### CTRC COVID-19 Specific FAQ’s and Helpful Information

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Stay home if you are sick, if you are tested for COVID-19 symptoms, or if in close contact (i.e., household contact) with anyone tested for COVID-19; also notify Occupational/Employee Health.

With community spread of COVID-19 now occurring, we must practice social distancing (by avoiding crowds and staying 6 feet away from others) whenever possible at work and at home. We must also hold each other accountable. Wash your hands frequently and properly. And do not come to work if you are sick! More specifically:

- If you have a fever greater or equal to 100.0 F or a new or worsening cough or shortness of breath (see Employee Provider Pre-shift Health & Wellness Screening section for a listing of all symptoms), do not go to work! If at work, go home and call Occupational/Employee Health at 919-966-9119 and contact your primary care provider. If it is a medical emergency, go to the Emergency Room or call 911.
- If you are tested for COVID-19, or have close contact (ex. live in a household with someone who is COVID-19 positive or who has been tested for COVID-19), you must not go to work and should call the Occupational/Employee Health at 919-966-9119.

Hours of Operation

Normal hours of operation resumed on June 8th. Hours of operation may be modified to reflect usage and staff availability. At this time, there are no plans to offer weekend options or additional hours outside of those listed below. Changes in hours of operation will be communicated through the CTRC News Listserv.

- Monday – Thursday: 7:30 am – 5 pm
- Friday: 7:30 am – 1 pm

Building Badge Readers

Front entry doors into the Burnett-Womack building will be open or “on green” for most of the day. Badge access will be required at all other times. In the event badge readers are closed or “on red”, the CTRC Front Desk phone number (919-966-1437) is posted on signage for subjects to call so that our staff can escort the subject into the building. The study coordinator can also meet the subject in front of the building.

Badge readers located in the CTRC will automatically turn “green” during the hours of 7:20 am to 5 pm Monday – Thursday and from 7:20 am – 1 pm on Friday. Badge access will be needed outside those hours.
Permissible Participant Visits

As of October 1st, investigators will not be required to submit any specific SOM application to initiate, resume, or modify direct participant contact activities. Please note, this is unrelated to and does not alter requirements for IRB or other regulatory reviews. Additionally, your department, center, or unit may have other required processes.

Although the formal application and review process is being eliminated, it is essential that investigators and study personnel remain cognizant of the responsibilities and careful considerations that must endure in the context of COVID-19. All SOM personnel must acknowledge and commit to the following:

1. Activities involving direct contact with research participants should be limited as much as possible, and investigators should consider whether offering participation in the study presents any direct benefit to the participant or opportunity for the participant to contribute to a study that enhances understanding, treatment, or prevention of human illness. Studies that do not meet these criteria should not engage in direct contact with participants.

2. Every investigator must ensure that human subjects research is as safe as can be for participants, staff and the health care system. We must never cut corners on implementing safe practices, but also must not waste PPE.

3. Every participant must be informed of the risks and benefits in the context of COVID-19 and supported in the informed decision-making to enroll or continue with study activities. Studies involving direct contact with participants are additionally required to provide an information sheet to subjects (unless enrollment is due to a COVID diagnoses and treatment), that outlines the risk of COVID-19 and the risk mitigation strategy that has been developed.

4. Clinical research operations must remain at 50% or less workforce on campus at any given time, unless specifically exempted from this requirement (generally for COVID-19 research or other critical programs).

If you have questions or concerns about these essential responsibilities or if you would like consultation on any decision-making process related to conducting human subjects research in the context of COVID-19, please contact us at crso@med.unc.edu. The SOM Human Subjects Research Guidelines document has been updated to reflect this change; please continue to reference this document to ensure you stay up-to-date and compliant with requirements.

Please note, this guidance is specific to human subjects research activities conducted in SOM facilities and/or by SOM personnel. For studies conducted outside the SOM or by personnel from other Schools, please consult with relevant institutional leaders.

