

NORTH BAY REGIONAL HEALTH CENTRE (NBRHC)

Policy and Procedure		Policy Number	HR 6 - 4 Formerly NBGH ADM 7-10 and NEMHC Photo Name Cards	
Title Identification Card/Access		Policy category		<input type="checkbox"/> Departmental <input checked="" type="checkbox"/> Organization Wide <input type="checkbox"/> Board
		Manual		Human Resources
		<input checked="" type="checkbox"/> New to NBRHC	<input type="checkbox"/> Minor	<input type="checkbox"/> Major
Origination Date	May 1, 1997	Developer		
Effective Date	April 30, 2014	Policy and Programs Generalist		
Cross References (NBRHC or legacy organization policies) Parking ADM - 20		Comparable Policy from service provider within NBRHC Facility Building Maintenance, Food Service Vendor (cafeteria), and Security adopt this policy.		

NOTE: This is a **CONTROLLED** document for internal use only, any document appearing in a paper form should **ALWAYS** be checked against the online version prior to use.

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1.0 Purpose

To outline for Employees, Physicians, Students, Volunteers, Board Members, Visitors, Vendors, Service providers, and Contractors the expectations around obtaining, displaying, safeguarding and replacing provided identification for all personnel affiliated with the North Bay Regional Health Centre (NBRHC).

Identification cards (ID Card) are a multi purpose identification that allow for personal, physical and systems identification throughout the organization such as but not limited to:

- Staff/Personnel identification and role
- Building access control
- Computer systems access control
- Parking lot access control

2.0 Policy Statement

In keeping with its core values of accountability and excellence, it is the goal of the organization to establish a safe work environment for Employees, Physicians, Students, Volunteers, Board Members, Visitors, Vendors, Service providers and Contractors while in the building. The appropriate issuing and display of ID Cards/Access cards assists with this effort.

In order to provide access control throughout the Hospital, ID Cards will be printed on proximity cards. Each card has a unique numeric code which allows access through doors equipped with card readers and Controlled Areas on an as needed basis. Human Resources (HR) will program proximity cards to allow access to these controlled or restricted areas when approved by the Department Manager/Coordinator/Supervisor.

All Employees, Physicians, Students, Volunteers, Board Members, Visitors, Vendors, Service providers and Contractors will be issued an NBRHC ID Card to be worn at all times while on site that will serve the following purpose:

- Assist patients and families in identifying caregivers and the services that may be provided by each member of the health care team;
- Provide a consistent standard of identification;
- Assist patients and families in identifying caregivers, who are bilingual, English and French;
- Provide the appropriate individual unique access to personal, physical and system access within the hospital upon authorized activation i.e. door access, scheduling system, computer access, glucometer reader;
- Activate parking gates in staff and physician parking lots where applicable;
- Allow recognition of individuals authorized to be on site e.g. Students, Consultants, Contractors, etc.

Failure to comply with this policy may result in disciplinary action.

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3.0 Minor Revision History

Not applicable, new policy to NBRHC.

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4.0 Definitions

Contractors/Service Providers: employees of companies or individuals who are performing a specific task within the Hospital. Contractors/Service Providers will be issued an orange coloured 'Contractor' card for the time they are on site.

Contract for Service: Contractors providing service outside our organization's mandate e.g. Security, Building Maintenance, Food Service Vendor, will be issued Hospital Photo ID.

Controlled or Restricted Areas: facility space that contains specialized services or corporate offices, which if compromised would impact on overall operations.

Employee: a person that is employed by the Hospital. (Includes individuals hired through subsidized student funding.)

ID Cards: cards that provide proof of legitimacy respecting the identification and authentication of an individual. ID Cards include both Photo ID Cards and Non-Photo ID Cards.

Medical Residents: a medical resident has a medical doctoral degree and either an educational or general licence from the College of Physician and Surgeons of Ontario. Medical Residents will be issued a BLUE "Medical Resident" card.

Medical Students: a medical student is enrolled in an undergraduate program at a medical school. A medical student is not a licensed physician and should not be addressed as "doctor". Medical Students will be issued a white coloured 'MEDICAL Student' card.

Locum: refers to a physician who assumes another physician's clinical duties on a temporary basis. Locums will be issued a yellow coloured "LOCUM" card.

