

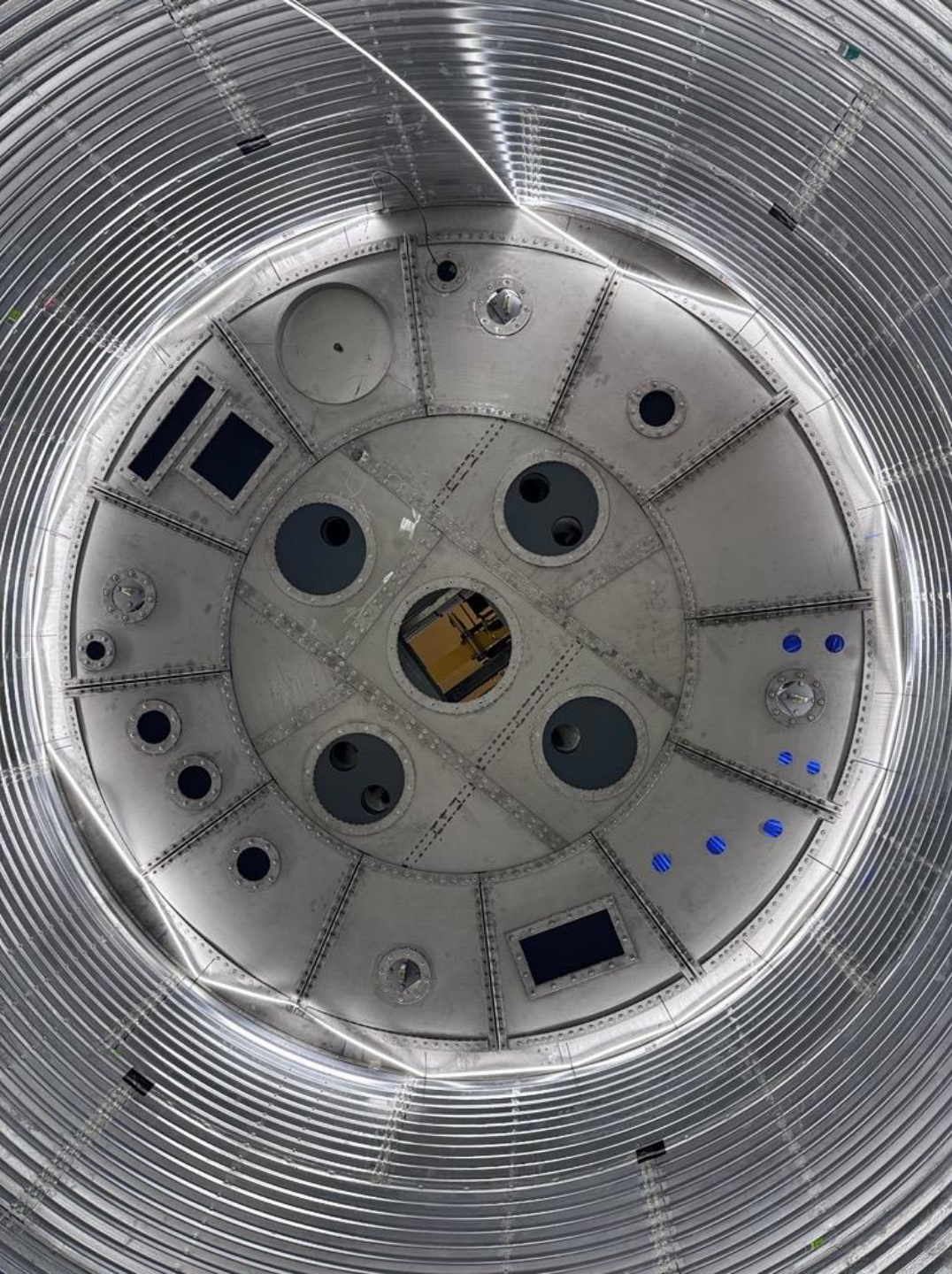
2025/07

Corporate Services Division

Samantha Kuula (she/ her)

Director of Corporate Services





User Support Coordinators



[José Bertrand Houle](#)

José is front-line contact for our SNOLAB user community; providing technical and administrative support, guidance, and coordination to users and supporting our research activities.