Extended Use Mask Policy for Staff and Study Personnel

As part of the continuing efforts to keep our patients and co-workers safe, a new ear loop mask will be provided each day for all staff and providers working in the CTRC until further notice. Masks will be distributed by CTRC staff in room 1041 (previously the Provider Workroom).
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Make sure to follow the steps in this video and in this flyer to ensure you wear your mask correctly and store it properly after your shift. You may also wear a personal mask when walking into or out of the CTRC (before arriving to the CTRC or when leaving after your activities are completed). However, once you arrive to the CTRC, you must wear the mask provided by UNC Health. Highlights of the policy include:

- Perform hand hygiene (hand sanitizer or wash with soap), and then put on your mask.
- Try not to touch your mask once you have it on; if you do touch or adjust your mask you should immediately perform hand hygiene.
- Masks are to be worn continuously during the shift of work, except when leaving the work areas to use the restroom or taking breaks to eat or drink.
- Masks must be removed/discarded if they become soiled, damaged, hard to breathe through, or if they have been used for 1 work shift. Wearing makeup that will come in contact with masks is strongly discouraged.
- Remove your mask by releasing the ear loops or by untying the bottom and then the upper tie and pulling away from your face. Do not remove by grasping the front of the mask.
- Fold mask in half so that the outside (patient-facing, possibly contaminated side) faces inward. This will keep the dirty side from touching the outer surface during storage.
- Store your mask in a brown paper bag, clean envelope, or clear plastic bag when taking breaks. Leave the top of the bag part open to allow in air.

Please remember that wearing a mask is just one component of our plans to keep everyone safe. We must also practice physical distancing, proper hand hygiene, and take care of ourselves and each other.

Eye Protection: Wear Eye Protection with Any Patient Encounter

UNC Health’s Universal Precautions are safe, sustainable practices that protect you from exposure to infectious agents. In order to maintain alignment with UNC Health policies, the SOM human subjects research guidelines have been updated to include requirement for individuals to wear eye protection in addition to a face mask for all participant/patient encounters. It is additionally recommended that personnel wear eye protection in addition to a face mask when in close proximity to others (such as shared office space, workrooms, etc.). The updated guidelines may be reviewed in full on the CRSO website. Universal Precautions includes:

- Eye protection, in addition to a face mask, is required for any participate interaction including consenting. It is additionally recommended that employees wear eye protection in addition to a face mask when in close proximity to others (such as shared office space, coordinator workrooms, processing lab, etc.).
  - Eye protection includes either a full face shield, reusable frame with eye shield, over glasses safety googles, or goggles.
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- Eye protection DOES NOT include standard prescription or reading glasses (even with side shields), contact lenses, clip-on side shields for glasses, safety glasses with side vents, safety glasses that don’t wrap around to the temples or provide complete front and side coverage.
- Eye protection should be disinfected and reused:
  - Wipe eye protection with an EPA registered hospital disinfectant and let dry
  - Rinse with water or alcohol if residue remains
  - Replace if broken or no longer able to be cleaned.
- Eye protection is required anytime that you are working in the Specimen Processing and Storage Facility (room 1035).
- Eye protection is required anytime 6-foot distancing cannot be maintained (i.e. training new staff).
- Any aerosol generating procedures must be approved by CTRC leadership prior to the visit being scheduled. **Aerosol generating procedures** are performed with gown, respirator (N95 or CAPR), eye protection, and gloves.

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**Employee/Provider Pre-shift Health & Wellness Screening**

All study personnel will be required to complete a Pre-shift Health & Wellness Screening upon entering the CTRC. The screening will be completed daily by a CTRC employee in room 1041 (previously the Provider Workroom). Screening can be completed by reviewing symptom questions in person or by using UNC Health’s eWellness self-check and showing the pass screen to the CTRC employee. Every effort should be made to enter the CTRC via the “Authorized Personnel Door” in the middle hallway off the front lobby of Burnett-Womack. No activities should take place until the wellness screening has been completed.

While most UNC Health clinics are no longer using a dot system, all employees/providers will have a colored dot placed on their shirt/badge in the CTRC to outwardly demonstrate they have been screened for the day. If any of the below are present, employee/provider must immediately leave the work environment and contact Occupational Health at 919-966-9119. As much as possible, individuals should recognize symptoms prior to reporting to the workplace.

- Do you have new muscle aches not related to another medical condition or another specific activity (e.g. due to physical exercise)? (If so, temperature will be taken)
- Do you feel like you may have a temperature of greater than 100.0°F? (If so, temperature will be taken)
- Do you have sore throat not related to another medical condition (e.g. allergies)?
- Do you have a new or worsening cough that is not related to another medical condition?
- Do you have shortness of breath that is not attributable to another medical condition?
- Do you have recent (<5 days) loss of smell and taste?
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- Do you have new onset of vomiting or diarrhea not related to another medical condition?
- Do you have repeated shaking chills not related to another medical condition?
- Have you had close contact with a person with confirmed COVID-19 in the last 21 days before symptoms began?
- Have you tested positive in the last 21 days for COVID-19?

