

# GAPS Tours program term sheet

The GAPS Tours Program at TRIUMF provides educational tours of TRIUMF's facilities led by a member of GAPS.

## Protocols and Guidelines for Guides:

**GAPS tour guides** are required to:

- Commit to an initial 6 month term
  - This includes a 4 week training followed by a 5 month service period
  - You will have the option to extend up to an additional 6 months (i.e. maximum two terms)
- Within this period, provide **one 1-hour time slot per week** during which you are available to give tours (exceptions apply during beamtime and travel) - this requirement is typically met with the regularly scheduled weekly tours, but may also be fulfilled with one-off, special request tour opportunities that are communicated by the program administrator

## **Basic training plan overview:**

Here is the basic training overview. We are planning to offer this training during the month of July – please let me know if you cannot make the training at this time. It is completed in 4 steps:

1. **Introductory information session** - this will be a one-hour meeting during which we'll go over the general expectations of our guides, a brief history of tours at TRIUMF, and other details on the tour program.
2. **Site access training** - This is a group tour with all of our guides in training. It is meant to point out the procedure at the start of a tour, the normal and accessibility-friendly tour routes, what to do in case of an emergency, and areas of interest that you can choose to include on your own tours.
3. **Study the guide** - [This can be found here](#), it is meant to serve as supplementary material that can you use to tailor the tour to your preference (please don't feel obligated to memorize this document, it's really meant to provide more information about specific areas of interest and help you learn more about the site). *You may also want to connect with our currently trained guides to shadow them on a tour to gain insight on how they manage their tours.*
4. **Supervised tour with visitors** - this is tour given by you with visitors from the general public, that will be supervised either by me or one of our current guides. These will be scheduled according to visitor demands and may either be a regular weekly tour or a special request.
5. After these steps, you will be fully qualified!

## **Guide remuneration:**

- \$200 commitment payment upon completion of first public tour (i.e. completion of training)
- Regular stipend – \$50 per week, disbursed as \$100 every two weeks with TRIUMF staff pay cadence
- TRIUMF Directorate *Letter of Reference* highlighting contributions to public outreach, in exchange for remuneration, upon request

**If at any point you see any discrepancies related to your pay please let the Administrator know as soon as possible.** This is a critical process and we want to make it as painless for you guys as possible.

### **Service level assurance:**

Guides are required to find a replacement for any scheduled commitment they are unable to fulfil no less than 4 hours in advance of the scheduled tour - failure to deliver on a tour commitment may result in loss of future tour opportunities.

### **Caveats:**

- A one hour-per-week tour is a baseline; more tours per week can be supported based on capacity planning and resource availability
- Beam time for research will take priority and resource schedules will be established that make best effort to account for weeks where this occurs

### **Protocols and Guidelines for Administrators:**

**GAPS tour administrators** are required to:

- Commit to 1-year service period
- Determine and establish resource capacity & redundancy plan during this period
- Lead intake and onboarding process to balance attrition with replenishment rate to maintain established baseline
- Manage service commitments and redundancy supported by Booking tools, communicating changes as necessary.
- Provide internal/external program communications
- Liaise with other business units at TRIUMF to ensure successful program integration
- Own of weekly accounting and budget oversight

These tasks may be supported by Communications staff but are ultimately the responsibility of the Program Administrator.

### **Basic training plan overview:**

Program Administrators are required to be trained in providing tours – as such, the Admin will partake in tour guide training. Admin-specific training will be provided over the course of several week, covering resource management, workflow processes, workflow processes, long-term planning, and other critical topics.

#### **Admin remuneration:**

- \$200 commitment payment upon completion of first public tour (i.e. completion of training)
- Regular stipend – \$100 per week, disbursed as \$200 every two weeks with TRIUMF staff pay cadence
- TRIUMF Directorate *Letter of Reference* highlighting contributions to public outreach, in exchange for remuneration, upon request
- *Learn2Lead* Certificate of Completion

#### **Capacity planning & scheduling**

GAPS and Communications will use Microsoft's Booking tool, which depends on TRIDENT account access and capacity to define staff-level availability to support a tour listing.

#### **Types of tours:**

All tours must be accounted for in the Booking tool – in the case of Special requests this requires a manual booking by the Admin. The Booking tool facilitates tour booking management by providing a mechanism for communication between GAPS guide, the Admin, the TRIUMF reception desk, and the organizing visitor. Additional communication (via email, phone, etc...) may be required depending on the specific tour circumstances.

##### *Weekly public tours*

- One-hour tour slots bookable (via Microsoft Booking tool) by the general public, with a maximum of 15 attendees per tour slot
- Planned on 2-month forward-looking schedule driven by guide capacity to support public demand

##### *Weekly school tours Ad hoc and special request (conferences, etc.) tours*

- One-hour tour slots bookable (via Microsoft Booking tool) exclusively by schools, with a maximum of 15 attendees per tour slot
- Planned on 2-month forward-looking schedule driven by guide capacity to support public demand

*Ad hoc and special request (conferences, etc.) tours*

- Tours that originate as special requests
  - These must be managed via active communication and are not bookable via Microsoft booking tool
- Resources are allocated on an ad-hoc basis, as such feasibility of these tours is determined by resource capacity