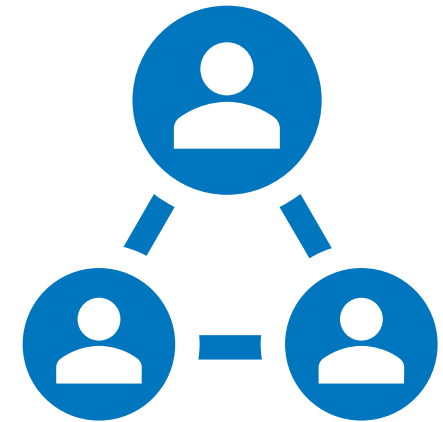
[Emma Larcher](#)

Emma is the point of contact for all SNOLAB users and will play a key role in supporting our user community coming to site and during their stay.

Functions of User Support Coordinators



- Gateway to the onboarding process
- Gear room access
- Streamline site access process
- Support the User community - accommodations, site access, gear
- Gear sign-out, locker allocation, and workspace setup



Student and User Support SharePoint Page



SNOLAB Users and Students

Welcome to SNOLAB—the world's deepest and clean laboratory!

Located 6,800 feet underground in Creighton Mine, SNOLAB is a Level 2000 clean lab dedicated to cutting-edge research. This site provides everything you need for onboarding and training, along with resources to keep you engaged during downtime and important SNOLAB policies.



On-Boarding



Working at SNOLAB



Sudbury Life

Weather

Sudbury, ON
21 °C Partly cloudy
26°/16° 07/24/2025 MSN We...

Sudbury, ON
9:47 PM Thursday, Jul 24, 2025

Quick links

 [SNOLAB Seminar Series](#)

 [Safety Training Management Portal](#)

 [SNOLAB website](#)

New Process Change



- Supervisor completes New User and Site Access forms and submit them to the appropriate contacts
- USC enters user information into the HRMS system
- USC registers user in Vale and STMS systems, then requests all required site access training
- USC sends a welcome email with training instructions and onboarding details
- USC picks up Contractor Pass and ensures building access is granted

UG Site Access-UG Visit Log



To be authorized for unescorted travel and work, you will also require:

- A Vale Site access card
- Personal (photo-ID) tags or SSST Tag
- **Supervisor authorization (UG visit log) once you have been deemed competent** (more details in next slide)
- Radio

Underground Visit Log

New Staff/Student/User:		Norcat/Vale Contractor #:
Date:	Accompanied by (Name):	Supervisor Sign-off:

I, _____ (supervisor name) have deemed _____ (new worker) competent for unaccompanied travel underground with the SNOLAB group.

I, _____ (new worker) understand the procedure for travelling underground and feel competent to travel underground with the SNOLAB group.

