

Guidelines for coming to Diamond under COVID-19 conditions

This sheet gives key information for researchers physically coming to Diamond.

Information for researchers (Users) planning to visit ISIS, CLF or Diamond facilities at the Rutherford and Appleton Laboratory (RAL) during the Covid-19 period

The science facilities at RAL have begun to have Users physically back from August 2020 in small numbers, with numbers expected to increase through the latter part of 2020. This sheet gives key information for Users physically coming for experiments to RAL, and have been agreed by ISIS, CLF and Diamond.

Responsibilities of visiting researchers (Users) and their institute /employer

Employer responsibility: Your employer remains responsible for your health and safety while undertaking work at Diamond.

Overseas researchers must follow the latest [Government rules for entering the UK](#). Please check the rules again immediately before travelling to the UK. It is the responsibility of the researcher's employer to ensure that they are adequately covered by insurance if medical treatment is necessary in the UK, whether COVID-19-related or not. Overseas travellers should ideally be tested for COVID-19 prior to travelling to the UK and cancel travel plans if testing positive.

Self-isolation by overseas researchers: Where self-isolation is required (on entry to the UK) researchers must make their own accommodation arrangements. Diamond shall not cover the cost of self-isolation accommodation. Researchers are not permitted to visit Diamond until any self-isolation period is over.

COVID-19 Symptoms/Cases: Overseas travellers should cancel their travel plans if showing symptoms of COVID-19 before travel. In the event of a researcher experiencing [COVID-19 symptoms](#) or testing positive; then Diamond may allow the visitor to remain in their booked accommodation (at Ridgeway House or the Cosener's House), and will assist the researcher with regard to transport (either to a COVID-19 testing site, or to travel home). However, all living, transport and repatriation expenses incurred as a result, must be paid by the researcher's employer/institution (Diamond will invoice the employer institution if payment cannot be made by the researcher). Please ensure that your employer has plans to support you in the event of illness (whether COVID-19 related or not).

Working protocols: We have introduced new protocols to protect people at Diamond during the COVID-19 pandemic. These includes mandatory mask wearing, hand sanitisation facilities, social distancing rules & signage and contingency plans for COVID-19 related circumstances.

Training: To gain entry to site, you must watch the [COVID-19 training video](#) and complete the test, at least 48 hours in advance of your visit to site. You will also be given specific instruction and guidance from your Diamond local contact.

Booking visits to Diamond

Diamond User Office remains in operation (staff may be working from home) - [contact details](#).
useroffice@diamond.ac.uk

Accommodation can be booked through the normal visits processes.

Once the online visit request has been received, and it has been confirmed that all relevant safety tests have been completed, the User Office will issue a site pass for you to collect from the RAL Security lodge.

Please ensure your visit is submitted at least 2 weeks prior to your arrival date to ensure that your site entry is organised.

It is very important that you do not come to Diamond without having arranged your visit through the User Office and done the online training – you will not be allowed on site if you have not done this.

Restaurants and Ridgeway House

The restaurant is open for eat-in and take-away meals. Only card / contactless payments are being taken – no cash. You can see a short video showing how the restaurant is run at the moment [here](#)

Ridgeway House is open for guests, with a [COVID-19 User Guide](#).

Dinner guests are advised to contact reception if they find themselves running late or wishing to have dinner earlier and reception will make the arrangements for them as appropriate.

If you become unwell during your time at RAL

If you become unwell during your stay, and particularly if you show symptoms of COVID-19, you should follow the procedure below:

1. You should inform your home institution, your Diamond local contact (by phone) and your accommodation provider.
2. You should self-isolate in your accommodation straight away. You should inform the accommodation reception team by phone. If you have not checked in to your accommodation you should contact the User Office to arrange a room for you to self-isolate in. Talk with your local contact if you are not sure how to do this, or contact the Diamond User Office if your local contact isn't available.
3. You should make arrangements via NHS 119 (you can find details of the [NHS 119 service here](#)) to arrange a [COVID-19 test](#) through the UK NHS. Users can request an NHS home test kit to be delivered to the accommodation.
4. You can remain at your STFC accommodation for the period of self-isolation.
5. The Diamond local contact will identify and inform the other team members that may also need to self-isolate.
6. The Diamond local contact will have regular contact with you by phone or video to check if you need further assistance.
7. If symptoms worsen then your circumstances should be discussed with an appropriate health care professional.

Whilst you are isolating, rooms will not be cleaned during your stay. Meals will be served to your room and will be left outside the room door, and disposables will be used for cutlery, etc. Fresh linen and towels will be provided as required and will be left outside the bedroom door. Linen bags and additional waste bags will be provided for used linen and rubbish, and all should be retained in the room until a negative COVID test or checkout when it will be left for 72 hours before cleaning or disposal.

Closing Notes

Due to the extra procedures in place during the COVID-19 situation, and because not all facility staff will be on site as normal, you should plan for tasks to take longer than normal to perform. Facility staff may not be available to solve problems as quickly as normal, and a greater degree of flexibility may be needed around what is possible when running your experiment. We ask that you be as understanding and patient as possible if things are not able to happen as you would normally expect.

