

Chemistry Repair Shop – Operation User Guide

as of July 6th, 2020

How to make an equipment repair request:

- Please e-mail chemrepair@queensu.ca to request an equipment repair appointment with the following information:
 1. Name
 2. Lab/Supervisor
 3. Description of equipment requiring servicing
 4. Quick description of issue with equipment
 5. Is this equipment able to be dropped off? Or will we need to come to your lab?
 6. Do you need help moving it? Borrow cart?
 7. Your general availability during business hours.
 8. Priority of the repair. Priority 1 & 2 research? Fall remote teaching purposes? (If you are unsure please talk to your supervisor)

The [chemrepair](mailto:chemrepair@queensu.ca) e-mail will be monitored by all team members during business hours Monday to Friday.

- Do **NOT** stop by the shop without an approved appointment.

How to Drop Equipment Off at the Repair Shop

If the equipment is able to be dropped off please follow the guidelines below:

1. Do **NOT** drop off the equipment without a scheduled appointment.
2. There will be cart, as shown below, outside the shop for you to place your equipment on. If the equipment is too heavy to carry or too large to fit on this cart, then we can arrange for you to borrow a cart. Please indicate this in your e-mail.



3. Before dropping off your equipment please clean it to limit the transfer of your research to our repair shop.
4. Wash your hands and/or wear gloves to transport equipment to the shop.
5. Once you have dropped off the equipment on the cart please knock on the door and step back. If we recognize that the shop becomes a high traffic area we will create waiting zones and a queue.
6. Once the equipment is taken into the shop we will be wiping it down with an alcohol-based disinfectant.
7. Students and faculty members will **NOT** be allowed access into the repair shop itself. During this time, the repair shop room is restricted to authorized personnel only.
8. If we have any questions regarding the equipment, we will reach out to you by email.
9. Once we are finished with your repair we will reach out to you (by email) and schedule an appointment for you to pick it up. We will place it on a cart outside the shop.

Servicing Equipment in Your Lab

1. If you are unable to physically bring your equipment to the repair shop and require us to come to your lab indicate this in your e-mail
2. The repair shop will e-mail you back to schedule an appointment for us to come to your lab to take a look at your equipment
3. Be aware of the limit of people allowed in the room at a time.
4. When entering your lab, we will follow the following protocol:
 - a. We will wait outside your lab before being greeted for our appointment.
 - b. Washing/sanitizing hands before entering your lab and once again when we enter your lab.
 - c. We will wear clean gloves before handling equipment.
 - d. We will wear a face mask at all times while in your lab and we request that you do the same.
 - e. After leaving your lab we will
 - i. Throw away our gloves
 - ii. Clean our tools with an alcohol-based sanitizer
 - f. If we need to leave your lab to go grab more tools or bring parts back to our shop, we will clean our hands again and wear a new pair of gloves.

Weekly Eyewash testing

- Once a week we are required to do emergency eyewash and shower testing throughout Chernoff Hall, some of which are located in labs. We will be acknowledging the occupancy limit of people allowed in your lab and if required we will ask that someone leave the room for the 5 minutes it will take to perform the weekly tests.

Additional Notes Regarding Changes to Operations

Changes for staff members in the Repair Shop to accommodate public health guidelines

- The repair shop room will not be able to have people coming into the shop room due to restricted occupancy limits along with health and safety measures put in place.
- When interacting with students/faculty, we will wear a mask and we request that students/faculty do the same.
- Protocols will be changing and evolving and we will ensure to keep the SOP updated on the COVID-19 website.

Equipment repairs may take longer than usual with the new guidelines but our top priority is, and always will be, the wellbeing of all the staff, faculty, and students. We apologize for any inconvenience this may cause, but we all know how important it is to keep everyone as safe as possible at the workplace.

If you have any questions, concerns, or even suggestions please feel free to reach out to us at chemrepair@queensu.ca.

Stay Safe!

Ben, Ed, & Zena