After Site-Specific Training: Accompanied and Group Travel



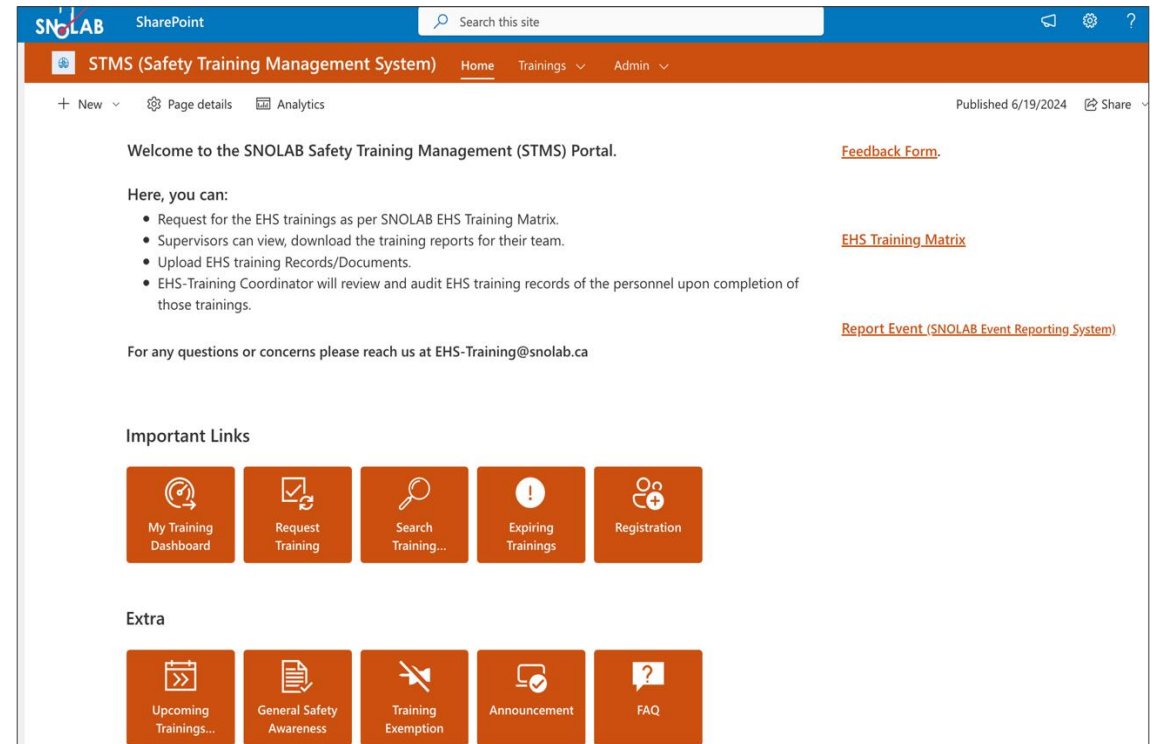
- Must be accompanied and overseen by a qualified person – supervisor/designated individual
- Generate a record of accompanied UG trips before they can use personal tags
- The trainee will be issued **blue tags** and follow the same sign in/out process
- Once finished, the log sheet and blue tags will be returned to EHS, and the User Support Coordinator or EHS Training Coordinator will issue the individual's personal tags.

EHS Training Management



Key features:

- Registration required
- EHS Training request form- Individuals or Supervisors
- Notifications and training expiry reminders
- My Training Dashboard
- Centralized, searchable Training Records





Increased IT Staff Size & Capabilities



Peter Luczak – Network Administrator

Responsible for managing, maintaining, and troubleshooting our extensive network and Linux systems to ensure seamless operation of our research and administrative activities.

