

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p><b>POLICY</b></p>	<p><b>WRHA GOVERNED SITES</b> Applicable to programs, departments and services of the WRHA governed and integrated sites</p>		<p>Level: <b>2A</b></p>
	<p>Policy Name: <b>Photo Identification (ID)</b></p>	<p>Policy Number: 65.40.010</p>	<p>Page 1 of 4</p>
	<p>Approval Signature: <i>Original signed by A. Wilgosh</i></p>	<p>Section: FACILITIES MANAGEMENT</p>	
	<p>Date: April 2013</p>	<p>Supersedes: August 2009</p>	

1.0 **PURPOSE:**

To provide controlled access at WRHA Facilities and ensure the identity of WRHA Staff members, students, Contractors and visitors.

2.0 **DEFINITIONS:**

2.1 **ID Cards:** cards that provide proof of legitimacy respecting the identification and authentication of an individual. ID Cards include both Photo ID Cards and Non-Photo ID Cards.

2.2 **Photo ID Card:** an ID Card with a color photograph of the bearer that contains the following elements:

1. Regional and/or site logo
2. Hologram or Watermark
3. Color photo
4. First name, last name, and title of holder
5. Credentials
6. Staff/Employee number, a student number, or serial number
7. Date of issue
8. Date of expiry
9. Recovery information (to finder in case of loss) on the reverse face

2.3 **Non-Photo ID Card:** an ID Card without a photograph that contains the following elements:

1. Corporate logo
2. Hologram or Watermark
3. Date of expiry
4. Bold inscription: "VOLUNTEER"; "STUDENT" or "VISITOR"
5. A serial number (card tracking number)
6. Recovery information (to finder in case of loss) on the reverse face.

WRHA Policy Name: Photo Identification (ID)	Policy Number: 65.40.010	Page 2 of 5
--	-----------------------------	----------------

- 2.4 Controlled or Restricted Areas: facility space that contains specialized services or corporate offices, which if compromised would impact on overall operations; including: payroll offices, corporate workspace such as that of the Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, Vice-President and Chief Nursing Officer, diagnostics lab, pharmacy, morgue, research lab, surgical rooms; nuclear medicine, intensive care units and MRI.
- 2.5 Hologram: a pattern or graphic design etched on a photo-sensitive medium and enhanced by advanced photo reproduction to provide a three-dimensional effect.
- 2.6 Staff: All persons employed by the WRHA facilities or WRHA funded facilities, as well as members of the medical staff, volunteers, board members, students and Contractors.
- 2.7 Contractor(s): Others associated through contracts within the WRHA facilities and WRHA funded facilities.
- 2.8 Student: an individual who is a registered full or part time student from a recognized academic institution and who is conducting an authorized healthcare practicum or research project.
- 2.9 Visitor: an individual visiting a WRHA Facility for a limited time but a specific purpose.
- 2.10 Watermark: a marking(or impression) in stock paper resulting from differences in thickness produced by the pressure of a projected design in a mold or on a processing roll and made visible when the paper is held up to the light. A watermark/hologram is an embedded security feature; which enables security officers or staff to distinguish between a fraudulent copy and a legitimate document.
- 2.11 WRHA Facilities: Facilities or sites within the WRHA that are owned or operated by the WRHA or that are integrated Hospitals.

### 3.0 **POLICY:**

- 3.1 Any Staff member, accredited Contractor, or student working and operating within a facility, community office, clinic or leased corporate property shall obtain and carry a Photo ID Card.

3.1.1 All persons entitled to Photo ID card shall receive a standard ID card. The format of a standard ID Card is to include: photo; first and last name; credentials; title; and department. These elements are to appear on the front face. The reverse face shall display: date of issue; date of expiry, employee number and return instructions if lost and found.

3.1.2 Please see Section 3.5 for exceptions to 3.1.1, notwithstanding same.

WRHA Policy Name: Photo Identification (ID)	Policy Number: 65.40.010	Page 3 of 5
--	-----------------------------	----------------