Diamond specific information

Before you get onto the Diamond site

Please ensure you have completed the Covid-19 Working Protocols Training and read **the COVID-19 On-site Working Protocols**.

These protocols are the main source of rules for how to work at Diamond, you need to comply with them at all times.

They provide **essential information** on the working arrangements under current health and safety conditions – the rules for regular hand washing, social distancing and wearing face masks are detailed there.

Always follow the guidance provided by local contacts, accommodation providers and catering facilities. This hand-out is an advisory note for your reference.

Protocol for Users on Site

1. Please ensure you submit your session information in UAS and also ensure all your team undertake the [COVID-19 training](#). They should be advised to submit these 2 weeks in advance and if this is not possible an absolute minimum of 1 week before your visit otherwise STFC may block access to site.
2. At any one time a maximum of 2 users are permitted on site. Shift working will be considered, with a total of 4 users per visit working in teams of 2 people. The first time a user comes to Diamond under these conditions the local contact will arrange to meet you in the Atrium and you will be given a welcome pack containing some face masks, sanitisation gel and written guidance, and be given instruction on use of the Wello station temperature measuring system.
3. Social distancing and COVID-19 working protocols significantly increase the length of time required to perform tasks. The productivity of a day now will not be the same as pre-pandemic. Please take this into account when planning your experiments.
4. Lab access, especially to Chemistry labs, needs careful coordination between Lab Technicians and PBSs. The space is now at a premium due to social distancing rules and Lab Inductions also take longer.
5. Complicated, ambitious experimental equipment setups are not encouraged until we are confident that normal post-pandemic operation is possible.
6. An instrument can only be operated by users at weekends or overnight when approved and when it is safe to do so. If these conditions cannot be met it is unavoidable that an experiment may remain inactive.
7. Please be aware that support for users will be limited by staff availability and this can change at short notice e.g. the need to self-isolate or for childcare reasons.
8. Beamline staff will not take responsibility for setting up or operating sample environments owned by users.
9. Where staff are making a substantial contribution to running user experiments, they are only expected to work day-time hours (between 7am and 7pm) and not at weekends.

When you arrive

Go to the reception building or drive through the security gate.

You will be given your identification badge at reception.

Go straight to the agreed meeting point (instrument or other work area) you have confirmed with your Local contact – the User Office will not be physically open.

Any questions you have please direct them to your Local Contact

or get in touch with the User Office by email

On site

Minimise movement around the site – restrict to areas where you are located/working. Use external routes wherever possible.

The beam will be available 09.00-16.00 and 2 users will be able to work at the beamline at any time during September - October. Please [click here](#) for things to consider the following when working on the beamline.

If at any time you feel unwell follow the instructions as provided above.

If you test positive for COVID-19 in the seven days after leaving Diamond site, please inform your Diamond Local Contact and Diamond User Office.

Dining – further details

R22 Restaurant - Opening Hrs – 07:30 and 16:00 Rules for use of Restaurant (please always follow what is advised on the days you use it):

- All staff should enter through the R22 coffee lounge north and south entrances only
- Please join the queue to the servery door following the safe distancing marks on the floor
- In the coffee lounge, queueing area there will be menus available that day to assist your choices prior to entering the servery area. Menus will also be available on STFC chat and on the catering website
- During busy periods a member of staff will invite you into the servery area in turn.
- Please adhere to social distancing at all times.
- Payment will only be accepted via contactless or card, no cash will be taken.
- The R22 toilets are closed and seating areas remain closed.
- Additional cleaning and sanitising regime is being implemented throughout the building.
- Please use the hand sanitiser available prior to entering the servery.
- Avoid touching surfaces if not necessary.
- Only handle product you wish to purchase.
- Please respect the direction, no entry signs and safe distancing at all time.
- The servery has two, one way routes for which menus are attached.

The Entrance to the servery will be through the two doors to the coffee lounge only. The restaurant is operating two one way systems through the servery, following the safe distancing marks on the floor. During busy periods, a team member will invite you into the servery area, in time. Route 1 on your right will be dispensing a cold offer while route 2, on your left will have hot food on offer.

The kitchens in the synchrotron building will be open

Minimise use of kitchens using personal drinks bottles, etc. Use nearest kitchen. Wash your hands upon arrival. Minimise the surfaces/items you touch. Clean any items/surfaces you touch. Do not bring treats to share or make drinks for others.

Leaving Diamond

Instrument

Please leave the instrument and any labs you have used clean and tidy, following the prescribed protocols. Diamond are not able to dispose of your samples. Please repack everything you brought with you and take it away from site.

Accommodation

Please ensure you check out from your accommodation before the check-out time.

Access Cards

Please return your access card and lanyard to the Diamond User Office. There is a post box located on the wall outside the User Office. If you forget, please post your card in the box at the security gate on the way off campus.

Useful contact details

User Office: useroffice@diamond.ac.uk **Office Hours:** Mon to Fri 08:30 - 16:30

Experimental Hall Coordinators: 01235 778787