NBRHC Photo ID Cards: the single identification and access control document provided by the Hospital for the exclusive purposes of identifying those that

represent the Hospital, and/or provide services. The ID Card consists of a colour photograph of the bearer containing the following elements:

1. Full first name, full last name
2. Title of holder
3. Colour photo
4. NBRHC or Contract for Service (e.g. Security, Building Maintenance, Food Service Vendor, etc.) name
5. Glucometer Bar Code (designated staff only)

Staff who are bilingual, English and French, will be identified by the notation “Je parle français” on their ID Cards.

Non-Photo ID Card: an ID card without a photograph that contains the following elements:

1. Inscription: ‘FAITH GROUP’, ‘STUDENT PLACEMENT’, ‘MEDICAL STUDENT’; ‘MEDICAL RESIDENT; ‘LOCUM’; ‘CONTRACTOR’ or ‘AUTHORIZED VISITOR’
2. NBRHC name

Photo ID: a piece of identification that has been issued to an individual solely for their individual use e.g. drivers license, passport.

Student: an individual who is a registered full or part-time Student from a recognized academic institution and who is conducting an authorized placement, healthcare practicum or research project. Students will be issued a white ‘Student Placement’ Identification card while they are on site.

Note: Students completing a placement in Mental Health and the Law units will be issued a photo identification card

Visitor/Vendor: an individual visiting the Hospital for a limited time and a specific purpose. Visitors/Vendors will be issued an orange coloured ‘Authorized Visitor’ card for the time they are on site.

Volunteers: non-paid individuals registered through Volunteer Engagement and volunteering their services at the Hospital.

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5.0 Materials Required

- [Identification Card Sign-out Log](#)
- Identification Card Access – Request/Cancellation of Parking Privileges – RHC 950

6.0 Procedure

6.1 Responsibilities/Accountabilities

Employees, Physicians, Students, Volunteers, Board Members, Visitors, Vendors, Service providers and Contractors are responsible to:

- Ensure ID Card is obtained in accordance with this policy (See article 6.2)
- Ensure ID Card is worn as outlined in this policy (See article 6.3)
- Ensure ID Card is safe and secure when not being worn/used (See article 6.4)
- Notify Security immediately if their ID Card is lost, or stolen (See article 6.5)
- Notify the appropriate individual if their card is malfunctioning (See article 6.6)
- Ensure the ID card is returned to the organization upon completion or termination of the employment, placement, volunteer activity (article 6.7)
- Visitors also need to adhere to procedures outlined in article 6.2.1
- Contractors also need to adhere to procedures outlined in article 6.2.2

Area Manager/Coordinator/Supervisor is responsible to:

- Ensure all staff are wearing their ID Card in accordance with this policy
- Communicate the policy to employees
- Address issues of non-compliance
- Collect the ID Card upon resignation/termination of employment and return it to HR

Faith Group are responsible to:

- Authorize Human Resources to issue an orange Non-Photo ID to new Faith Group Member
- Communicate and enforce this policy to new Faith Group members
- Communicate the \$20 fee for lost/replacement card
- Notify Human Resources of Faith Group members who are no longer with the organization and return the ID Cards to HR

Human Resources are responsible to:

- Communicate this policy to staff
- Communicate the \$20 fee for lost/replacement card
- Issue Photo Identification and Non-Photo Identification Cards
- Administer changes/updates to cards
- Make any access changes as requested and directed by Managers
- Track all issued and returned cards on the Identification Card Sign-Out Log

- Order supplies

Medical Affairs is responsible to:

- Communicate this policy to locums, medical students and residents
- Track all issued and returned cards on the Identification Card Sign-Out Log
- Communicate the \$20 fee for lost/replacement card
- Issue white coloured 'Medical Student', and blue 'Medical Resident' Identification Cards
- Issue Yellow-coloured 'Locum' Identifications cards for Locums less than 2 months
- Authorize HR to issue Photo ID to locums greater than 2 months
- Advise HR of any changes/updates to cards

Material Management/Switchboard is responsible to:

- Communicate this policy to contractors/visitors/service providers
- Issue Authorized Visitor/Vendor cards
- Issue Contractor/Service Provider cards
- Track all issued and returned cards on the Identification Card Sign-Out Log
- Communicate the \$20 fee for lost/replacement cards

Mental Health and the Law staff are responsible to:

- Communicate this policy to the Ontario Review Board (ORB) members, Crown Attorneys and legal counsel.
- Issue temporary access cards upon the beginning of the hearing and signed back in when the hearing is complete
- Track all issued and returned cards on the Identification Card Sign-Out Log
- Communicate the \$20 fee for lost/replacement cards are signed out.

