

Welcome

Dear Colleague,

Welcome to the island of La Palma and to the telescopes of the Isaac Newton Group. May I wish you a safe, productive and enjoyable visit.

Please take a few minutes to read the accompanying notes: they are intended for all users of the 2.5 m Isaac Newton Telescope and the 4.2m William Herschel Telescope, known collectively as the Isaac Newton Group.

The notes will give you some idea of how we operate, and they set out some fundamental information that is vital to know. If you discover any mistakes in them or feel that they can be improved, please add a note to the feedback form (see <http://www.ing.iac.es/ds/feedback/>) we hope you will complete at the end of your stay.

During your stay you will meet or see many of our staff; all of them are here to make your observations possible and successful, so please do not hesitate to ask anyone for advice or assistance. The staff you will interact with most are listed below with a brief description of their duties.

Support Astronomer (SA): Each run is allocated a SA whose role is to help you maximize the scientific returns from your trip. He or she will have contacted you or the principal applicant in advance and will help you interact smoothly with the rest of the Observatory. The SA will introduce you to operating the instrument and telescope on the first night of your run. When things are running satisfactorily he or she will probably leave you in peace unless you request differently.

Telescope Operator (TO): The WHT has a Telescope Operator whose role is also to support you and help you get the best out of the equipment. Your TO also has an important role to play safeguarding the telescopes, their associated equipment, and yourself. There will be times when the TO will have to close down the telescope for safety reasons. If he or she does so then it will be because of criteria based on design limitations and experience. Your understanding, if this happens to you, would be much appreciated.

Duty Engineer (DE): There is one Duty Engineer on site each day and night. His or her name is posted in the control room. This person will be available in one of the telescope buildings until 23.00 hours (contact via the intercom using code F79). In the event of a fault or an emergency, first contact the WHT Telescope Operator for advice and if necessary you may call the Duty Engineer at any time (extension 2522 at night, room 317 in the houses).

You will have noticed that I wished you a safe visit in my opening paragraph and have mentioned safety in several other places. I make no apologies for this since there are many potential hazards associated with operating large pieces of moving equipment in the dark on a mountain top. We do our best to minimize the hazards but we rely very much on your cooperation to maintain a good safety record. Please obey safety rules and instructions, and heed advice. If you are uncertain about anything, do not hesitate to ask.

Finally may I wish you once again a very successful visit.

René Rutten, rgmr@ing.iac.es
Director of ING

ING visitor pack

This information is provided to ING visitors on their arrival at the ORM (**O**bservatory **R**oque de los **M**uchachos). Support staff are requested to check with visitors they have received this information.

I wish you a successful run, a safe stay at the ORM and a safe journey back. If you have suggestions on how to improve the service we provide, please mention this in your feedback or send your suggestions directly to opshead@ing.iac.es.

On arrival

The reception in the IAC (**I**nstituto de **A**strofísica de **C**anarias) Residencia is manned from 9:00 to 19:00 every day. If you arrive late, you should find the room key, with notes and a torch left for you on the reception desk.

First aid and emergencies

There is a first aid room in the IAC Residencia and one in the INT building. First aid kits are available in the WHT and JKT kitchens.

The IAC night porter's mobile number is 609 554576, the ING duty engineer's (from now on **DE**) mobile number is 616 974513. His name is displayed on the notice-boards in each control room. Both work until 23:00 and stay on site. During working hours you may contact the DE by making an F79 call on the ING intercom, at night you may telephone room 317 by dialing 2522 or the mobile phone. The WHT control room (telephone number: from internal 2559, from external 922 405559) is manned throughout the night (except when abandoned due to bad weather). The general emergency number in Spain is **112**; they will speak your language!

If you have a medical condition, which may be significant in the event of an accident or emergency, please let the director of ING or the DE know. With your permission, they will ensure essential personnel are aware of the condition. Be assured that all medical matters are treated strictly confidential.

If you feel unwell notify the DE or get someone to do so. Do not go to your room and lie down without telling someone. If someone else tells you they feel unwell, make sure the DE is informed.

Fire routine procedures

A fire team has been established on the mountain top to co-ordinate the safe evacuation of staff and visitors from the telescopes in the event of a fire. The fire team consists of the duty DE (mobile 616 974513), Alan Chopping (mobile 609 332178) and Jürg Rey (mobile 616 974512).

