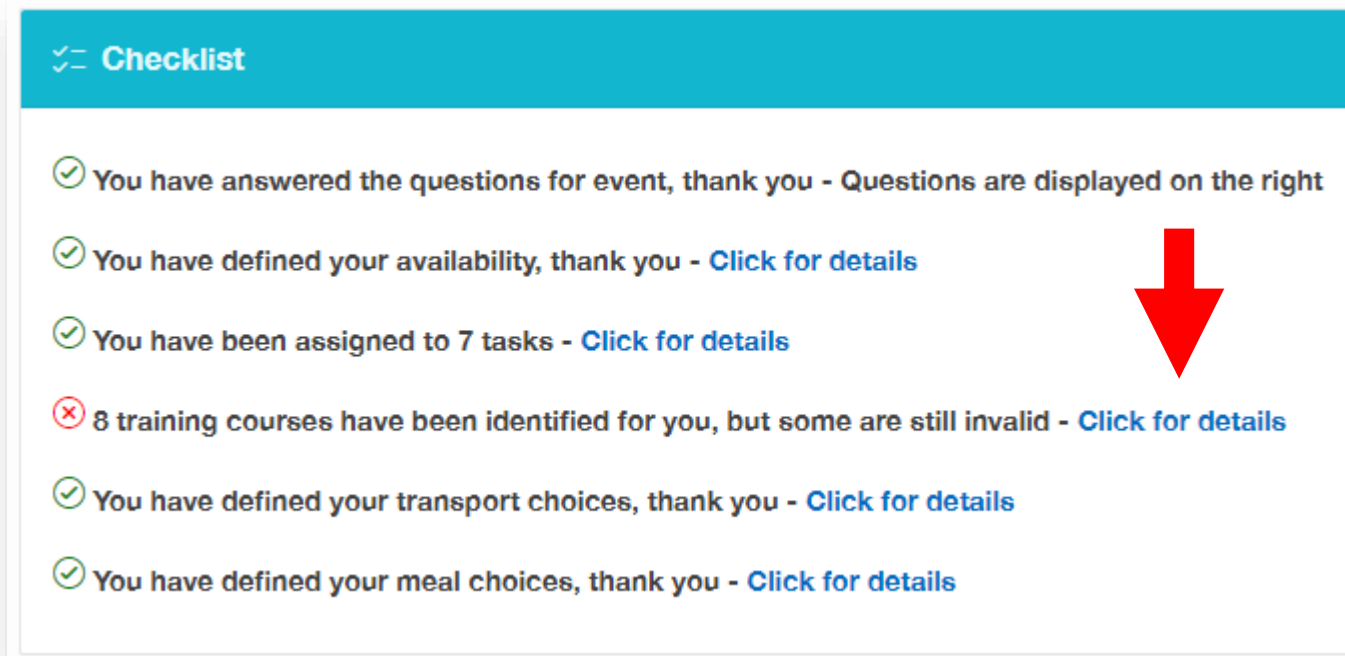
- Profile
- Events
- Your availability
- Your tasks assignments
- Event training**
- Your transports
- Your meals
- General training

Welcome François

Event : Open Days 2019

Open Days 201

You participate



Checklist

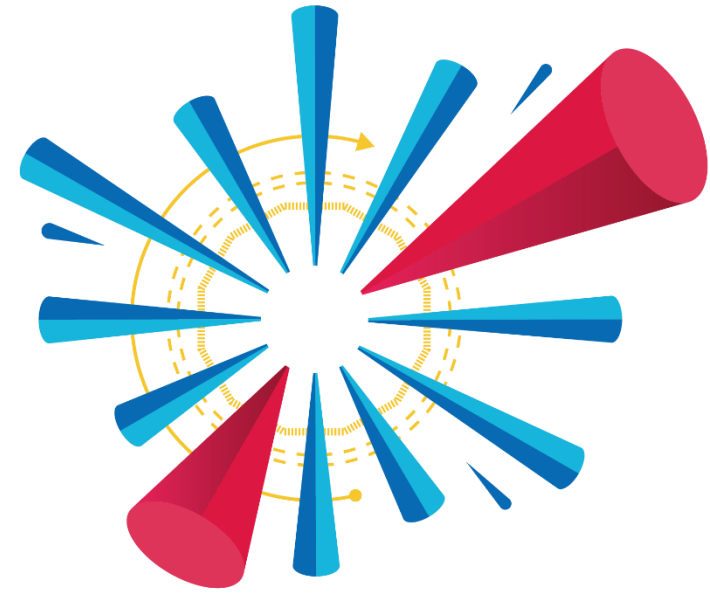
- ✓ You have answered the questions for event, thank you - Questions are displayed on the right
- ✓ You have defined your availability, thank you - [Click for details](#)
- ✓ You have been assigned to 7 tasks - [Click for details](#)
- ✗ 8 training courses have been identified for you, but some are still invalid - [Click for details](#)
- ✓ You have defined your transport choices, thank you - [Click for details](#)
- ✓ You have defined your meal choices, thank you - [Click for details](#)