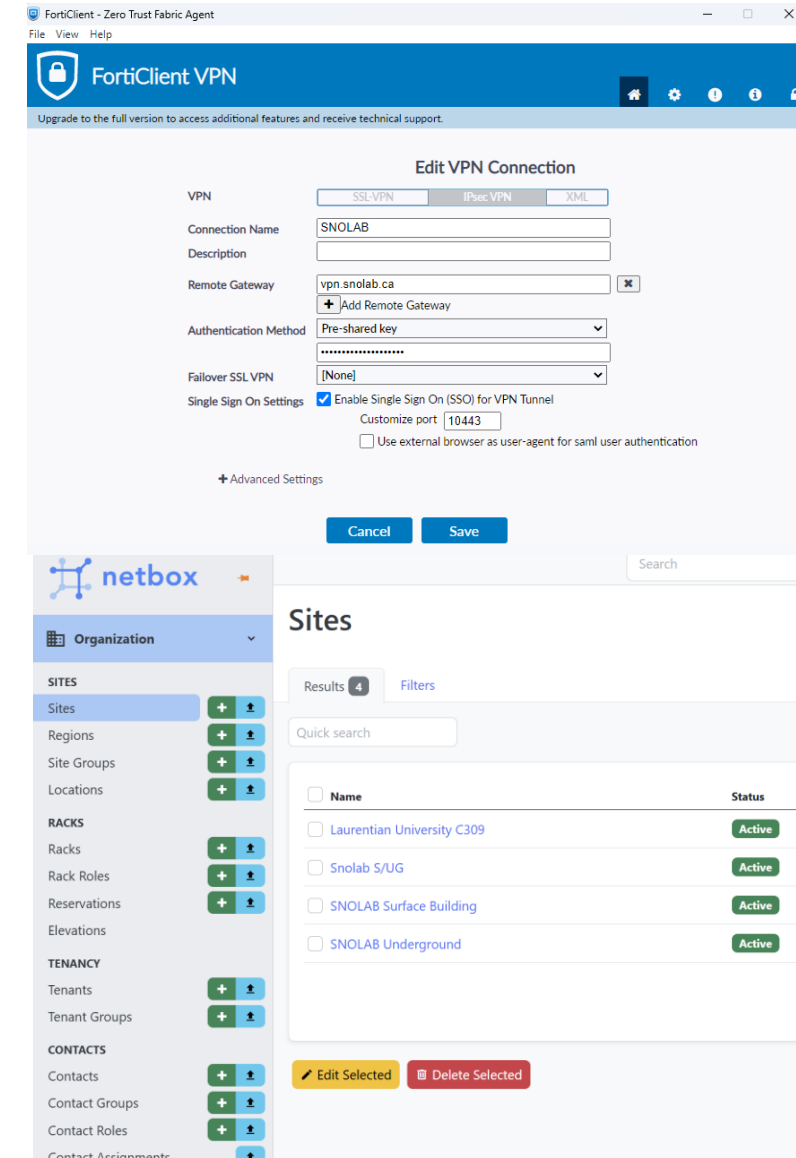
Leo Aquino – Business Automation Developer

Responsible for designing, developing, and implementing automation solutions to enhance business processes, data visualization, and operational efficiency at SNOLAB.