If you discover a fire:

- 1) Raise the alarm at once by operating the nearest break glass fire alarm operating point.
- 2) Call the fire team for assistance on the ING intercom (F79).
- 3) If trained to use fire extinguishers and you feel you can easily extinguish the fire, attempt to do so with the equipment provided. **Never take personal risks.**
- 4) If you cannot tackle the fire, should the fire get out of control or your escape route is threatened leave the building quickly and calmly by the nearest available escape route.
- 5) **Do not stop** to collect personal belongings. **Do not use** lifts.

On hearing the evacuation signal:

- 1) Leave the building quickly and calmly by the nearest available escape route.
- 2) **Do not stop** to collect personal belongings. **Do not use** lifts.

Fire assembly point:

- 1) The normal point of assembly is the car park; however you may be directed to another area by a member of the fire team.
- 2) Do not re-enter the building until informed it is safe to do so by a member of the fire team.
- 3) If you believe someone is missing, inform the fire team or the fire brigade officer.

ING safety policy

<http://www.ing.iac.es/Intranet/safety/safetyindex.html>

A copy of the ING safety policy can be found on the WHT safety notice-board at the entrance to the operations room. It's the DE's role to deal with emergencies; all visitors must follow his instructions.

IAC Residencia

Please refer to the written visitor pack for the entry door lock code.

The Residencia is operated by the IAC. Ask the receptionist for your room key. At the end of your stay return the key to the receptionist and leave a forwarding address for any outgoing freight or post if necessary. To notify any changes in accommodation requirements, contact the IAC Residencia from Monday to Friday between 9:00 and 15:00, calling 922 405500. All invoices must be paid to the IAC Residencia before departure.

Please be quiet in and around the IAC Residencia since staff and visitors may be sleeping at any time of the day or night. At night lower the blinds on all windows and turn off unnecessary lights.

Please book lunch and dinner one day in advance with the IAC receptionist. Before going to the dining room sign your ticket and take it with you. Rather than waiting for somebody to come, feel free to ring the bell in the dining room. You may ask for a soft drink, beer or wine!

Breakfast is available around the clock in the self service area.

Lunch is served between 12:30 and 13:30.

Dinner is available between 18:00-20:00 (summer) and 17:00-19:00 (winter).

Coffee and tea are available on a self-service basis at the WHT and INT at any time of the day.

Official transport to and from site

Observers will travel to the observatory by the taxi booked by the ING. Please fill out the ING booking form for visiting observers (<http://www.ing.iac.es/ds/booking/>) for making the appropriate arrangements. Book the taxi to the top well in advance. The cost of the taxi from sea level to site is 40 euros one way. The journey takes about one hour and 15 minutes from the airport, and one hour from Santa Cruz de La Palma.

Please bear in mind that bad weather can restrict the access to the observatory. In these conditions ING activates the winter procedure, which means that the taxi can't get to the IAC Residencia before 09:15am, and the way down must be done in daylight. Due to these restrictions, or if the observatory is unreachable, you will be reallocated in a hotel at sea-level or have to stay longer at the IAC Residencia.

Provided that there are available seats, you can also travel with the ING fleet. However, please bear in mind that ING transport leaves the sea-level office in Santa Cruz de La Palma at 07:45am (weekdays only) and it returns at 04:00pm from the site (except Fridays 03:30pm). There is frequently transport at weekends but it is NOT guaranteed and you should check well in advance. For the latter reasons we recommend that you always book the taxi as your first choice.

You should NOT travel up to the mountain top in anything except the official ING transport or the taxi. The roads can be impassable or dangerous at any time of year, being the worst months November to April. In any case, please NEVER hire a taxi or a car without clearance from the ING.

Transport on site:

Visiting observers may use allocated vehicles for transport on-site (see list), provided they hold a current full driving license. Please make arrangements with you SA. These cars **may not be driven off-site** by visitors. Other spare vehicles are available from time to time for on-site use on the DE's advice. Visitors shouldn't use 4-wheel drive vehicles unless they have been given instructions by the DE or SA. Make sure before you leave site that the keys have been put on the keyboard at the IAC reception again. Please report any problem you find with the car via the ING fault database and remember **the speed limit on site is 40 km/h and we drive on the right.**

Although you have an assigned car, there may be occasions, particularly during bad weather when you cannot use it! If you have any doubt ask for advice contacting the duty DE (mobile 616 974513).