Your training(s)

Course Id ↑	Course Name	Description	Type	Importance	Status
EKP000040002	OD2019 - Terrestrial Trunked Radio (TETRA)	Classroom course	Specific for this event	Recommended	Missing
EKP000040616	Safety at CERN	Online course - Mandatory course for all CERN personnel	Generic for all volunteers	Mandatory	Valid
EKP000040639	Radiation Protection - Awareness	Online course - Mandatory course for all CERN personnel	Generic for all volunteers	Mandatory	Valid
EKP000040683	Emergency Evacuation	Online course - Mandatory course for all CERN personnel	Generic for all volunteers	Mandatory	Valid
EKP000043170	Radiation protection - Supervised Areas	Online course	Specific for this event	Mandatory	Missing
EKP000043214	OD2019 - General Session (Auditorium)	At least one version of the General Session is MANDATORY. Either the Auditorium one (your presence is required) or the Recording one (can be followed online). The Auditorium version should be favoured in all cases. On CERN learning hub, change language to see more sessions.	Specific for this event	Recommended	Missing
EKP000043216	OD2019 - Life-saving actions	Auditorium course	Specific for this event	Mandatory	Missing
EKP000043217	OD2019 - Evacuation plan and role of the Emergency Guides	Auditorium course	Specific for this event	Mandatory	Missing
EKP000043264	OD2019 - General Session (Recording)	At least one version of the General Session is MANDATORY. Either the Auditorium one (your presence is required) or the Recording one (can be followed online). The Auditorium version should be favoured in all cases. On CERN learning hub, change language to see more sessions.	Specific for this event	Recommended	Missing

row(s) 1 - 9 of 9

- In case of a question, contact meriem.chniba@cern.ch
- We are aware of an issue with the sync between LMS and the Volunteers' platform. The correct information is the one on lms.cern.ch



VOLUNTEERS - Outfit



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Volunteers' name badge

- Mandatory to access the sites as a volunteer
- Holds:
 - your choice of meals
 - the coupon to collect your volunteer's kit



Volunteers' kit

- Must be worn at all times during assigned shifts (please remove once shift is over)



Where to collect your badge and kit?

- **Where?** [Building 73](#)
- **When?** By batches until Wednesday 11 September
- **What time?**
 - 7.30 a.m. to 12noon
 - 1.00 p.m. to 4.00 p.m.



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Volunteers' vests

- Some volunteers will need wear a reflective vest to be easily identified.
- Same color code for all volunteers.
- These will be distributed to you by your Point Manager.

