

## **The Clinical Research and Evaluation Unit**

The Clinical Research and Evaluation Unit (CREU), dedicated to pediatric, mental and women's health, was been jointly developed by the Child & Family Research Institute (CFRI), the BC Mental Health and Addictions Research Institute (BCMhari) and the Women's Health Research Institute (WHRI).

The CREU facilities include:

- Eight patient examination rooms, each with examination tables, sink, ophthalmoscope, sphygmomanometer, otoscope, clinician meeting table, clinician stool, two patient chairs, clinician PC and telephone line. Two exam rooms will also have privacy curtains and examination lights. Two exam rooms double as an exam room/observation room with privacy curtains, one-way glass and AV monitoring equipment (speaker system installed and potential for video capture).
- A weigh/assessment area, which includes electronic scales (infant, adult and wheelchair), stadiometer (infant and adult) and an electronic vital signs monitor
- Dry storage - secured storage for researchers' supplies and equipment.
- Wet storage, which includes one monitored immunization/vaccine refrigerator (allowance for additional unit), upright freezer, counter top fridge, secured storage for researchers' supplies and equipment.
- A reception area/waiting room with telephone line, networked printer, desktop PC, lockable storage, nine chair waiting room, children's table and chair, two accessible patient washrooms with specimen privacy, and baby change table.
- Staff workroom with meeting and work area, telephone line, four workstations, two desktop PC's, multifunction printer/fax/copier device, sink, refrigerator and microwave.

## Clinical Research and Evaluation Unit - Policy on Room Use and Room Bookings

1. The Clinical Research and Evaluation Unit (CREU) is under the management of the CFRI Clinical Research Support Unit (CRSU).
2. The CREU can be booked for clinical study appointments and monitoring visits. An orientation to the CREU is required prior to booking the rooms.
3. The Clinical Research Support Unit (CRSU) will manage the CREU space. The CREU is located on the main floor of the Child & Family Research Institute, 950 West 28<sup>th</sup> Ave, on the BC Children's Hospital and BC Women's Hospital & Health Centre Campus.
4. All users must complete the brief *Application for the Use of the Clinical Research and Evaluation Unit* before the space can be scheduled. You can download and complete the application form (<http://cfri.ca/crs/researchclinic.asp>). The CREU Coordinator is available to assist first time applicants with this form (contact: [researchclinic@cfri.ca](mailto:researchclinic@cfri.ca)).
5. The application can be saved and electronically submitted to the Clinic Coordinator ([researchclinic@cfri.ca](mailto:researchclinic@cfri.ca)) or printed and faxed to the CRSU assistant, Evelyn Chan at 604-875-3124.
6. The completed application will be reviewed by the CREU Director and Coordinator for resource availability and appropriateness within the CREU. You will be contacted with availability within one week of the received completed application.
7. Once the CREU Director approves the application, rooms can be scheduled per CREU scheduling guidelines through the Microsoft Outlook room booking (if you do not have a PHSA log in, the CREU Coordinator can assist you with booking). Exam rooms are booked in one hour increments, and are available from 0800 to 2000, 7 days a week. Please refer to Appendix A for booking procedures for Microsoft Outlook.
8. Clinic users may reserve clinic rooms up to 6 months in advance. No one group/dept/PI can reserve all 8 exam rooms per calendar day (this is the maximum number of exam rooms in the CREU), unless the date of need is still available and no one has booked the clinic that same time within a 48 hour period.
9. The CREU operates on a fee for service basis to offset the operating costs of the space. The rate for use of the CREU is determined on a case-by-case basis. Individual Investigators will be responsible for all study specific consumable supplies (from specimen containers to speculum), portering costs, long distance telephone charges, printing charges, etc.
10. The Research Manager/Principal Investigator must advise the CREU Coordinator as early as possible if the booked rooms are no longer required. **A 24 hour cancellation is required to prevent being billed for use.**
11. For general inquiries and/or a brief orientation of the CREU space, please email [researchclinic@cfri.ca](mailto:researchclinic@cfri.ca).

## 12. Weigh/Assessment Room & Exam Rooms

- a. The CREU expects that the authorized research staff will leave the weigh/assessment room and exam rooms in a clean and tidy state, as they found it. The authorized research staff must notify the CREU Coordinator if the rooms are not in a clean and tidy state.
- b. Users of the CREU are to inform the CREU Coordinator if any equipment is missing, or requires repair or calibration.
- c. The authorized research staff are free to change the configuration of tables and chairs in the exam rooms, but upon leaving the room, must return it to the way it was found.
- d. Equipment is available in the observation room that allows clinicians or researchers to observe a session from behind a one-way mirror.
- e. Researchers are responsible for providing their own supplies, toys and equipment. Minimal supplies are provided. Please note that the Cleaning staff will not be responsible for wiping down toys.

