SUBJECT: PROCEDURE for equipment access and services offered on CRCHUM core facilities for internal and external clients	**NUMBER:** **CRCHUM** 50 512-02
ADDRESSEE: Clients from all CRCHUM core facilities, such as CHUM researchers, external academic researchers and clients from private companies, as well as core facility's staff	**Issued on:** January 29, 2016 **Revised on:** August 15, 2023
ISSUED BY: Céline Coderre, Senior Manager, Scientific Performance	
APPROVED BY: Research Management (DR) And **SIGNED BY:** Vincent Poitout, Research Director CHUM and research director CRCHUM	**Date:** August 15, 2023

OBJECTIVE

The purpose of this procedure is to describe the access process and operating rules that any applicant must follow for use of equipment or services on the CRCHUM's core facilities.

1. TARGET AUDIENCE

This procedure is addressed to all core facilities clients, including CHUM researchers and their staff, external academic researchers at the CHUM and their staff, clients of private companies as well as the entire core facility's staff.

2. DEFINITIONS

2.1. Regular CRCHUM researcher: Person with a valid regular researcher status to the CRCHUM, as described in the document 'Researchers status' of the CRCHUM, in accordance with 8 criteria established by the FRQS. The eligibility criteria including that, at least 50% of research activities are carried out at the CHUM-CRCHUM and that the researcher benefits a space inside the CHUM. And that in the past three years, have published their work in an international periodic publication.

2.2. Non-Regular CHUM researchers: Person with a valid status at the CHUM that is not a regular researcher of the CRCHUM, including: associate researchers, investigator researchers, guest researcher and health professional researcher.

2.3. External academic researcher: Person with a valid researcher status in a research center other than the CHUM, and is affiliated with a University.

2.4. Private company: Any organisms that carries out research and development activities and is not affiliated to a university.

2.5. Core Facility Manager (RP): Person responsible of the equipment and services and manages the core facility.

2.6. Core facility staff: Any person who works on the facility under the authority of the RP to provide services or support to research teams, whether full or part time.

2.7. Scientific Advisor (CS): Regular CRCHUM researcher who acts as scientific advisor to the core facilities managers.

2.8. Core facility equipment: Any equipment that is used to directly provide a paid service to research teams, either on a self-service or non-self-serve basis. For the purposes of this procedure, the equipment in question does not include those that are complementary and necessary to the platform for the activities to be possible, such as scales, centrifuges, pipettes, etc.

2.9. Core facility Service: All research service provided by RPs and facilities' staff to meet the needs of the research teams, for which they will be billed.

2.10. Senior Manager, Scientific Performance (GP): The person responsible for the overall organization and management of the core facilities, referred to as the PM in the policy.

2.11. Qualified user: Person who received from the RP a training to use core facility equipment in self-service mode. The training received from another person than the RP or a person he or she has delegated (example: another user) is not valid. Training time is charged to clients.

2.12. GRR: Reservation Web management system for resources and equipment (Gestion de Réservation des Ressources

3. POLITICY OF REFERENCE

This follows policy number 50512 ' CRCHUM core facility policy - Section 2 - Equipment and services for clients ' whose purpose is to describe the general rules of access to core facility's services for internal and external clients at the CHUM.

4. RESPONSIBILITIES

4.1. Applicants for services must follow the access procedures and training, if applicable. They also need to complete the required documents and comply with any other pre-requisites, in order to gain access to self-service equipment and/or receive core facility services.

4.2. Once access procedures are completed, users must comply with the general working rules of the core facility.

4.3. The RPs ensure accessibility to users, provide training, offer services, charge for services offered.

4.4. The RPs ensures that the established working rules are known and followed.

4.5. The RPs reports to the core GP any failure to observe general working rules.

5. PROCEDURE

5.1. Service agreement

5.1.1. CHUM researchers

For any new service request, the declaration of consent to terms for access to and for the general use of CRCHUM core facilities and the authorization of payment from the service applicant must

be completed and submitted to the RP. The forms to complete are available from RPs. examples of these forms are included on the annex 1 of this procedure. however, each core facility may modify the forms according to the specific needs of the services offered

5.1.2. External organizations (academic institutions other than CHUM and private companies))

A contractual agreement must be completed and signed by both parties (the client and the CHUM) prior to any activity. There are two (2) types of agreements possible: a) use of the core facility by one or more members of the external organization, b) service provided by the facility. Each agreement sets out non-negotiable general conditions as well as the specific terms related to the requested activity. A quotation must be attached to the agreement with the detailed costs related to the services requested when they are not provided for in the core facility's standard fee structure that are available on the core facilities website (https://www.chumontreal.qc.ca/crchum/plateformes-services). The GP manages the agreements and forwards the signed documents to the client and the RP. The GP retains the originals of the agreements as well as a register of all signed agreements

5.1.3. Contract conditions negotiation.

The RP is negotiating the specific terms of agreements with clients. The RP may involve the CS and GP if necessary.