→ **Remember to leave your vest at your point before leaving your shift!**



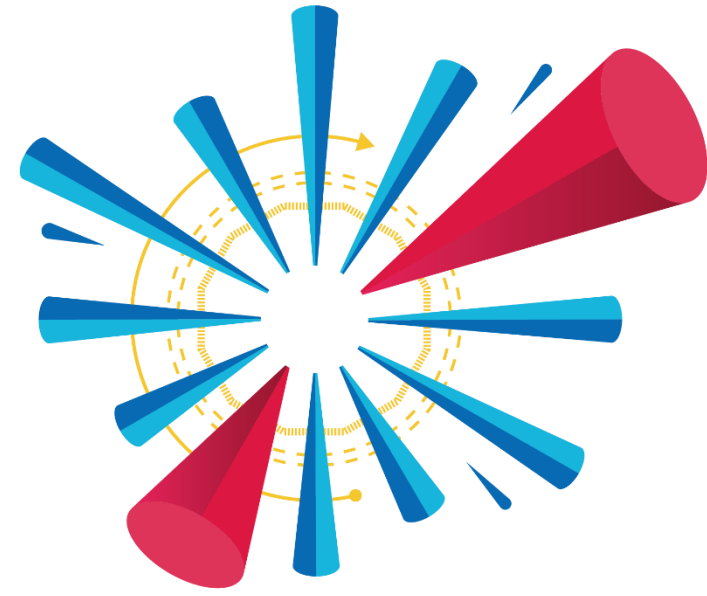
Flow control
Guide
Info

Traffic parking
Science.
Questions?

Volunteers – Lunch options

- **Vouchers** : to be used at Novae restaurants or food trucks (indicated on CERN Open Days App).
 - **Pre-ordered standard / vegetarian packed lunch**: to be picked up at R1, R2 or R3 between 7 a.m. and 3 p.m. on the day of your assignment, depending on your assignment location. → Check cern.ch/volunteers > *Events* > *Your meals*
- What about asking one volunteer per point to go pick-up your lunch packs ? Give them your lunch ticket and he/she will collect it for the group!
- Make sure to get organised among yourselves to never leave your task unmanned.





VOLUNTEERS – Access and parking



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Volunteers – Access and parking

Road closures apply to visitors and volunteers... as well as shuttles and mini-trains!!

Access by car

- **Volunteers doing two shifts per day:** opportunity to enter the sites and park anywhere if arrival before 7.45 a.m. and departure after 7.30 p.m.
- **Volunteers doing one shift** should use designated volunteer parking areas or use visitors shuttles

→ Details per site on cern.ch/od2019/volunteers



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Volunteers – Access and parking

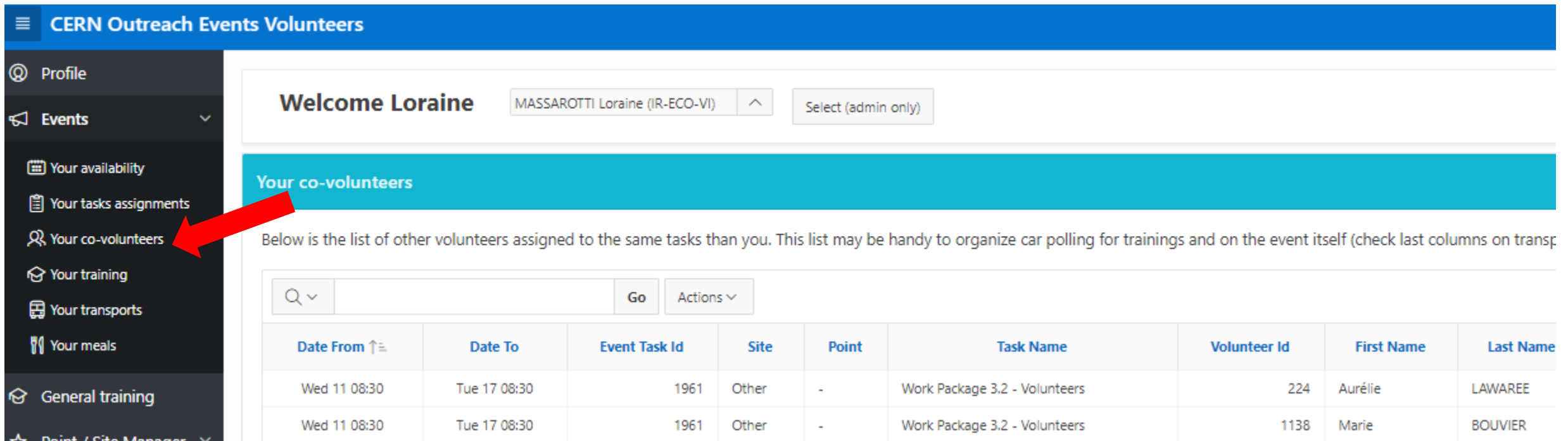
Car sharing (highly encouraged)