Student Placement Assistant is responsible to:

- Ensure all placement students are wearing their white coloured ID Card in conjunction with their School Photo Identification in accordance with this policy
- Communicate this policy to students
- Issue white coloured 'Student Placement' Identification Card
- Track all issued and returned cards on the Identification Card Sign-Out Log
- Administer changes/updates to cards
- Collect the \$20 Student ID Card deposit
- Provide students with Reimbursement Form upon return of the ID Card, for refund of the Student ID Card deposit

Paediatrics Unit have 16 “Paeds” cards, staff are responsible to:

- Communicate this policy to Parent(s)/Guardians
- Track all issued and returned cards
- Issue Orange coloured “Paeds” Cards with corresponding Room number
- Inform Parent(s)/Guardians of \$20 lost/replacement card fee

Palliative Care Unit (A1) have 1 “Guest - Palliative” card, staff are responsible to:

- Communicate this policy
- Issue the white coloured ID Card as needed
- Track all issued and returned cards on the Identification Card Sign-Out Log
- Inform Parent(s)/Guardians of \$20 lost/replacement card fee

Security Services are responsible to:

- Respond to any reports of lost or stolen cards, then, notify Human Resources and Information systems Helpdesk
- For any lost or stolen ID cards for Kirkwood (Sudbury), Notify Human Resources and the Secretary in Sudbury
- Issue temporary Employee cards as required
- Track all issued and returned cards on the Identification Card Sign-Out Log
- Make any access changes as required when requested and directed by Managers or when authorized by the Manager of Security and Emergency Preparedness
- Establish Access groupings
- Retain ID card Log Records for auditing review purposes

Volunteer Engagement staff are responsible to:

- Authorize HR to issue Photo ID to new Volunteers
- Communicate and enforce this policy to all Volunteers
- Communicate the \$20 fee for lost/replacement card fee
- Notify HR of volunteers who are no longer with the organization and return the ID Cards to HR

Clinical Engineering staff are responsible to:

- Ensure that proximity card readers are operational
- Assist Security with establishment of ID Access groupings

6.2 Obtaining a Card

For all NBRHC locations (excluding Kirkwood Place), new Employees, Physicians, Volunteers, Board Members, will be photographed in HR between the hours of 0800 and 1600 as part of the hiring process. An electronic copy will be kept on file with the HR department.

For NBRHC Kirkwood Place, all new Employees, Physicians, Volunteers will be photographed by Corporate Services between the hours of 0800 and 1600 as part of the hiring process. An electronic copy will be kept on file and sent to the Human Resources Department, 50 College Drive for printing. The printed Photo ID Card will be available for pick up by the Employee at Reception Kirkwood Place within five (5) business days.

However, Kirkwood employees attending Orientation at 50 College Drive can also have their photographs taken and issued in HR while on site.

Students will present themselves to the Student Placement Assistant prior to commencement of placement. They will be issued the appropriate white coloured 'Student Placement' card (unless the student is doing a placement on Mental Health and the Law, then a photo identification card will be issued). Students will be charged a \$20 (cash payment only), deposit that will be returned on completion of placement

Locum Physicians, Medical Residents and Medical Students will obtain the appropriate ID Card from Medical Affairs.

6.2.1 Visitors/Vendors

NBRHC - 50 College Drive

All Visitors/Vendors must check in at Switchboard to receive an orange-coloured 'Authorized Visitor' card for identification purposes. The appropriate restricted Access Card will also be issued as required. Cards are only good for that meeting and/or that day. These cards are to be returned prior to the Visitor/Vendor leaving the Hospital. Cards must be returned/dropped off at Switchboard. A log sheet is maintained by Switchboard to track the issue and return of these cards. Switchboard will request additional cards from the HR department as required.

Visitors must present a piece of photo ID (if not known to the Hospital) in order to obtain a Visitor card.

NBRHC – North Bay Satellite Locations, include but not limited to the following locations: King Street Site (120 King Street), McIntyre Site (147 McIntyre) Devonshire Site (1164 Devonshire)

Visitors/Vendors must present themselves at the reception desk. They will be asked for ID, the name of their business/organization and the purpose for their visit. Reception will provide an orange coloured "visitor" card which must be signed in/out at reception. A

log sheet is maintained by Reception to track the issue and return of these cards

Visitors/Vendors must present a piece of photo ID (if not known to the Hospital) in order to obtain a Visitor card.