5.1.4. Intellectual property.

Refer to procedure 50 512-03 'Core facility access procedure under the agreement of the researcher and external organism' for the cost to bill according to whom will benefit from the impact of intellectual property.

5.2. General Terms for Access

5.2.1. CHUM researchers

5.2.1.1. Equipment usage in self-service mode

- Normal hours of access to CRCHUM core facilities are from 8h to 16h Monday to Friday (except holidays). Some variations may apply, according to each facility;
- Only qualified user can operate the facility's equipment in self-service mode;
- Users must have completed the Declaration of Consent for Access and Use of the core facilities prior to any activity as well as the Authorization for Payment for Service Applicants;
- Reservations must be made with the RP of the relevant core facility or on the resource management and reservation system GRR according to the rules established by the facility;
- To preserve his access, the qualified user must follow the operating instructions (cleaning, calibration, respect of time schedule etc.);
- To preserve access, the qualified user must report to the RP as soon as possible any equipment failure that obstruct partially or completely the functioning of the equipment;

- The core facility's RP manages priorities for the use of the equipment and for the service offered by the core facility;
- For any use of self-service equipment, users must record the following in a logbook at the location: their name, the date, the start time and the end time for using the equipment and the name of the group. The user must sign to confirm that the information is accurate;
- The access profile and access codes used for core facilities are strictly confidential and may not be transferred to another person. A request for secure access to data must be made before the start of experiments. The RP will inform you on the procedure;
- The RP may remove a user's access profile on the spot if the operating instructions have not been complied with;
- For any project to be realized with human subjects or animals, refer to section 5.6 and 5.7;
- The magnetic access card may, in some cases, allow core facility RP to control access and track users.

5.2.1.2. Services provided by the core facility staff

- users must make sure to provide all samples, fabrics, materials, equipment, etc. in good condition and within the time prescribed by the agreement, or else the service could be postponed or suspended;
- Users must have signed and submitted to the RP the Declaration of Consent for Access and Use of Core facilities prior to any activity, as well as the Authorization for Payment;
- For any project to be realized with human subjects or animals, refer to section 5.6 and 5.7;
- It is the RP of the core facility that manages the priorities for service delivery.

5.2.1.3 External organizations

- In order for an external organization to gain access to CRCHUM core facilities, a service agreement must be completed beforehand (see section 5.1.2);
- Only qualified user can operate the facility's equipment in self-service mode;
- Normal hours of access to CRCHUM facilities are from 8h to 16h Monday to Friday (except holidays). Some variations may apply, according to each facility;
- A visitor access card will be provided to authorize users to walk around, if applicable. The card must be returned at the end of the agreement;
- The RP of the facility manages the calendar and the allotment of locations/equipment;
- The access profile and access codes used for facilities are strictly confidential and may not be transferred to another person;
- The RP may remove a user's access profile on the spot if the operating instructions have not been complied with;

- To preserve access, the qualified user must report to the RP as soon as possible any equipment failure that obstruct partially or completely the functioning of the equipment;
- To preserve his access, the qualified user must follow the operating instructions (cleaning, calibration, etc.);
- For any project to be realized with human subjects or animals, refer to section 5.6 and 5.7;
- The magnetic access card may, in some cases, allow core facility RP to control access and track users.

5.3. Reservation modalities

5.3.1. CHUM researchers

- Instructions for GRR reservation, training, access to data and rates may be obtained from the RP;
- The planning of experiments carried out by a RP must be discussed in advance with the researcher or designated person of his team;
- The RP is responsible for validating reservations. He reserves the right to move or cancel a reservation scheduled by a user who will be notified of the change. The notification will be given to the user as soon as possible and at least 24 hours in advance, unless there is a justified exception (example: equipment breakdown);
- The reservation time must include, if applicable, the setting up and cleaning of the instrument, the preparation and installation of the experimental set-up;
- The person making a reservation is responsible for notifying the RP of any cancellation with due notice (minimum 24 hours in advance unless a justified and authorized exception is made). Repeated non-compliance with this instruction could result in fees to the use;
- Unless there is an agreement, it will not be permitted to routinely block large time slots without justification.