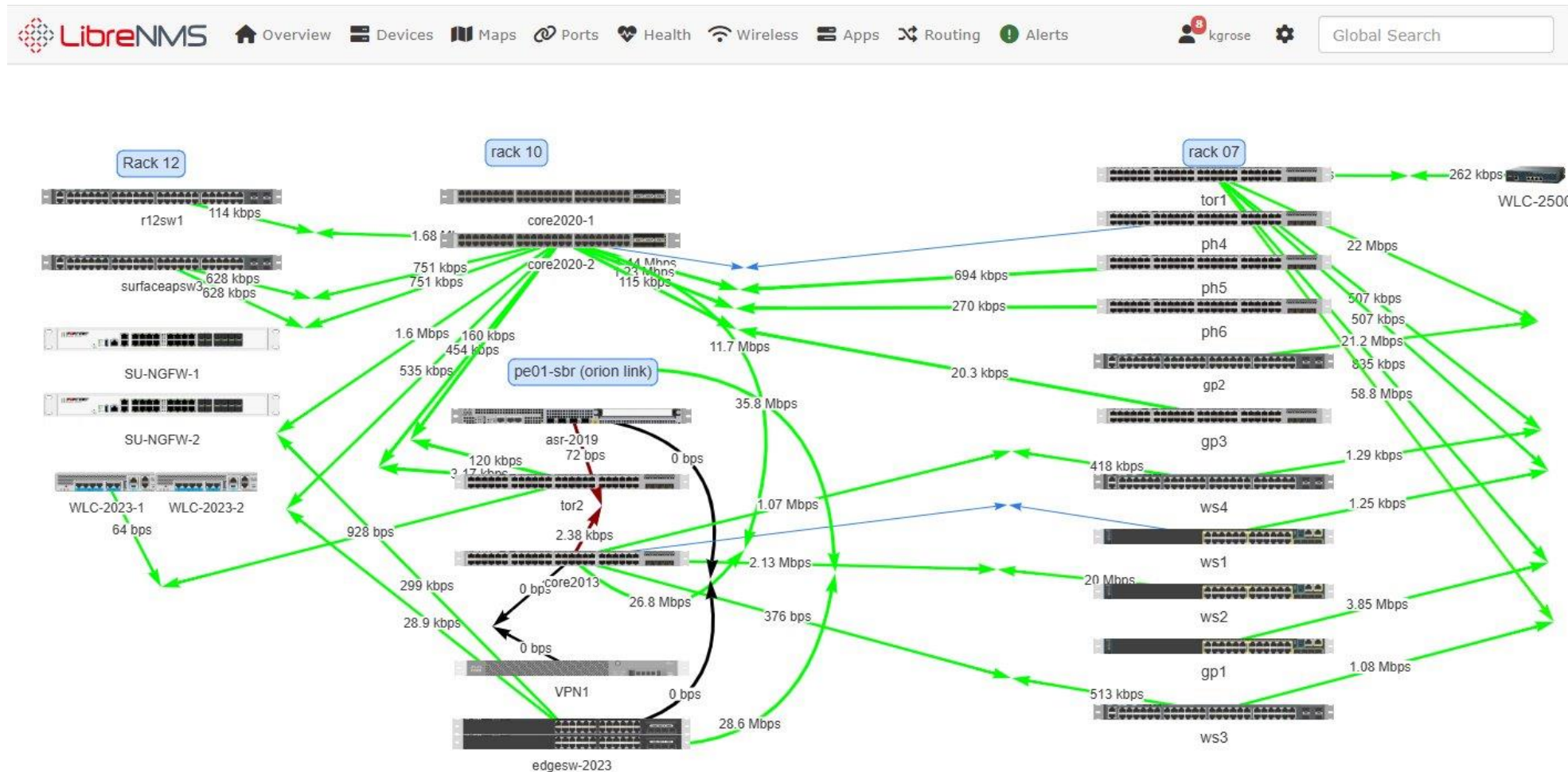
IT Update



- Next Generation Firewall is fully operational
 - *Still working on Mac and Linux Forticlient VPN*
- New Business Automation Developer Role (Leo!)
 - *Automating applications such as DocuSharePoint*
- New DataCentre Management System:
 - *NetBox – Advanced tool for managing ALL documentation of SNOLAB IT Infrastructure*
- New SAN and VHOST purchased, installed, coming online
 - *to power our Virtual Machines (GP, Sage, Vault, Basically everything)*
- New MS Teams Rooms rollouts nearly complete
 - *(Fraser Auditorium coming soon)*
- New UG Camera Project almost finalized