- Find who is doing the same task, on the same point, at the same time as you and check their mean of transport and departure point
 - If they are coming by car, feel free to contact them
 - If not, LHC Site Managers have access to the transportation information of all volunteers on his/her site
- Don't forget to update your transport means on the Volunteer platform once you've found a lift.
- Details on cern.ch/od2019/volunteers



Volunteers – Access and parking

Car sharing to access LHC sites (highly encouraged)



CERN Outreach Events Volunteers

Welcome **Lorraine** MASSAROTTI Loraine (IR-ECO-VI) Select (admin only)

Your co-volunteers

Below is the list of other volunteers assigned to the same tasks than you. This list may be handy to organize car polling for trainings and on the event itself (check last columns on transport).

Search: Go Actions

Date From ↑	Date To	Event Task Id	Site	Point	Task Name	Volunteer Id	First Name	Last Name
Wed 11 08:30	Tue 17 08:30	1961	Other	-	Work Package 3.2 - Volunteers	224	Aurélie	LAWAREE
Wed 11 08:30	Tue 17 08:30	1961	Other	-	Work Package 3.2 - Volunteers	1138	Marie	BOUVIER



Volunteers – Access and parking

Bicycles

- Bicycles' parkings for the volunteers = same as for the visitors.
- Not allowed to circulate with bicycles inside the sites between 7.45 a.m. and 7.30 p.m.

Visitors shuttles

- To change points/sites during visitors opening hours use the buses, shuttles and mini-trains.