- f. Telephones, computers and printers are provided for use in the CREU. Generic access and passwords are provided for use in the Exam Rooms. No personal or patient data may be stored on the PC's. Both CFRI/UBC and PHSA networked computers are available in the CREU. There is no long distance telephone access in the CREU. Researchers must apply to PHSA for a long distance code for long distance calls and faxes.

### 13. Dry Storage

- a. Limited secured storage is available on site in the CREU. Storage can be assigned on a case-by-case basis, and must not impact other users of the CREU.

### 14. Wet Storage

- a. No biological samples are to be left in the refrigerator in the Wet Storage room overnight.
- b. Ice packs are available in the freezer, and must be returned following use.

### 15. Staff Workroom

- a. The staff workroom is available to all users of the CREU. It is a common space and may not be used exclusively by researchers during their booking times.

### 16. Reception Station

- a. The reception station is available to all users of the CREU. It is a common space and may not be used exclusively by researchers during their booking times.

### 17. Waiting Area

- a. The waiting room furniture configuration of tables and chairs must not be reconfigured and must be left the way it was found.
- b. A bulletin board is provided in the corridor and is available to post public health and safety information, and recruitment information for further research studies.

### 18. Arriving at the Clinical Research and Evaluation Unit

- a. The CREU expects that the authorized research staff will be at the CREU a minimum of 15 minutes before their first scheduled appointment, to ensure that they always arrive before their clients.
- b. A doorbell is provided for clients to alert staff they have arrived at the CREU.

### 19. Patient & Staff Safety

- a. On the occasion that there is disruptive or threatening behaviour, a patient codes or requires first aid, the PHSA Oak Street Protocols related to Security and Protection Services must be followed. The urgent assistance contact number is local 899, first aid is local 899 and the non-urgent contact number is 604-875-2999.
- b. **If you have any concerns about your personal safety or general security, please do not hesitate to call Protection Services at extension 33.**
- c. **For Code Blue, follow site policy for CFRI by dialling 9-911 and first aid 899.**
- d. **An Emergency defibrillator is in the reception area of the CREU and is available for use only by individuals who have completed CPR level C with the AED.**
- e. As per the REB requirements for reporting adverse events, you are required to complete the required incident report. A copy of this report must be submitted to the CREU coordinator.
- f. No sedation of patients/subjects will be permitted in the CREU. Only procedures/tests that are acceptable in an ambulatory setting are permitted. Researchers must have on hand

anaphylaxis kits in the event of an adverse allergic reaction to tests/vaccines being administered in the CREU.

- g. The CREU is a scent free zone.

## **20. Ethical Considerations and Confidentiality**

- a. The ethos of the CREU is one of professionalism, kindness and respect for clients and this should be demonstrated in the behaviour that staff show at all times. Confidentiality is one of the core tenets of ethical practice and we have a duty to respect the client's trust and keep private any information we may hear in the course of their visit. Confidentiality also requires us to respect the client's privacy by restricting access of others to that information.

## **21. Security**

- a. Access to the CREU is card access only. Users must register with the CREU Coordinator to gain access to the space as it has unique security access. Doors are not to be left open and the rear door is an emergency exit only, not to be used for client access.
- b. All doors within the CREU unit are to remain locked when not in use. A key will be made available to unlock the booked/assigned rooms, staff room and storage rooms for the duration of your booking. At the completion of your allotted time, you are responsible for ensuring that all the doors are locked and secure, and that the outside entrance/exit are secure.
- c. **In the event of any urgent building concerns, please call CFRI Operations immediately at local 8899 or on call (604) 828-5470.**

## **Appendix A – CREU Room Booking Guidelines**

Once the CREU Coordinator your application for use of the CREU, rooms can be scheduled per CREU scheduling guidelines through the Microsoft Outlook room booking (if you do not have a PHSA log in, the CREU Coordinator can assist you with booking). Exam rooms are booked in one hour increments, and are available from 0800 to 2000, 7 days a week.

Eight rooms are available for booking. Room 3 and 4 are the joint observation rooms and rooms 5 and 6 have additional gyne exam equipment. When selecting the rooms choose from the following rooms:

- Room CFRI Exam Room 1 A2-217
- Room CFRI Exam Room 2 A2-215
- Room CFRI Exam Room 3 A2-214
- Room CFRI Exam Room 4 A2-213
- Room CFRI Exam Room 5 A2-211
- Room CFRI Exam Room 6 A2-207
- Room CFRI Exam Room 7 A2-206
- Room CFRI Exam Room 8 A2-205

To book a room, you are booking a meeting (select Meeting request) and you are inviting one of the rooms as an attendee. By adding the room you are selecting as an attendee, you will be able to view whether the room is available for your desired time period. You may also book multiple rooms in that time slot or invite any other researcher (you are adding them as an attendee as well). Please ensure you have selected the correct time slot.

The meeting request will be sent to the attention of the CREU Coordinator and if the room is available it will be approved. A message will be sent to you indicating that the room request has been approved. If you have not had an approved room request within 48 hours, please email [jbrown@cfri.ca](mailto:jbrown@cfri.ca).