LibreNMS Real-Time Network Monitoring

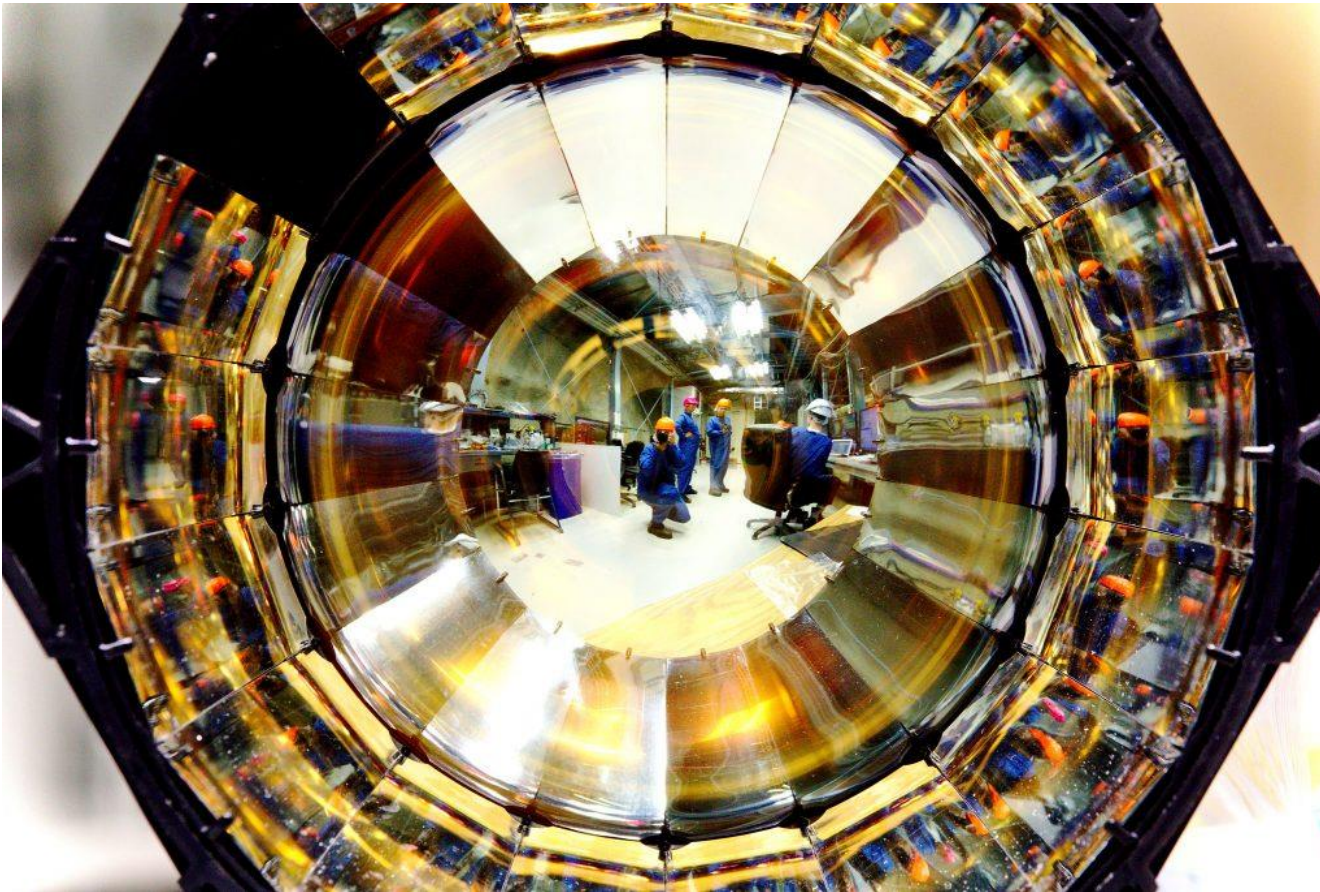
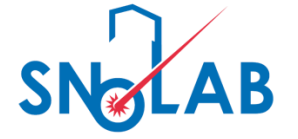


Communications SharePoint

- Designed for the SNOLAB community
- Style guide, templates, logos
- Visitor and tour information
- Brand refresh underway



2025 Global Physics Photowalk



- Hosted two tours
- Participating in global competition
- Planning local exhibit

SEEDLING program



- Designed for students in grade 4-8
- NSERC PromoScience funding
- Pilot to be developed in the Fall
- \$225K over three years





Wellness Rooms



- Wellness spaces on surface and underground for workers
- 30min sign up for prayer, meditation, pumping, etc.

The word "Questions?" is centered in the middle of the image in a large, white, sans-serif font. The background is a blue-tinted photograph of a long, brightly lit corridor in a laboratory or data center. On both sides of the corridor are rows of tall, grey metal cabinets or server racks. The floor is highly reflective, showing clear reflections of the cabinets and the overhead lights. The perspective is from the end of the corridor, looking down its length. In the distance, a few small figures of people can be seen walking. The overall atmosphere is clean, modern, and technical.