

**STATEMENT of POLICY and PROCEDURE**

Manual:	Operations	SPP No.	<b>OP-1.04</b>
Section:	Communications & Outreach	Issued:	Nov. 26 2015
Subject:	<b>Visitors and Tours</b>	Effective:	Nov. 26 2015
Issue to:	All Manual Holders	Page:	1 of 3
		Replaces:	<b>Sept. 8 2011</b>
Issued by:	Chief Operating Officer	Approved:	Sept. 8 2011

**1 POLICY**

- 1.01 Ensuring appropriate permission and accompaniment of visitors and tours is important to ensure the safety of visitors, adherence to procedure and regulatory requirements, the privacy of patients, the respect for research that may be ongoing, and maximizing fundraising and advocacy opportunities.

**2 PURPOSE**

- 2.01 This Statement of Policy and Procedure specifies the guiding principles for the process and requirements for responsibility for visitors and tours.

**3 SCOPE**


- 3.01 This policy applies to all employees and associated staff of the Thunder Bay Regional Health Sciences Centre (TBRHSC), TBRHS Foundation, and the Thunder Bay Regional Research Institute who have received a request for a tour or visit of research facilities by an external party.

**4 RESPONSIBILITY**

- 4.01 The Director of Strategic Partner Relations and Special Projects (Director SPRSP) will vet all requests for tours and visits by external parties and consult with designated individuals and others as appropriate to ensure appropriate representation and supervision.

**5 DEFINITIONS**

- 5.01 *Visitor* – a person who will be in a TBRRRI facility for no more than 8 hours during regular business hours for the purpose of witnessing research, speaking with staff, students or at a corporate function but must not be directly involved in research work or a hands-on activity.
- 5.02 *Tour* – a person or group who has requested a tour of certain facilities under the control of TBRRRI and/or TBRHSC. The group is onsite to view the facilities and/or work in progress. No hands-on involvement is included.
- 5.03 *Restricted Space* – Clinical areas, cyclotron and radiopharmacy, 3T MRI Magnet

			
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Room, Munro St. Cleanroom, Machine Shop (or other similar areas where access is generally considered as restricted to approved personnel).

5.04 *Designated Individuals* – shall be those that have control and care of a restricted area and/or have executive authority and/or their designate.

## 6 REFERENCES AND RELATED STATEMENTS OF POLICY AND PROCEDURE

TBRI Media Communication and Authorization Policy SPP OP 1.09;  
 TBRI Distribution of Publicly Distributed TBRI Promotional Materials SPP OP1.08;  
 Access to Facilities for Research & Education Policy SPP OP1.03,  
 Visiting Scholar Policy SPP HR2.04; and  
 Graduate and Visiting Students Policy SPP HR2.06.

## 7 PROCEDURES

### 7.01 Tours

- All tours requested through the TBRI and/or research facilities, will be approved by the Director Strategic Partner Relations and Special Projects (SPRSP) and TBRI department heads as required. and will have a Designated Individual accompanying the tour at all times.
- The TBRI Director SPRSP or designate will be the point contact for TBRI requests.
- The TBRI Director SPRSP will provide approvals and will inform members of TBRI Executive Management Council of the tour request to determine most appropriate representation and Designated Individuals to participate in the tour.
- The TBRI Director, SPRSP will inform the CEO of tours and visitors as appropriate.
- All efforts will be made to accommodate tour requests however, advance notice of 7 to 10 days will help to ensure necessary arrangements can be made.
- Should tours include access to restricted space, the appropriate department protocols are to be followed, complete with documentation. The Designated

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Individual in charge of the restricted space must be consulted and/or be the tour guide for these requests to ensure compliance.

- During the tour, participants will be advised when photography and videos are appropriate.
- If a tour will include a hands-on demonstration in a working laboratory, etc., all participants will be required to sign a "Waiver of Claims and Release of Liability" Form.

7.02 Visitors

- All Visitors that meet the criteria under the definition above are to be under the care and control of the person who invited them on site.
- All individuals that do not fall under the Visitor definition must follow the Visiting Scholar or Students Policies.
- If a Visitor will be participating in a hands-on demonstration in a working laboratory, etc., they will be required to sign a "Waiver of Claims and Release of Liability" Form.
- Request for a Visitor to secure access to TBRRI resources, e.g. Novell accounts or other, require the approval of the relevant TBRRI Director and will then be routed to TBRRI Human Resources to facilitate.
- Request for internet access for a guest visiting for one day or less can be made directly to the Help Desk.

Notes:

**8 ATTACHMENTS**

None