

Standard Operating Procedure <b>Visitor, Service Representatives and Contractors Safety</b>	
SOP Number: <u>SOP-VSRCS-02</u>	Category: <u>Administrative</u>
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Issued by: Director, Health Sciences Research	

## 1.0 POLICY

All visitors (i.e. pharmaceutical representatives), service representatives, and contractors accessing the W.J. Henderson Centre for Patient-Oriented Research (WJHCPOR) **MUST** follow general health and safety practices when on site and ensuring at all times research participant/patient confidentiality.

## 2.0 PURPOSE

To ensure that all visitors, service representatives, and contractors understand the hazards that may be present in the WJHCPOR and know the precautions that need to be taken in order to ensure personal safety when on site.

## 3.0 DEFINITIONS

Hazard- a danger or risk that has the capability of producing adverse effects to the health, well-being and safety of an individual.

## 4.0 PROCEDURE

Users are responsible for:

- Ensuring that their visitors, service representatives, and contractors follow the procedures listed below:
  - Obtaining a visitor's pass from Kingston Health Sciences Centre's (KHSC) Protection Services:
    - Users need to contact the designated KGHRI staff member if a visitor's pass is required. Information to be provided includes the name of the individual(s), where the individual(s) works (i.e. institution, company, regulatory authority), and date(s) when the individual will be on site. The designated KGHRI staff member will notify KHSC's Protection Services via email. On the day of the visit, the individual(s) must report to KHSC's Protection Services (KGH campus) kiosk in

the front main lobby to obtain their visitor's pass **immediately** upon entry into the hospital. Users must meet the individual(s) and escort them to the kiosk to obtain the visitor's pass. The visitor's pass must be returned to the kiosk at the end of each day. If the individual(s) is on site multiple days, they **MUST** report in/out to the kiosk daily.

- Research participants/patients and their family members or friends attending study visits with them do not require a visitor's pass.
- Proper hand hygiene techniques when entering/leaving patient areas.
- Always wearing the appropriate personal protective equipment (i.e. gloves, lab coat, eye protection) when visiting areas of specimen processing and/or storage.
- Eating food and drinking beverages in designated areas only.
- No smoking within WJHCPOR. KHSC is a smoke-free property, which means no smoking of tobacco, marijuana and e-cigarettes is permitted on-site.
- If an emergency evacuation alarm (two tones per second) occurs, following the evacuation route instructions provided.
- Ensure at all times that the confidentiality of personal health information of research participants/patients is upheld. Any research participant/patient record or information that is seen or heard is strictly confidential.
- Ensuring that all times that their visitors, service representatives, and contractors are supervised when on site. Users can leave their visitors, service representatives, and contractors alone in designated areas within WJHCPOR (i.e. monitoring visit), however, users **MUST** be accessible (located in KHSC-KGH site) during all visits and users need to check in regularly with their visitors, service representatives, and contractors. Visitors, service representatives, and contractors **CANNOT** be left alone with research participants taking part in clinical research, including clinical trials.
- Ensuring that all hazards that are flagged by a visitor, service representative, or contractor are brought to the **immediate** attention of the designated KGHRI staff member.

KGHRI is responsible for:

- Notifying KHSC's Protection Services when individuals require a visitor's pass.
- Taking corrective actions of all hazards that are flagged by a visitor, service representative, or contractor. Corrective actions must be done **immediately** if risk/severity is high to users of WJHCPOR.

## 5.0 SOP HISTORY

SOP Number	Date Issued	Summary of Revisions
SOP-VSRCS-01	01-DEC-2017	Original version.
SOP-VSRCS-02	01-MAY-2019	Bi-annual review of SOP completed. SOP header format updated. SOP version number updated. SOP effective date updated. Removed "Contacts" section from SOP. Updated section number for "SOP History". Under Section 4.0, under "Users Responsibilities", under bullet 2, added additional language around supervision of visitors, service representatives, and contractors. Updated "SOP History" section.