



March 31, 2016

Dear TRIUMF Users,

The pursuit of scientific excellence is at TRIUMF's core, and this is underpinned by our commitment to safe and effective operations. We strive to provide a world-leading environment for our staff and visitors to advance their work – a setting that is fully compliant with regulatory requirements. This means all members of the TRIUMF community – staff and visitors alike – have a role to play. It also requires that we review and revise policies, processes, and procedures, in addition to site-wide training requirements on an ongoing basis to ensure that everyone is working in a safe and productive research environment. This is particularly important since – as you have surely noticed during your recent visits to the lab – the TRIUMF site continues to evolve significantly.

I'm writing you today to provide you with additional information on some recent updates and how these may impact you and your responsibilities as a TRIUMF user, as well as to request your support in adopting these changes. This follows up on the message you received on March 2, 2016 from the Physical Sciences Division.

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## Additional Training Components

Most of you have already completed the new [Safety Orientation Training](#), which was introduced in late 2014. We have recently added two additional training components that must be completed by all TRIUMF visitors and all staff who have access to the main site:

- [Building Access training](#), mandatory for all visitors and TRIUMF employees to familiarize themselves with the areas in our buildings that are safe to access without requirements for additional training and where to go in case of an emergency. This training is delivered by your TRIUMF contact when you arrive at TRIUMF as an actual tour of only those buildings you will be accessing on a regular basis. For visitors already familiar with the site, your TRIUMF contact may simply review the Job performance measure (JPM) contained in your training plan with you and submit the completed form indicating that you have the required knowledge. Copies of all completed JPMs have to be submitted to the Training Manager.
- [Basic Radiation Protection training](#), mandatory for all staff and visitors who hold an access card, but are not designated as Nuclear Energy Workers. This training provides the required knowledge for working in a nuclear facility and the potential radiation hazards on TRIUMF's site.

For those staff and visitors who work in one of TRIUMF's exclusion areas, like the muSR experimental areas, we require training on [personnel safety alarms](#) and [exclusion areas](#). For those working with [calibration sources](#) or [lasers](#), we require appropriate training as well and that has been in place for some time. Additional information regarding TRIUMF training programs (and, for registered visitors, your own training requirements) can be found on the following website: <https://www.triumf.ca/training>.

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## A Consistent Way Forward: Enhancing the Experience for Users

While it may seem like we are introducing a number of new training components at once, some of this training occurred in the past, albeit in a less formalized way. For example, the TRIUMF local contact has typically provided new users with an orientation of the site and instructed them on the basics of what to do and not to do. Going forward, we would like to enhance the user onboarding experience. Introducing more formalized training practices and documentation will help ensure that the information and training that everybody – visitors and staff – receives is consistent, up-to-date, and complete. We also need to document, as part of the regulatory requirements, that we have indeed trained you appropriately so that you can work safely in our complex laboratory environment.

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## Introducing the Web-based Visitor Application

We've also been working to consolidate and streamline processes for our visitors. We wanted to simplify our visitors' experience with respect to paperwork, reducing the need for you to provide us with the same information in multiple forms (Registration Form, Access Privileges Form, Radiation Badge Request Form, etc.). In order to streamline the onboarding process while still collecting the essential information we need from visitors, we have developed a web-based visitor's application.

The system requires that your TRIUMF contact registers you in the system, thus you must inform your TRIUMF contact of any planned visits in advance. Effective immediately, TRIUMF users must use the web-based visitor application to arrange their visits to the lab. You can find more details on the [visitor site](#).

For those of you who come to TRIUMF with a team, your TRIUMF contact will set up the team leader to complete the visitor application for all team members.

This application will make it easier for you to register as a user and inform the laboratory when you will be visiting. The initial transition phase will likely appear more cumbersome. For very frequent or continuous visitors, an extended visitor status can be established.

Please note that we must ensure that every TRIUMF visitor (and a visitor in this context is any non-TRIUMF employee who gets unsupervised access to the lab) – including those who have been regular or continuous visitors to the lab for many years – registers using the new visitor application at least once. This will help us ensure that we have complete and up-to-date information in our system. I apologize for the inconvenience.

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## On Behalf of TRIUMF, Thank You

We recognize that these may appear to be significant changes in how TRIUMF is doing business. Ultimately, we believe that these updates will help us create an even better work environment for our visitors and staff – one that continues to promote scientific excellence facilitated by safe and effective operations. As I mentioned before, all members of the TRIUMF community – staff and visitors alike – have a role to play in this. I want to take this opportunity to thank you. We appreciate your ongoing support, patience, and feedback.

Please do not hesitate to contact your TRIUMF contact person, the Visitors Services Coordinator (mail: [visitorsoffice@triumf.ca](mailto:visitorsoffice@triumf.ca)), or me with any questions or concerns.

Sincerely,  
Reiner Kruecken  
Deputy Director