fraserhealth	**RESEARCH ETHICS BOARD** **STANDARD OPERATING PROCEDURES**	
	SOP Number	602
	Communication with Research Participants	
	Date of Issue **Date of Revision**	2019 02 14 2022 07 13

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

Directive: Fraser Health Policy **"**The Ethical Conduct Of Research And Other Studies Involving Human Participants"

References: 2019 10 08 CAREB SOP 602.003

Responsibility: All REB members and REB Office Personnel are responsible for ensuring that the requirements of this SOP are met.

Procedure

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 REB office.

1.0 Communication with Research Participants

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). The identity of the participant will be shared with the REB chair and with the Manager of Research Ethics and Compliance, if applicable, and if the participant provides their consent.

1.2 Each consent form approved by the REB must contain institutional contact information for participants who wish to discuss their rights as research participants and/or concern about the conduct of the study approved by the REB.

1.3 The REB Office Personnel must document all communication with the research participant;

1.4 The REB Office Personnel will communicate participant concerns to the REB Chair or designee;

1.5 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 organizational representative, and with appropriate federal agencies, as applicable;

1.6 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;

1.7 If a study is suspended or discontinued for safety reasons or for non-compliance, the REB may require the Researcher to inform study participants in writing of the reasons for study suspension or discontinuation and any actions which should be taken by the participant to ensure safety and health care continuity.