All details available on cern.ch/od2019/volunteers > *Access and parking*



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OD Scan



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Volunteers - ODScan

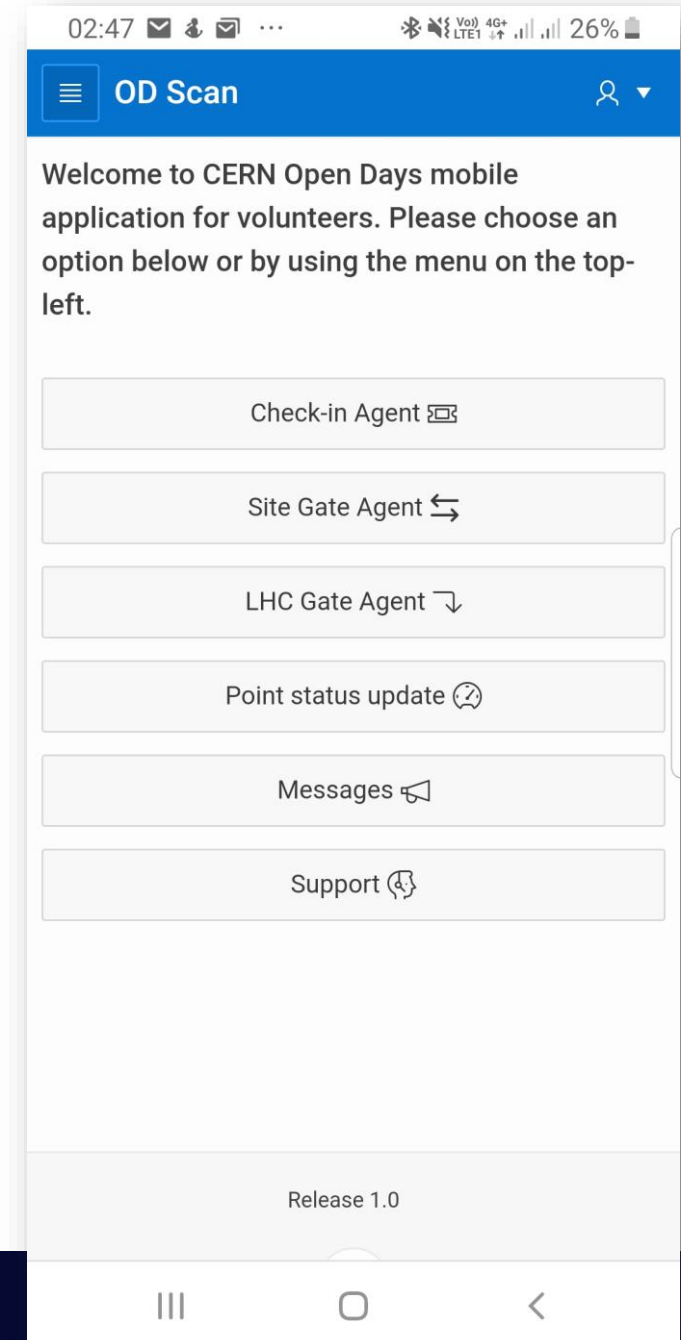
cern.ch/odscan with your CERN login

Web application (no installation needed)

Internet required



Does not run on Safari (MacOSX, iOS)
Try an alternative browser (Chrome etc)

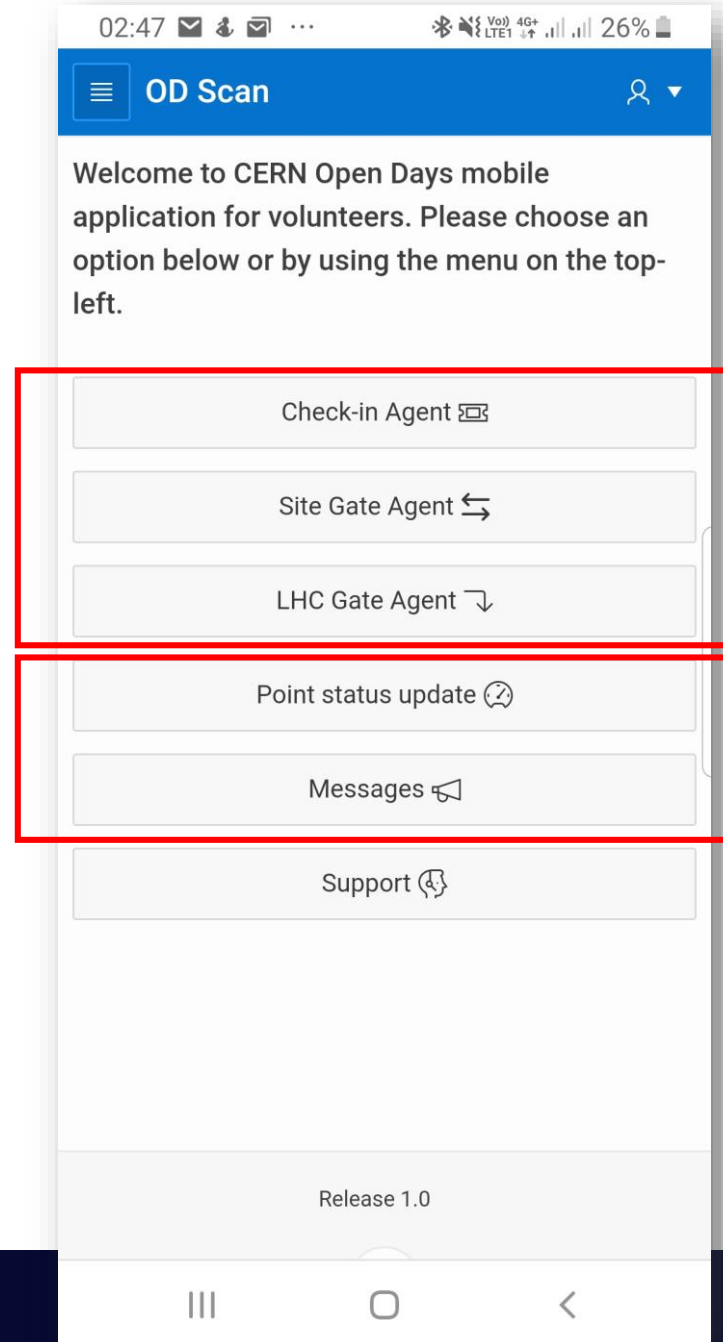


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ODScan

3 functions for Check-In and Gate Agents
(will be presented at the end of this session)

2 functions of interest for everyone



Point Status Update

Allows *any* volunteer to communicate:

- if a point is opened or closed
- its waiting time (min)
- its actual activity duration (min)
- its capacity usage (%)
- any other comment

This information is pushed to public app!