- 3.2 Subject to section 3.1, Photo ID Cards shall be worn at all times at WRHA Facilities by:
- (a) All WRHA Staff including full-time, part-time, temporary, indefinite-term and casual Staff,
  - (b) Contractors who maintain support offices at a WRHA Facility and/or a Contractor who requires access to a WRHA Facility on a regular basis, as determined by the WRHA Facility;
  - (c) Volunteers who at the discretion of the Volunteer Coordinator and Security Department are designated to require a Photo ID Card;
  - (d) All registered students completing a training program. At the discretion of the site security unit and student coordinator, photo identification cards issued by a recognized and accredited educational institution may be worn in lieu of a site or regional Photo ID card. (Please contact site security or student coordinators to determine which educational institution cards are acceptable.)
- 3.3 Subject to section 3.1, a Non-Photo ID shall be worn at all times at WRHA Facilities by:
- (a) All WRHA designated volunteers or Facility designated volunteers who offer their services at a Facility;
  - (b) Any visitor who requires access to a Controlled or Restricted Area of the facility, if the WRHA Facility determines such visitors require ID Cards;
  - (c) Visiting groups, non work-term students, media representatives or special invited guests who are part of a planned visit, shall be pre-authorized and pre-screened by the facility or WRHA Director of Communications, or program manager or corporate representative in consultation with the site or WRHA Regional Security Office. In a situation where we are dealing with large body of visitors a WRHA Photo ID card is not issued. Those locations having temporary paper ID tags may issue a temporary pass.
- 3.4 ID Cards shall be worn visibly on outer clothing. Photo ID shall also be worn correctly; displaying the photo to the front.
- 3.4.1 Cards may be fastened to clothing using a clip or may be worn using a quick release safety lanyard.
  - 3.4.2 Exception: An ID Card is not required to be displayed by an individual, where the use of machinery, appliances or physical action may cause the ID Card to snag or create a safety hazard. If this is the case, and only in these instances, the member of the Staff is permitted to carry the ID Card in his or her pocket at all times while at the Facility.

WRHA Policy Name: Photo Identification (ID)	Policy Number: 65.40.010	Page 4 of 5
--	-----------------------------	----------------

3.5 **Exceptions:** Staff working in situations where personal safety and security is a concern; are permitted to apply for a modified Photo ID card, which shall display: photo; first name; credentials; title and department on the front face. The back face shall contain: date of issue, date of expiry, Employee Number and return address in case of lost & found. The Photo ID for a Contractor may be issued from the Contractor's employer.

- Staff or healthcare student requesting a card under section 3.5. shall ensure their supervisor/manager is aware of the request and that the Photo ID application document is properly completed and signed. Facility specific procedures are required.

3.6 Photo ID Cards should not be left unattended. When not in use, the photo ID card shall be secured in a safe location under the control of the holder.

3.7 All employees should be responsible for visual identification and authentication of individuals in Staff only areas at WRHA Facilities however the WRHA Facility Chief Executive Officer or Chief Operating Officer may delegate the specific duties of identification and authentication to specific individuals. Facility specific procedures may be required.

#### 4.0 **PROCEDURES:**

4.1 An application form shall support the issuance of an ID Card of a member of the Staff.

4.2 ID Card documentation, including a tracking ledger or database containing Staff names, particulars, and, as applicable, the area(s) in the WRHA Facility to which the staff has been granted access, shall have audit tracking and log-in functions in accordance with privacy laws, and shall be kept under controlled access at the WRHA Facility.

4.3 The ID Card of each staff member shall be renewed every seven years on the anniversary date of hiring or an earlier date in the case of expiry, loss, re-assignment, change of name or change of title.

4.4 If an ID Card is lost or stolen, the occurrence shall be reported to one of the following: the Facility's security department, or in the absence of the security department, to the Site/Facility manager, an immediate supervisor or the WRHA Regional Security Office.

4.4.1 Stolen, damaged or tattered ID shall be replaced at no charge to the Staff member.

4.4.2 Lost ID shall result in a replacement charge to the Staff member.

WRHA Policy Name: Photo Identification (ID)	Policy Number: 65.40.010	Page 5 of 5
--	-----------------------------	----------------

- 4.5 ID Cards remain the property of the WRHA Facility and shall be surrendered to a WRHA human resources representative, manager or WRHA Facility security department upon termination of employment, practicum or visit.
- 4.6 Failure to comply with this policy may result in access being denied.
- 4.7 Additional guidance is provided within Photo (ID) Procedure & Guidelines found in the Regional Security Operations Manual and/or on Insite (WRHA Intranet).

5.0 **REFERENCES:**

- 5.1 Australian/New Zealand Healthcare Security Standard: AUS/NZ 4485-1, 4495-2
- 5.2 WRHA Regional Security Operational Manual, procedures & guideline document *Access & Control*  
([http://home.wrha.mb.ca/ces/security/files/Procedure\\_AccessControl.doc](http://home.wrha.mb.ca/ces/security/files/Procedure_AccessControl.doc))
- 5.3 WRHA Regional Security Operational Manual, procedures & guideline document *Security Incident Reporting* - (<http://home.wrha.mb.ca/ces/security/sir.php>)

**Policy Contact:** *Robert Lechow, Regional Manager  
WRHA Security Services & Special Projects*