NBRHC – Kirkwood Place (Sudbury Locations)

During daily office hours (Monday-Friday 08h00 to 16h00) visitors/vendors must present themselves at the reception desk. The receptionist will check with the clinical unit, area (or person the visitor/vendor is meeting with) and give them appropriate instructions. After hours, there is a call box near the elevator in the main lobby where visitors can call up directly to the units to ask for admittance.

6.2.2 Contractors/Service Providers

Short-term Cards

NBRHC - 50 College Drive

Contractors/Service Providers must report to Switchboard or Material Management (MM) (100 level as appropriate), where they will be issued an orange-coloured 'Contractor' card for the duration of the task/ project/ service. A Log is kept by both offices to track the issue and return of these cards. The cards must be returned prior to the Contractor/ Service Provider leaving the Hospital. Material Management will request additional cards from the HR department as required.

Contractors/Service Providers must present a piece of photo ID (if not known to the Hospital) in order to obtain a card.

As entry into the Material Management area is restricted we ask that staff arrange to meet the Contractor/Service Provider at one of the main entrances and escort them to the MM area. Alternately the Contractor/ Service Provider can enter through the rear MM entrance which is accessible from 0700 to 1700 hours Monday to Friday.

NBRHC - North Bay Satellite Locations, include but not limited to the following locations: King Street Site (120 King Street), McIntyre Site (147 McIntyre) Devonshire Site (1164Devonshire)

All Contractors/Service Providers must present themselves to the reception desk where they will be asked for identification as well as the name of the business/ organization they represent. They

will be provided with an orange coloured “contractor” card and must sign in/out at reception. A log sheet is maintained by Reception to track the issue and return of these cards

Contractors/Service Providers must present a piece of photo ID (if not known to the Hospital) in order to obtain a card.

NBRHC – Kirkwood Place (Sudbury locations)

Contractors/Service Providers at the NBRHC Kirkwood Place make arrangements through the Health Sciences North Building Services Supervisor on site to gain access to designated areas. Building Services personnel will initially accompany the Contractor/Service Provider to the required area and advise management of their presence.

For prolonged contractor/service provider projects or after hours or weekend projects, the Health Sciences North Building Services Supervisor will provide Corporate Services with advance notice of the work and the timeline for completion. Corporate Services will provide the contractor/service provider with the temporary swipe card for use. Corporate Services will provide the logs to the Manager of Security and Emergency Preparedness for auditing and records retention purposes.

Long-term Cards

For all NBRHC locations, Contractors/Service Providers providing service to the Hospital e.g. Couriers, Elevator Maintenance, on a continuous basis or for a determined amount of time will be issued Non-Photo ID (with the name of their company on the face of the card) to the end of their contract or the completion of the work. Material Management, JCI Supervisors/Managers and/or Kirkwood Administration will authorize and provide the required information to HR. These cards are entered into the hospital database by HR.

For all NBRHC locations, Contract for Service providers will be issued Hospital Photo ID (with the name of their company on the face of the card) for the duration of their employment. The Supervisors/Managers of these companies will request authorization from Building Management who in turn will provide the required information to HR. These cards are entered into the hospital database by HR and monitored by the respective department representative.

6.3 Wearing of Card

Issued ID Cards must be visible and worn prominently on the outer clothing between the shoulder and hip area with the photo facing out at all times while on duty. Individuals are to wear lapel clips or breakaway lanyards/chains. Breakaway chains and lapel clips are available from the HR department. If a card is not displayed as prescribed the individuals in question will be asked to do so immediately.

It is mandatory for Student cards to be worn, in conjunction with school issued photo identification or name card, at all times.

6.4 Security and Defacement

In the interests of protection of privacy/confidentiality and security, all staff members are encouraged to question and/or report anyone in their work area not authorized to be there. Staff members should report any suspicious activities they witness to their Supervisor and/or Security Services.

ID Cards remain the property of the hospital and may not be defaced, pierced or visually obstructed in any manner. Stickers, pins or other items affixed to the ID card will impair its purpose and performance. Only hospital issued stickers for visual management purposes are permissible. If an ID Card is damaged and not performing, a new card will be issued by the HR department for a \$20 non-refundable fee. Staff must report to Human Resources to complete the "Identification Card Access – Request/ Cancellation of Parking Privileges Form" to have a new card issued.

Photo ID Cards are non-transferable. **Sharing of an ID Card is strictly prohibited.** ID Cards are to be used/worn only by the owner whose name and photograph appear on the card. Cardholders must not loan their cards to anyone or allow unauthorized personnel access to Restricted Areas.

Unauthorized use of cards may be subject to Access Restrictions and disciplinary action.