5.3.2. External Organizations

The reservation and cancellation procedures are indicated in the service or core facility use agreement and managed by the RP of the facility.

5.4. Trainings

5.4.1. Unassisted self-service users

- Some core facility's instruments can be operated by qualified users without assistance. These instruments are identified and may be reserved after a MANDATORY and PAID training provided by the RP or a person designated by him;

- The duration of the training varies according to the type of instrument and is tailored to the experience that each user may already possess. For example, during a one-time evaluation, the core facility's RP may also ask a user to update the training on an instrument if he considers that the requested skills are deficient. Successful completion of an exam could be required;
- Access to an instrument will only be provided when the core facility's RP considers a user's training to be sufficient. He may supervise at any time if necessary;
- It is the user's responsibility to use the instrument according to the instructions received and to leave the equipment in a proper working order and clean condition (instrument cleaned according to instructions, waste bins emptied if applicable, etc.). A non-compliance with user guidelines may lead to loss of access to the instrument;
- The user must report to the RP of any breakage or technical problem encountered while operating the instruments.

5.4.2. Assisted Users

- Even though some services are provided by staff assigned to the core facility, training may still be required; e.g., safety training for access to some imaging rooms (MRI);
- Training dates are arranged at the RP discretion. It is important to plan this training before the start of a protocol;
- Some assisted services (e.g. confocal microscopy) require that the client be present during operation of the device by core facility staff—to select areas of interest on the microscopic cross-sections, for instance, the client should therefore plan to be available to assist the technical staff;
- The RP has the right to limit the number of people who can access the premises, in order not to compromise ongoing activities.

5.5. Responsibilities

5.5.1. Despite their quality objective, CHUM and the RP cannot be held responsible for:

- improper use of instruments by trained users;
- results obtained;
- direct or indirect loss of materials or files produced and stored on acquisition and analysis stations.
- failure to access a core facility or an instrument.

5.5.2. The actions of users (a CHUM researcher or a member of his team) related to research activities as part of their functions for the CHUM are covered by the Health and Social Services Network's Public Liability, Professional Medical Liability and Directors' and Officers' Liability Insurance Program (NPO), except where damage is caused by an intentional act.

5.5.3. The actions of external users related to research activities are not covered by the Health and Social Services Network's Public Liability, Professional Medical Liability and Directors' and Officers' Liability (NPO) Insurance Program. If requested, proof of insurance coverage for visiting users working at the CRCHUM must be provided by the organization to the GP before using the facility.

5.5.4. Users who cause damage to the core facilities, whether through negligence or repetitive damage, or who do not follow instructions must assume the cost of repairs or other expenses incurred.

5.5.5. Responsibility for results and computer data:

- The core facility is not responsible for results obtained in self-service mode, or for related computer storage. The core facility does not store data or results for any equipment used, unless an exception is made for problematic equipment. Internal users must therefore transfer their data and results to I:\Chercheurs\name of researcher as the work is carried out. The transfer procedure is described during training.
- Generally speaking, data and results obtained by core facility staff in relation to services provided are stored for a period of 30 to 60 days. For internal clients, the RP transfers projects files to the I:\Inter_Equipes\ name of researcher\Plateformes_IE directory (or another specific directory for some highly confidential projects) and copies them to a temporary folder under a directory assigned to the relevant core facility (I: \Plateformes). At the end of each month, temporary folders from the previous month are destroyed (e.g. files from May 2014 are destroyed on or around June 30, 2014). For external clients, data and results are sent via e-mail, on a disk, on a USB key or other storage device and retained for 30 to 60 days, in the same way as for internal clients, then destroyed.
- The specific procedures involved may vary for some core facilities. The procedure is forwarded directly to clients.

5.6. Experiments involving humans

Work conducted with human subjects (e.g., medical imaging) or the use of human tissue must comply with the rules of ethics and must have obtained the approval of a research ethics committee prior to any experiment. Certain operating rules could be added (e.g., patient access procedures, etc.).

5.7. Use of Laboratory Animals

All requests that require the use of animals must have previously been discussed with the person in charge of the animal facility, having obtained the necessary authorizations (protocols approved by the CIPA (Comité institutionnel de protection des animaux) of the CRCHUM. Users must have completed training in the proper use of animals and respect all the rules that govern the use of animals, including if the service requested involves the importation of animals from another institution. If this is the case, the import rules of the pet shop service will have to be respected (quarantine, mandatory tests, etc.) and will be at the user's expense

The CRCHUM is committed to providing an environment that is conducive to research, while respecting and promoting the well-being of animals.

