



Contractor and Vendor Sign-In/Sign-Out

Why This Matters

- In 2022, a Level 4 patient safety incident occurred when a main oxygen valve remained closed after vendor testing, resulting in no oxygen supply when urgently needed. This event led to important system-wide recommendations to strengthen oversight of contractor and vendor activity in all acute care, long-term care, and mental health & addictions facilities.

New Requirement #1: All Contractors/Vendors Must Sign In/Sign Out

To improve security and awareness of contracted individuals working in our facilities:

- Signage will be posted at entrances where contractors/vendors may access the building indicating the requirement to sign-in.
- Contractors/vendors are required to sign in and sign out every day they are on-site.
- A visible identification badge (or pass/swipe card) will be provided to contractors/vendors to wear.
- A designated staff member (or security, where available) will manage sign-ins, badges, and return of passes.

New Requirement #2: Verification Handover

Before a contractor/vendor leaves the site, they must complete a verification handover form to confirm:

- The work has been completed.
- The on-site biomedical technologist or maintenance personnel have been informed.
- Any further action needed has been communicated clearly (closed-loop communication).

Why These Changes Are Important

These improvements will help ensure that:

- We always know who is working in our facilities and why.
- Critical systems, such as oxygen supply, are safely restored after maintenance.
- Communication gaps are closed, preventing repeat incidents.
- Our preventative maintenance processes meet Accreditation Canada expectations.