Car allocation:

Blue SEAT IBIZA 1679DCB	WHT observer
White SEAT IBIZA 1650DCB	INT observer

Walking

Please take care when walking around the site. There are many precipices and the rock is very unstable. Keep to roadways and marked paths. Beware of bad weather conditions. In poor visibility it is extremely easy to lose your way and snow and ice can make the shortest journey an ordeal. Be sure to collect the torch, provided with the ING visitor pack, before it gets dark and always carry it with you after dark.

Before you intend to leave for a walk, always tell somebody where you're going or notify the DE.

Communications

See http://www.ing.iac.es/About-ING/Staff/ing_staff.html, ING's list of contacts.

Telephones: For external calls please use our VoIP phones. To get a line dial 9. (International code is 00, code for UK 44; Holland 31; Germany 49; France 33; USA 1). Please ask the TO or DE for further advice. The international code for Spain is 34.

Mail: A mail bag travels up and down between the ING sea-level office and the mountain top each weekday. Outgoing mail may be posted in the WHT by placing it in the pigeon hole marked "S/C office" on the first floor; private post must have a stamp. Stamps and picture postcards are on sale at the reception desk in the IAC Residencia from 9:00 to 19:00. Check "visitors" pigeon hole in the WHT for incoming mail.

Mechanical workshop

Should mechanical engineering assistance be required during your visit, a comprehensively equipped workshop staffed by experienced technicians is available during normal working hours. Contact Operations, opshead@ing.iac.es, to access this facility. Assistance outside normal working hours may be possible providing sufficient notice is given.

Telescope buildings

At night, keep lights to a minimum and carry a torch when moving around the buildings. Keep fire doors closed.

Alcoholic drinks are not allowed in the telescope buildings. Smoking is prohibited in all ING buildings. Drinks and cold snacks are allowed in the control rooms; please use the kitchen for hot meals. You may use the refrigerators, however please remove all your items at the end of your run. It is good practice to label (name and date) what you put in the fridge.

Security boxes have been installed in the control rooms to safe guard your personal possessions like compact discs. The key for the box is located on the visiting astronomer car key ring.

Observing

Observing at the WHT:

At the WHT, the Telescope Operator (TO) is responsible for safety at night. The DE is in the building until 23:00; from then on he is at the IAC Residencia on call. Your Support Astronomer (SA) will introduce you to telescope and instrument at begin of the first night, for the rest of the first night he/she will be at the IAC Residencia on call. The Operations Team checks the telescope and instrument every afternoon before 15:00, afterwards the telescope is yours. **Be aware that only ING staff is allowed to move the telescope, dome and shutters!** Always make sure that the settings of your instrument and detectors have not been changed. Due to testing and restarting of the observing system it is possible that some parameters may have changed.

Observing alone at the INT:

Always carry the lone worker alarm with you! Your SA will show you how it works. Establish contact with the WHT TO at dinner time, or contact the WHT TO at the WHT control room (intercom 68 or telephone 2559) any time you require assistance. After the afternoon checks the telescope is handed over to you. As there is no TO you are required to move the telescope, dome and shutters.

If there is ice on the dome or if you have any questions contact the WHT TO or the DE.

On departure

Please hand in the torch when paying your bill (including private telephone calls) at the IAC reception desk.

Fill in the feedback form <http://www.ing.iac.es/ds/feedback/> at the end of your last observing night. This feedback is carefully checked, and your suggestions are important to us.

If the science obtained from your observing run proves to be scientifically rewarding or you take nice images please feel free to contact ING Public Relations Manager, Javier Méndez, jma@ing.iac.es. More information on our newsletter, press releases and public image archives can be found at <http://www.ing.iac.es/PR/>.

Don't forget to buy an ING souvenir before leaving! Please contact your Support Astronomer or Telescope Operator.

Jürg Rey

Head of Operations

juerg@ing.iac.es

May 2007