5.8. Biosafety

Users (assisted or not) must observe safety rules associated with the instruments and samples they use. Users must notify the core facility manager of the biological hazard level of their samples before their reserved time but also when the risk is of chemical nature. They must also receive training required under their protocols, provided by the biosafety officer. The biosafety officer is mandated to grant or rescind access if the required training is insufficient or if the user does not comply with procedures. Any external users who wish to import, export and/or transfer material the falls under the Law on human pathogens and toxins on the CRCHUM site, must first notify the CRCHUM's biosafety advisor and provide the relevant government approvals.

CRCHUM Biosafety Service: 514-890-8000 extension 22404

5.9. Radioprotection

Users (assisted or not) must observe safety rules associated with the instruments and samples they use. They must also receive training to use radioactive material. The radioprotection safety officer is mandated to grant or rescind access if the required training is insufficient or if the user does not comply with procedures. Any external users who wish to import, export and/or transfer radioactivity on the CRCHUM site, must hold inevitably an internal permit for the use of radio-isotope issued by the CHUM's Radioprotection committee, in accordance with the license conditions issued at the CHUM by the Canadian Nuclear Safety Commission. All users must comply with the radioprotection procedures described in the CHUM's Radiation safety manual.

CHUM Radioprotection Service: 514-890-8000 extension 25854

5.10. Confidentiality

All users have a confidentiality obligation for information belonging to a third party of which they may have knowledge

5.11. Copyrights for publications or work and inventions

5.11.1. All users must comply with the applicable CHUM Regulation related to intellectual property of research results

5.11.2. The CRCHUM, which provides core facility services, contributes scientifically and financially to the maintenance and development of these. Facilities must be recognized in publications, presentations and posters to which they contribute, either in the author's list or in the acknowledgments

 When the core facility personnel contribute significantly to the work, he should be part of the authors. An important contribution includes the design, intellectual contribution and/or project design, acquisition and interpretation of results that goes beyond regular exercises, writing or intellectual revision of publication, etc

 In most other cases, users commit to thank the CRCHUM core facility for work made in self-service and for services rendered by the core facility's staff. This includes among others, the use of equipment, one-time or ongoing services, technical assistance, writing assistance, scientific advices, and material support.

- Acknowledgements should be formulated according to the following models:
  - For services performed by the core facility staff:
    "We thank (person 1) and (person 2 if applicable) of the (name of the core facility) for performing the (activity)."
    "Nous remercions (personne 1) et (personne 2 si applicable) de la plateforme (nom de la plateforme) pour avoir effectué (activité)."
  - For self-service activities:
    "We thank the (name of the core facility) for (activity)."
    "Nous remercions la plateforme (nom de la plateforme) pour (activité)."

  The exact nomenclature of all core facilities - French and English - is available on the CRCHUM website.

- Some minor services may not require acknowledgments, such as storage or shipment of samples. Any other exception should be discussed with the technical manager of the core facility.

Reference: http://www.abrf.org/index.cfm/page/resources/Authorship.htm

5.12. Fee structure and billing

The CRCHUM provides new regular researchers with a credit of $5,000 to use in the research center's core facilities. To this end, the researcher concerned may use this credit for one or more facility (consultations, training, assistance, data analysis, etc.), until the total amount has been used. The CRCHUM management will pay its contribution at the end of each fiscal year to reimburse expenses incurred during the year. If the total amount allocated is not spent, the balance cannot be transferred in any way to another researcher or to another good or service.

The fee structure for each core facility's services is available from the RPs of each of the facilities and on the CRCHUM website https://www.chumontreal.qc.ca/en/crchum/core-facilities-and-services. It is a differential fee structure: internal fee, academic fee and industry fee. Payment authorization must be obtained in advance with the users. For academic users, a purchase order number must be provided. For industry users, contact the GP for the requirements to follow.

- Pricing for each type of customer:

Client type	Applicable Fee Schedule
Regular CRCHUM researchers	Internal

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CHUM investigators with CRCHUM status	Academic
CHUM professionals with CRCHUM status	Academic
Associate researchers	Academic
Visiting researchers	Academic
Academic researchers from another institution	Academic
Private companies	Industry

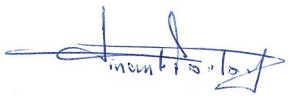
***** The CITADEL service has 2 types of fees instead of 3: CHUM clients and clients outside the CHUM

6. REVISION

This procedure shall be updated as required or within a maximum of five (5) years.

7. APPLICATION

This procedure becomes effective on the day of its approval by the Research Director of the CHUM.



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Director of research, CHUM and Scientific director, CRCHUM