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6.5 Lost/Stolen/Forgotten/Replacement Cards

College Drive Location

When an individual has lost their ID card, or suspects that their ID card has been stolen, they must notify Security Services **immediately** at extension 8800. Security will notify the Human Resources department and Information systems helpdesk of the breach of security. For Students please notify the Student Placement Assistant. If an I.D. Card is lost or stolen, a new card will be issued by the Student Placement Assistant for a \$20 non-refundable fee. Staff must report to Human Resources to

complete the “Identification Card Access – Request/Cancellation of Parking Privileges form” to have a new card issued.

When a Contractor/Vendor/Services Provider has lost their ID card, or suspects that their ID card has been stolen, they must notify Security Services **immediately** at extension 8800. Security will suspend the access on the card. If an I.D. Card is lost or stolen, a new card will be issued for a \$20 non-refundable fee.

If staff forget their ID card

In circumstances when the employee has forgotten their ID card they may sign out a temporary card from Security Services, 200 level, east-end by the Emergency entrance. Loaner cards are to be returned at the end of the shift. Recurring incidents of forgotten cards will be reported to the Employee’s Supervisor.

Employees that typically park at the east-end will park in public parking lot #2 for the duration of shift and then sign out a temporary card from Security Services. Employees that typically park at the west-end will park in one of the 15-minute spaces located at the east-end of the facility (Lot #3), sign out a temporary card from Security Services and then proceed to park in public parking lot #9.

Employees will be responsible for paying the fee associated with parking in the public parking lots if parking is required. Identification Cards and Access Cards are the property of the Hospital and the responsibility of individual Employees to safeguard.

Kirkwood Place (Sudbury Locations)

Regular Business Hours:

All missing cards are to be reported to the Receptionist during regular business hours.

After Hours/Weekends:

Employees that misplace or forget to bring their card to work at Kirkwood Place may check out a temporary card with Security Services in the main building of Kirkwood Place. Employees must report the ID card has been lost or stolen to the Receptionist and Corporate Assistant as soon as possible.

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6.6 ID Card Malfunction

Employees at all the NBRHC sites (with the exception of Kirkwood Place) who find that their ID Cards are malfunctioning should report the problem to

HR as soon as possible. HR will check on the functionality of the card.
After hours employees should contact security.

Employees at the NBRHC Kirkwood Place who find that their ID Cards are malfunctioning should report the problem to Corporate Services on site as soon as possible.

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6.7 Return of ID Card

Employee ID Cards must be returned to the manager upon termination of employment and Volunteer ID Cards to Volunteer services upon termination of services with the Hospital. Placement Students must return their Placement Student cards to the Student Placement Assistant. Locum Physicians, Medical Residents and Medical Students will return their ID Card to Medical Affairs upon termination of services with the Hospital. Visitors/Vendors/Contractors/Service Providers are to ensure ID Card is returned to the organization upon completion/ termination of services.

For security reasons, while on any leave of absence over 30 days staff access will be limited. If lost or stolen while on leave, the staff person must report the lost card to Security.

6.8 Identification Card Sign out Logs

Identification sign out logs must be used in all areas that are involved in the issuing/signing out of identification cards
Completed Identification Sign out logs will be sent to the Manager of Security and Emergency Preparedness for auditing and records retention purposes.

7.0 Documentation

As described in procedures above.

8.0 Appendices/Educational Materials

Not applicable

9.0 References

1. North Bay General Hospital - Identification Card/Access December 2008
2. Northeast Mental Health Centre - Photo Name Cards June 2009
3. North Bay Regional Health Centre – French Language Services Policy
4. Guelph General Hospital - Employee Identification (ID Cards) June 26, 2008
5. Winnipeg Regional Health Authority - Photo Identification (ID) June 2008
6. Keeping You Informed communiqué June 23, 2010

10.0 Content Experts/Stakeholders

Content Expert/Stakeholder	Date Sent
Human Resources	June 2013
Student Placement Assistant	November 2013
Director, Education and Rewards	November 2013
Medical Affairs Department	January 2014
Volunteer Engagement	May 2013
Manager, Materiel Management	January 2014
Manager Security & Emergency Preparedness	January 2014
Director Sudbury	October 2013
VP Corporate & Support Services	December 2012
Risk Management	August 2013
Professional Practice Leader	June 2013
Manager, Building Management	January 2014
Health & Safety Policy Sub-Committee	February 2014

11.0 Signing Authority Approval

Position	Date Signed
Chief Human Resources Officer	April 25, 2014

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