

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. They 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.

Observing Support Assistant (OSA): The WHT has an OSA whose role is also to support you and help you get the best out of the equipment. Your OSA also has an important role to play safeguarding the telescopes, their associated equipment, and yourself. There will be times when the OSA will have to close down the telescope for safety reasons. If they do 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.

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 minimise 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.

Online information to help you to prepare your observing trip can be found at <http://www.ing.iac.es/Astronomy/planning/>.

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

Marc Balcells, director@ing.iac.es
Director

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 home. If you have suggestions on how to improve the service we provide, please mention this in your feedback or send your suggestions directly to Operations 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 and these notes 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 OSA's mobile number is (0)616 974 513. He/She starts work 30 minutes before sun set. The IAC night porter's mobile number is (0)609 554576. He works until 23:00, stays on site and is on call for emergencies. During working hours you may contact the operations team by making an F79 call on the ING intercom or calling 670 using the ING Cisco phones. The WHT control room (telephone number: (0)922 405559, (0)922 425452) 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 know (director@ing.iac.es) With your permission, he will ensure essential personnel are aware of the condition. Be assured that all medical matters are treated in the strictest confidence.

If you feel unwell, notify the operations team or your OSA 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 operations team or your OSA is informed.

Fire emergency procedures

The 'ING contact person' is the operations team during working hours and the WHT OSA at night.

If you discover a fire:

- 1) Raise the alarm at once by operating the nearest break glass fire alarm.
- 2) Call the operations leader or your ING contact person or get someone to do so, providing your exact location.
- 3) If trained in the use of 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, whenever possible, assisting in evacuating visitors and leaving windows and doors closed.
- 5) **Do not stop** to collect personal belongings and **do not use the lifts.**

On hearing the evacuation signal:

- 1) Leave the building quickly and calmly by the nearest available escape route, whenever possible, assisting in evacuating visitors and leaving windows and doors closed.
- 2) **Do not stop** to collect personal belongings and **do not use the lifts.**

Fire assembly point:

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

The operations leader or the ING contact person will call **(0)112** if a fire has been discovered that cannot be tackled. If a fire is discovered the operations leader or the ING contact person must inform the IAC reception, ING management and the ING safety adviser.

Once a fire incident has been resolved the operations leader or the ING contact person, after agreeing with ING management or the ING safety adviser, will inform staff and visitors how to proceed.

ING safety policy

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 ING contact person's role to deal with emergencies and all visitors must follow their instructions. More information can be found on ING's intranet: www.ing.iac.es/Intranet/safety/safetyindex.html.

IAC Residencia

Please refer to the hardcopy of the 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 (0)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 which is on the serving counter. 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/>) to make the appropriate arrangements. Book the taxi to the ORM well in advance. The cost of the taxi from sea level to site is 45 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 travel to sea-level must take place 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 site (except Fridays 03:30pm). There is frequent 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 the year, the worst months being 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 the list below). You must carry with you an EU or International current, full driving licence. Visiting observers will be asked to sign a form, before using these vehicles. Information on the use of the vehicles is available inside the vehicles. 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.**

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 a torch 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.

Communications

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

Telephones: For international calls, please use our Cisco phones with the prefix 9. (International code is 00, code for UK 44; Holland 31; Germany 49; France 33; USA 1). Please ask your ING contact person for further advice. The international code for Spain is 34. Example: 9 0034 922405559

Mobile phones: Several companies provide coverage at the Observatory.

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 from 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 the "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.

Computing

At ING we provide a number of public computers and peripherals for general use in the control and terminal rooms of the telescopes. The details of the accounts for accessing these computers will be provided by your SA.

If you bring your portable computer with you, please make sure you submit the computing facilities questionnaire provided at the planning observations web pages well in advance. ING wireless network access is provided in the control rooms, WHT building, at the lounge of the Residencia and at the ING Sea-Level Office. IAC runs a wireless network at the Residencia that can be accessed from the bedrooms. Please refer to the hardcopy of the visitor pack for the access password.

The ING provides the visiting astronomers with DVDs for data recording or DDS3 tapes if using the INT/WFC, whilst they are observing with ING's facilities. USB and FireWire external disks can also be used to download observing data.

Observing

Observing at the WHT:

The WHT's OSA is responsible for safety at night. Your SA will introduce you to the telescope and instrument at the beginning of the first night. For the rest of the first night they will be on call at the IAC Residencia. The Operations Team checks the telescope and instrument on normal working days before 15:00. Then the telescope is yours until the operations team leaves. **Be aware that only ING staff are allowed to move the WHT 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 OSA at dinner time, or contact the WHT OSA at the WHT control room (intercom 68, telephone (0)922 405559 or 452) any time you require assistance. After the afternoon checks the telescope is handed over to you. As there is no OSA 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 OSA.

Data ownership

The ING Board and the International Scientific Committee (CCI) have decided that data belong exclusively to those who acquired it for a period of one year. After this time it enters the public domain. Service observations which are made by SAs at the request of others are similarly treated.

On departure

Please hand in torches 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 and your suggestions are important to us.

If the science obtained from your observing run proves to be scientifically rewarding or you produce interesting images please feel free to contact the 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/>.

ING souvenirs are available by contacting your SA or OSA.

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