

CANADIAN FOUNDATION FOR HEALTHCARE IMPROVEMENT
GOVERNANCE POLICY

Subject: Open Door	Policy No.: GP-B3-05
Category: Facilities and Assets	Approved: 18 January 2019
Authority: President & CEO	Last Amended: 21 January 2019
Reviewed by: President & CEO	Next Review:

Preamble

The Canadian Foundation for Healthcare Improvement (CFHI) is incorporated as a not-for-profit corporation under federal legislation, and its directors are responsible for managing and supervising the activities and affairs of the Corporation. In discharging this mandate, the Board must comply with the Foundation's governing documents¹ as well as the rules established under the common law governing directors' duties. In addition, and in accordance with By-law Number 1 of the Corporation, the Board of Directors has appointed a president and chief executive officer who has general charge of CFHI's business affairs, is responsible for the overall day-to-day management of CFHI, and has such authority as prescribed by the Board.

Accordingly, a policy has been developed to give direction with regards to the Open-Door Policy.

Policy

We work shoulder to shoulder with partners to accelerate the identification, spread, and scale of proven healthcare innovations. CFHI is supportive of openness to partnerships and collaboration in general with key stakeholders and partners. As such, CFHI welcomes guests who are committed to these goals to share space and connect at CFHI while visiting Ottawa.

1. CFHI will retain an Open-Door Policy that will be used by CFHI's Administrative Assistant, Corporate Services, for managing meeting space requests from CFHI partners/stakeholders.
2. The Vice-President, Corporate Services, or authorized designate, retains the rights to approve or suspend any/all requests as required.
3. The guest who wishes to request an open workstation space to use within the CFHI office must submit a request to the Administrative Assistant, Corporate Services via the online form found on CFHI's website, www.cfhi-fcass.ca.
4. CFHI can accommodate space requests during regular CFHI office hours:
 - Jan – May Monday – Friday (8:30am – 4:30 pm)
 - May – Sept Monday – Thursday (8:00am – 4:00 pm); Friday (8:00am – 12:00pm)
 - Sept – Dec Monday – Friday (8:30am – 4:30 pm)

¹ The Foundation's governing documents include the legislation under which CFHI exists and operates, its constating documents (articles of continuance and by-laws), funding/contribution agreements, and internal governance policies.

5. Space requests should not exceed more than ten (10 days) per year.
6. Meeting rooms or enclosed offices requests for VIPs can be directed to CFHI's Administrative Assistant, Corporate Services, via info@cfhi-fcass.ca or the online form. **Note:** All VIP requests require approval from either the President or a Vice-President of CFHI.
7. All guests will be able to have access to the following:
 - a. Open Workstation Spaces
 - b. Staff Lounge & Kitchen
 - c. Free Wi-Fi
 - d. Access to CFHI's onsite library
 - e. "Pop-up" offices (if available – on a first come, first serve basis)
8. CFHI is committed to ensuring that our office is a welcoming, inclusive and safe environment. We believe that everyone should be treated with respect and dignity. All guests are asked to abide by CFHI's **Code of Conduct** and **Harassment and Violence in the Workplace Policy and Program**.

Procedure

1. A guest who wishes to request an open workstation space to use within the CFHI office must submit a request to the Administrative Assistant, Corporate Services via the online form found on CFHI's website, www.cfhi-fcass.ca.
2. The Administrative Assistant, Corporate Services (or Executive Assistant, Corporate Services) will discuss and review the request and determine if there is sufficient space.
3. Upon confirmation of availability, an email will be sent once space is successfully booked.
4. If no space is available, the guest will be notified immediately.
5. If the booking is no longer required, CFHI is to be notified at least 48 hours before the booking date by emailing info@cfhi-fcass.ca.
6. Requests will be monitored to ensure fairness.
7. The Vice-President, Corporate Services, or delegate, will review the requests as needed and, if appropriate, will authorize / suspend the requests.

Arrival Date

8. Upon arrival, guests are expected to sign-in at the front desk. They will be provided with a visitor's pass and CFHI's guest Wi-Fi password.
 9. The Administrative Assistant, Corporate Services will guide the guest to the open workstation spaces. If the guest is a VIP, the Administrative Assistant will guide them to the designated meeting space or enclosed office.
- Note:** VIPs will only be granted a meeting space/office if it has been pre-booked.

Departure Date

10. Before departure, the guest is expected to sign-out at the front desk and return the visitor's pass.

Related Policies

- A. [Code of Conduct Policy](#)
- B. [Harassment and Violence in the Workplace Policy and Program](#)