The screenshot shows the 'OD Scan' mobile application interface. At the top, the status bar displays the time 03:00, signal strength, and 25% battery. The app header is blue with a menu icon and the text 'OD Scan'. Below the header, there are two dropdown menus: 'Site' set to 'Point 1 - ATLAS' and 'Point / Activity' set to 'P1.15 - Build Your Own Particle Detector *'. A timestamp indicates the status is as of Wednesday 01:54. There are two buttons: 'Opened' (highlighted in blue) and 'Closed'. Below these are input fields for 'Waiting Time (min.)' with the value 60, 'Actual Activity Duration (min.)' with the value 50, and 'Capacity usage (%)' with the value 75. A text field for 'Description (internal use)' contains 'Mandy kids'. A blue 'Update status' button with a save icon is positioned below the description field. At the bottom of the screen, there is a 'Release 1.0' label, an upward arrow button, and a standard Android navigation bar with three icons.

Messages

Allows *any* volunteer to communicate any information of general interest linked or not to a point.

Some messages may be made public.

Don't misuse messages instead of status:

We have too many people !

Send us visitors !

The screenshot shows the 'OD Scan' mobile application interface. At the top, the status bar displays the time 03:00, signal strength, and battery level at 25%. The app header is blue with a menu icon, the title 'OD Scan', and a user profile icon. Below the header, there are two dropdown menus: 'Site' set to 'Point 1 - ATLAS' and 'Point / Activity' set to 'P1.15 - Build Your Own Particle Detector *'. A section titled 'Status as of Wednesday 01:54' contains two toggle buttons: 'Opened' (active) and 'Closed'. Below these are four input fields: 'Waiting Time (min.)' with the value 60, 'Actual Activity Duration (min.)' with the value 50, 'Capacity usage (%)' with the value 75, and 'Description (internal use)' with the text 'Mandy kids'. A blue 'Update status' button with a save icon is positioned below the description field. At the bottom of the form, it says 'Release 1.0' and has a circular button with an upward arrow. The mobile OS navigation bar at the very bottom shows the home, app, and back buttons.

Some more links and tips



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Before your shift

- Don't bring any valuable items with you other than what you need for your task
- Remember to wear your badge and volunteer kit
- Familiarize yourself with the information available
 - About CERN Open Days: opendays.cern, CERN Open Days App
 - About CERN



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Open Days - Useful links

Open Days - Visitors

- opendays.cern
- opendays.app.link/app
→ Download the public App!

Open Days – Volunteers Specific

- SharePoint cern.ch/od2019/volunteers
- Volunteers' platform cern.ch/volunteers
- Volunteers App – ODScan cern.ch/odscan



About CERN - Useful links

- Selection of photos and videos about CERN classified by topics
<https://home.cern/resources-topic>
- LHC the guide – faq:
<https://home.cern/resources/brochure/accelerators/lhc-facts-and-figures>
- <https://home.cern/resources/faqs> - Q & A on frequently asked questions from the public (dangerous? how to visit? Future? God? Black holes?)
- CERN IT in 8 minutes - <https://videos.cern.ch/record/1604210>
- HiLumi Fact sheet:
http://hilumilhc.web.cern.ch/sites/hilumilhc.web.cern.ch/files/HiLumiFactsheet_final.pdf



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After your shift

- Share good practices with your replacement (if applicable)
- Leave your vest on your point (or give it to your replacement)
- Take off your volunteer outfit



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Thank you!

- You are taking part in a unique event
- Take advantage to meet new colleagues
- Share your passion with our visitors

The Open Days wouldn't be possible without you



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Open Days Volunteer Survey

1. Before 14 September <http://cern.ch/go/x77B>

→ Explores the communication aspects of the Open Days as well as the overall experience for both visitors and volunteers.

2. Second complementary survey after the Open Days

→ **Your participation is precious - it helps** us to improve CERN's future public events!



Questions?



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- ▶ Explore the future with us
- ▶ Explorez le futur avec nous



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