

SOP Title:	Communication – Research Participants		
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Approved By:	Dr. Elizabeth Stephenson		

1.0 PURPOSE

This standard operating procedure (SOP) describes the Research Ethics Board's (REB) communication with research participants.

2.0 POLICY STATEMENT

Research participants should be able to voice their concerns, questions and request information regarding their participation or potential participation in research, in confidence, to an informed individual on the REB or in the Research Ethics Office.

3.0 DEFINITIONS

See Glossary of Terms

4.0 RESPONSIBILITY

All REB members and REO Personnel are responsible for ensuring that the requirements of this SOP are met

5.0 PROCEDURES

5.1 Communication with Research Participants

- 5.1.1 Research participants are encouraged to contact (by telephone or in writing) the REB office with questions and concerns, using the contact information provided in the informed consent document(s). If requested, the identity of the participant will not be recorded or shared;
- 5.1.2 The REO Personnel must document all communication with the research participant;
- 5.1.3 The REO Personnel will communicate participant concerns to the REB Chair or designee;
- 5.1.4 The REB Chair or designee works to resolve participant issues which may include a follow-up with the Researcher or the Researcher's supervisor or other organizational representative, and with appropriate federal agencies, as applicable;
- 5.1.5 The REB Chair or designee documents all communication with the research participant and a de-identified record of this communication is maintained securely and in the relevant research file.

6.0 REFERENCES

See References