

TITLE	602: Communication – Research Participants
SCOPE	All health research submitted to the Health Research Ethics Board (HREB) operating under the direct authority of the Health Research Ethics Authority (HREA)
APPROVAL AUTHORITY	Ethics Director
EFFECTIVE DATE	April 2021

1.0 PURPOSE

This standard operating procedure (SOP) describes research participants' communication with HREB.

2.0 DEFINITIONS

See the Glossary of Terms.

3.0 RESPONSIBILITIES

All HREB members and Research Ethics Office (REO) Personnel are responsible for ensuring that the requirements of this SOP are met.

4.0 PROCEDURE

4.1 Communication with Research Participants

- 4.1.1** Research participants may voice their concerns, questions and request information regarding their participation or potential participation in research, in confidence, to the REO.
- 4.1.2** Research participants may contact (by telephone, email or in writing) the REO with questions and concerns, using the contact information provided in the research documents (e.g. informed consent document) or on the HREA website. The identity of the participant will be shared with the HREB Chairperson and with the organization's appropriate representative, if applicable, provided that the participant provides consent.
- 4.1.3** All communication with the research participant will be documented by REO Personnel. Documentation will be maintained securely in the relevant research file.
- 4.1.4** The Ethics Director will communicate participant concerns to the HREB Chairperson or designee.

- 4.1.5** The HREB Chairperson or designee will work to resolve participant issues which may include a follow-up with the Researcher or the Researcher's supervisor or other organizational representative, as applicable, and with appropriate provincial or federal agencies, as applicable. A record of follow-up will be maintained securely in the relevant research file.
- 4.1.6** The HREB Chairperson or designee will document all communication with the research participant and a record of this communication will be maintained securely in the relevant research file.

5.0 REFERENCES

The Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans, Chapter 1: [tcps2-2018-en-interactive-final.pdf \(ethics.gc.ca\)](https://www.ethics.gc.ca/eng/3001/2018/05/01/tcps2-2018-en-interactive-final.pdf)

The Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans, Chapter 3: [tcps2-2018-en-interactive-final.pdf \(ethics.gc.ca\)](https://www.ethics.gc.ca/eng/3001/2018/05/01/tcps2-2018-en-interactive-final.pdf)