Department of Pediatrics Research Workstation Management

BACKGROUND

The Department of Pediatrics (DoP) oversees 90 research workstations on the 4th floor (C-wing) of the Alberta Children's Hospital (ACH). In October 2021, the Department established a Research Workstation Task Force to consider changes to the process by which the workstations are allocated to faculty members, for use by research staff.

An open invitation to join the Research Workstation Task Force was sent to faculty members and research staff. The Task Force membership included:

- 4 DoP research staff members
- 2 DoP faculty members
- Manager of Administrative Services, DoP (AHS)
- DoP Research Assistant
- DoP Sr. Research Consultant

The Task Force's goal was to *develop a better way of managing the space we have for research staff.* Topics addressed during the Task Force meetings were:

1. What works well about the current approach to allocating space:
2. Aspects of that can be improved and/or issues with current procedure:
3. Categories of space requirements
4. Possible Solutions

*Refer to Research Workstation Task Force meeting summaries for additional details

Key points from the discussions were:

- Staff on-site full time who meet specific criteria should have a dedicated workstation
- The remaining workstations could be drop down
- Additional options for remote work (computers to access remotely or laptops) are required
- Additional options for storage are required, especially for those who will not have dedicated workstations
- Space for collaborative work is required (staff who come on site for meetings)

Based on these key points and other considerations, the Task Force has developed the following research workstation management plan.

RESEARCH WORKSTATION MANAGEMENT PLAN

A. Assigned workstations

The DoP will allocate a limited number of assigned workstations. Requests for assigned workstations will need to meet the following criteria:

- Faculty members must have a primary appointment in the DoP
- Faculty members can *only* request workstations for research staff who work at ACH 0.8 FTE or more (4 days per week, minimum).

- Research staff who will use the workstation must be full-time (0.8 FTE or more) UCalgary or AHS employees
- Priority will be given to those with one or more individuals each working 0.8 FTE or more at ACH (i.e., not total staff FTE)
- Consideration will be given to faculty who have been granted an assigned workstation(s) as part of their contract

B. Assignment process/cycle

Workstations can be requested at any time. Requests will be reviewed by the Department and if they meet the criteria a workstation will be assigned to the faculty member. If/when the workstation is no longer used 4 days per week or more, the faculty member must notify the Department so that the workstation can be assigned to someone else or added to the drop-down inventory. Each year, faculty members with assigned workstations will be asked to confirm they still meet the requirements.

The following information will be required to request an assigned workstation:

- Faculty member name
- Primary department affiliation (priority will be given to primary DoP appointments)
- Section/Unit
- Number of research staff working on-site at ACH 0.8 FTE or more
- Total grant funding supporting research salaries (i.e., salary budget for the research program)
- Name of research staff member who will use the workstation
- Other space currently assigned to faculty member (e.g., within clinical areas or research institutes or other buildings/locations)

Requests will be submitted online on the DoP website. Workstations will be assigned based on availability. Notifications will be sent to the faculty member and the research staff member.

C. Responsibilities for assigned workstations

In addition to providing annual confirmation about ongoing workstation requirements, the faculty member and research staff member have the following responsibilities:

- Ensure the workstation is tidy and regularly sanitized/cleaned
    - Staff may eat and drink at a workstation providing that they adhere to above point.
- If there is an AHS desktop computer at the workstation, ensure the device is functional and maintained as per AHS IT policies.
- It is the assigned user's responsibility to contact AHS IT/Facilities to report and rectify any issues.
- Ensure items (e.g., boxes) are not stored on top of the cabinets or blocking the workstation entrance (as per fire code requirements)
- Ensure a rolling office chair is always at the workstation
- Do not keep any hazardous materials, samples or dangerous equipment at the workstation.

D. Drop down workstations

All workstations that are not assigned to faculty members are available for drop down use. This system allows for greater flexibility for research staff members who have a hybrid work arrangement, who are on site part-time or on an occasional basis, who work flexible hours, or don't need a specific workstation by nature of the type of work they do (e.g., working in clinic).

E. Drop down process
- Drop down workstations can be reserved via the DoP workstation booking system (Skedda).
- Reservations are made on a first serve basis.
- Reserving a workstation is not required, but prior to using an unoccupied workstation, staff must check to ensure the workstation has not been reserved.
- Desks can be used by anyone associated with the DoP (e.g. staff, trainees, residents, visiting scholars).
- Reservations are booked in AM (7AM-12PM) and PM (12PM-6PM) timeslots from Sunday to Saturday and can be made up to two weeks in advance of the desired booking date.
    i. Desks do not have to be reserved from 6PM-7AM
- Reservations can be modified or cancelled via the link provided in the email confirmation.

F. Responsibilities for drop down workstations
- Ensure the workstation is tidy and sanitized with the sanitizing wipes provided after use
    o Staff may eat and drink at a workstation providing that they adhere to above point
- Report any issues with the workstation first to AHS IT/Facilities, and then to the booking administrator
- Do not leave personal items or store study materials at a workstation you have not reserved. Items left behind may be discarded by cleaning staff.
- Log out of the computer when finished using the workstation for the day
- Leave the computer ON at all times to enable remote access
- Do not remove equipment from workstations.

G. Computer access/laptop use

Assigned workstations are equipped with an AHS computer and phone. Most drop down workstations also have an AHS computer and phone. Workstations without this equipment will be marked as such in the booking system. Some workstations may have additional equipment (e.g., laptop docking stations). This equipment cannot be moved from one workstation to another.

- AHS IT access is required to sign into workstation computers
- Alternatively, staff can access HealthSpot (Free WiFi) via a personal device or AHS/UCalgary management device
- Workstations with AHS desktop computers should be connected to external devices (e.g., printers) in the vicinity of the workstation
- If AHS/UCalgary managed laptops or personal devices are used, staff are responsible for making sure their device connects to any external devices they need

- Issues with a workstation or hardware can be reported to the workstation booking administrator

The DoP has a program through which faculty members can loan AHS laptops for use by research staff members. More information is available on the Department of Pediatrics website.

H. Storage solutions

For assigned workstations, users may use the drawers and cabinets to store work materials. It is the responsibility of the user group (faculty member or staff) to obtain keys for the workstation through AHS eFacilities. Administrative support staff may be able to assist with this. If the workstation allocation changes, the keys must be returned to the workstation booking administrator.

For drop down workstations, drawers and cabinets will remain unlocked. Users can put items the drawers and cabinets while they are using the workstation but will not be able to lock their items. Personal items (e.g., wallet, cell phone) should be stored out of sight or kept on the person when leaving the workstation for a short period of time. Confidential documents cannot be left at a workstation unattended. Most drop down workstations will have a secure storage box that can be locked with a code. These workstations will be labelled on the booking system. Instructions for using the secure storage are located at the workstation.

Work files and documents should be stored in the faculty member's office or in another secure location if they need to be kept on-site. Faculty members can request a filing cabinet to store items that are needed on site. A limited number of cabinets is available. To request a cabinet, please contact the DoP Administrative team. It is the responsibility of the faculty member and their research team to determine how best to provide access to necessary files.

I. Collaborative work solutions

Space to work collaboratively (e.g., meetings, planning sessions, group work) is available by booking meetings rooms on the 4th floor using the AHS room booking system. There are also 2 drop down meetings rooms available. The DoP has established two pod-style work areas on the 4th floor that are set-up to facilitate group work. The pods are not intended for meetings but are available for up to 4 people to sit and work in close proximity. Pods can be booked through the workstation booking system. The drop down meeting rooms can be booked the day of, using the whiteboard located next to each room.

This document is subject to change and will be revised as needed, at minimum bi-annually.