

COVID Reopening Phase I – Heritage Medical Research Clinic Operations

Q & A Document (June 6th, 2020)

1. Can we wear additional PPE if we assess this to be necessary via point of care risk assessment?

HMRC has the following PPE: medical masks, facial shields, gowns, and gloves and will make PPE available based on the care risk assessment and AHS guidance.

2. Are all staff required to enter through the front entrance in order to undergo mandatory COVID-19 screening and completion of questionnaire? Some staff may be entering via the pharmacy doors and may miss the screening.

As research team members based in HMC offices may be entering HMRC at times when HMRC staff are not present, we have implemented a self directed screening process. Anyone planning to enter HMRC is asked to complete a self directed [screening questionnaire](#) prior to their arrival at HMRC (the screening questionnaire asked about the presence of a fever, therefore this needs to be ruled out at home prior to coming to HMRC). If the answer to any of the screening questions is YES, we ask staff to stay home. If the answer to all questions is NO, staff can enter HMRC and are asked to leave a copy of their completed questionnaire at the HMRC reception or email it to hmrc@ucalgary.ca. Copies of the questionnaire are available at the HMRC reception or can be printed using the provided link. We ask staff to limit walking through the HMRC clinic and laboratory areas. If you are going to an office located in the back of HMRC, please use the pharmacy entrance, if you are going to the office located across from the reception, please use the front entrance.

3. Are there any plans to designate an entry into the clinic being different than the exit so that there is “one way traffic” to help mitigate risk?

Because the HMRC entrance areas are not high traffic areas, there are no plans to designate doors as entry or exit only. Instead, we aim to separate patients and staff attending to patients from research staff who are entering HMRC for office work.

4. Are we asking patients/family members to NOT bring their own mask from home due to risk of contamination?

We provide medical grade PPE to patients and family members to ensure their and our staff safety.

5. Is there a time limit for parking in front or at the service lot?

At this stage these parking options are provided to patients free of charge and without time limitations.

6. Are gloves required or just available if desired for study participants?

Gloves are not required for study participants.

7. How and by whom are the clinic rooms being sanitized after subject visits?

HMRC staff clean surface areas in clinic rooms after each subject visit.

8. Do subjects have to give their license plate number when parking in front of building or service lot?

No, patients do not need to provide their license plate number.

9. What are PPE and screening requirements for physicians seeing participants in HMRC space?

PPE is currently and will continue to be made available to physicians. The level of PPE is guided by AHS and is procedure specific.

10. What would happen if subjects show up for their designated time spot early/late? Do they have to wait in hallway until other subjects have left to accommodate only 2 participants in clinic at any one time policy? If yes, are there restrictions on how many people can be in hallway waiting area at any time? Who will monitor and enforce this?

Patients will need to be encouraged to be on time. At this stage, we will observe a limit of two patients in HMRC. We will provide appropriately spaced seating in the elevator lobby area for patients who are waiting. As study staff would have escorted patients into the building, they would be available to provide guidance on physical distancing to patients while they are waiting.

11. What are the HMRC clinic hours that are currently available?

Given the standing U of C directive for staff to limit their presence on campus and the reduced demand for HMRC services due to suspended studies, HMRC's opening is driven by demand (there are no regular opening hours at this time). Appointments can be booked through hmrc@ucalgary.ca. Based on the service bookings received, HMRC creates a weekly schedule, which guides when staff are available in HMRC.

12. When is the last lab draw for the day? Can we have lab draws after this time and freeze the samples for shipping next day? Can we offer extended clinic hours if required?

The last FEDEX pick up at UC FMC Distribution Services is now at noon. Due to this change, appointments for blood draws that require ambient same day shipping will need to be booked before 11am. Samples that are obtained after 11am can be frozen for next day shipping. Late PK draws can be accommodated.

13. Can we Screen new participants into our existing studies or are HMRC visits reserved for current subjects only?

For studies that have the critical research designation, screening visits can be supported in HMRC.

14. Are high contact areas also cleaned/sterilized (door knobs/handles/chair arms)?

Yes, HMRC staff will wipe down high contact areas frequently.

15. Assume subjects are permitted to leave their rooms to give urinalysis sample. How, when, and by whom is bathroom being sterilized after use and between patients?

Washrooms are cleaned daily. Housekeeping staff would not be able to stand by to clean washrooms between use. HMRC is making clorox wipes available in the washroom and is asking users to wipe down areas after their use

16. When does PPE have to be provided to local study participants?

All study participants are provided with medical masks and additional PPE as needed.

17. For participants who are required to wear gowns on arrival, phlebotomy may be difficult.

Patients who have travelled by air (in Canada) or have recovered from COVID are asked to wear a gown when entering the university facilities to protect anyone they may encounter who is not wearing PPE. Gowns can be removed during phlebotomy as staff are wearing PPE to ensure their and the patient's safety.

18. Are there any updates to our pre-screening questions or to our policy of when symptomatic subjects are able to rebook their appointments? (e.g. for non-covid patients who have had sore throat). Current policy is permitted on site 10 days after onset of symptoms or when symptoms are resolved (whichever is longer).

There are no updates, the previously communicated policies still apply.

19. How will our physical space at HMRC be changed, if at all, to accommodate staff resuming work?

At this stage, the university directive is for staff to work from home. Staff who are coming to work are advised to wear masks if their work environment does not allow them to physically distance from others. There are no plans at this stage to alter the configuration of the HMRC office areas.

20. If staff is seeing multiple patients throughout the day, PPE will need to be changed between patients.

Gloves will need to be changed in between patients. Other PPE will need to be changed if compromised (e.g. if a gown touches a patient).

21. We have been informed that PPE is only provided to staff if they are seeing patients. Staff may be coming in to complete office work and not see patients, however these same staff may be in and out of the HMRC (lab, front desk, equipment room, etc) environment, therefore if not advised to not bring their own masks from home (per AHS policy) and HMRC not providing masks...then what do they wear? Can HMRC extend the courtesy of masks to all staff, seeing patients or not.

At this stage, the university directive is for staff to work from home. Staff who are coming to work are advised to wear masks if their work environment does not allow them to physically distance from others. There are no plans for the university to centrally provide masks, instead investigators are responsible to provide PPE to their staff as needed. HMRC has limited access to PPE and needs to ensure sufficient supplies for the clinic. HMRC has assisted teams but has seen a significant number of requests and it is unclear if all of these can be met through our supply chain (HMRC will certainly try to help if possible). To ensure sufficient supplies, all PPE supplies are managed by HMRC staff.

22. The Town Hall slides indicate that no communal fridges/microwaves etc. are to be used and if possible, no food is to be consumed on site. Does this apply to HMRC subjects/staff? Some of

our studies require subjects to eat breakfast with their study medications while on site, so presumably this is okay to continue.

For safety reasons, there will be no communal kitchen operation. Patients and staff can consume snacks they bring to HMRC. Please note that no food vendors are operating at the Foothills campus.

23. What are the parking options for staff?

University parkades are closed to the public and can only be accessed with an assigned code (that code was sent to those staff who are on the critical or expanded research designation list). Parking lots that are operated by AHS follow AHS specific policies. These policies are communicated to staff through the AHS parking office.