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**Visitor Restrictions**

While UNC Health’s [visitor policy](#) does allow for companions to attend certain ambulatory visits, no companions will be allowed in the CTRC outpatient unit for the foreseeable future. These restrictions have been put in place to protect everyone’s safety and we appreciate your understanding at this time. In rare cases, a companion may be allowed for participants where a family member or significant other is essential to patient care. All companions will be subject to the same participant screening and mask policies as described elsewhere in this document. Highlights of the policy include:

- One companion/parent per pediatric subject
- No other companions will be permitted in the CTRC unless it is deemed that a caregiver is essential to patient care (contact janette_goins@med.unc.edu to discuss further)
- No companions under the age of 18 will be allowed to visit for the foreseeable future
- Companions who are over 65, pregnant or immunocompromised are discouraged from visiting
- Any companions who are allowed entry into the CTRC must pass a health screening including a temperature check. Companions should not visit the CTRC if they have one or more of the following symptoms—fever, cough or shortness of breath (or other symptoms listed elsewhere)—or have come into contact with a person who tested positive for COVID-19 in the last 14 days.
- Advise participants with companions that have appointments in the hospital before arriving to the CTRC, the number of entrances to the hospital will be limited and all visitors will be screened at designated entry points (currently via the Children’s and Cancer Hospital entrances).

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**Participant Prescreening**

All study coordinators that have Epic access and the ability to create telephone encounters, must document COVID-19 screening in Epic for CTRC outpatient visits. Important note, you MUST be logged into Research Support or an outpatient department in order to access the Travel Screening questions. As a reminder, ALL patients must be screened 24 hours prior to the scheduled visit whether or not the visit is in the CTRC or another UNC Health outpatient clinic. This Epic documentation notifies Front Desk Staff that screening has been completed and alerts everyone of a possible COVID-19 infection. Please refer to the [tip sheet](#) for additional details.

If you are not able to contact the participant the day before the visit, prescreening must be completed before the participant can enter the Burnett-Womack building. This can either be completed by phone
or by waiting in the lobby of Burnett-Womack for the participant to arrive. Once a negative screening has been confirmed, escort the participant to the CTRC Waiting Room and update Front Desk staff that the prescreening has been completed.

Study coordinators who do not have Epic access must still complete participant and companion prescreening (if applicable) within 24 hours. However documentation should be done in appropriate source documents and an email must be sent to the ctrcscheduler@med.unc.edu stating the prescreening has been completed and whether or not all questions have been answered in the negative.

Ask the below prescreening questions and if yes to any question, refer to PI, primary care provider or to the UNC Health COVID-19 Helpline at 1-888-850-2684 for further evaluation.

- Do you have any of the following symptoms that are new or worsening?
  - Cough?
  - Shortness of breath?
  - Loss of taste or smell?
  - Sore throat?
  - Fever or feeling feverish?
  - Repeated shaking with chills
  - Muscle pain?
  - Vomiting or diarrhea?
- Have you had close contact with a person with confirmed COVID-19 in the last 21 days before symptoms began?
- Have you tested positive in the last 21 days for COVID-19?

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**Patient and Companion Masks**

Per the UNC Health Universal Mask policy, all participants will be given a clean, single use procedure mask and instructed to wear the mask at all times while in the facility. Although companions are not permitted at this time (with a few exceptions noted elsewhere), if a necessary companion comes with the participant, they will be given a mask to wear if they do not already have one on. Only one mask per companion is permitted and home-made or cloth masks are acceptable for companions only.

- A respiratory etiquette station has been created at the entrance to the CTRC waiting room with hand sanitizer, procedure masks with a paper bag for storage of their personal mask (if participant brought a mask from home) and instructions on how to wear the mask.
- If a patient does not want to remove their personal mask, they will be permitted to continue wearing their personal mask HOWEVER the clean, procedure mask MUST be applied OVER their personal mask
- Participants and companions should wear the mask for their entire visit, even when the exam room door is closed.
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- In order to conserve supplies, companions or other visitors will be provided a UNC Health mask ONLY if they have no mask or face covering; for companions, home-made or cloth masks are acceptable.
- Patients and companions may discard the mask upon leaving the facility or take the mask home.
- Vendors and others (e.g. UPS, FedEx, LabCorp) entering the CTRC are required to follow the same protocol and wear a mask at all times while on the premises. In order to conserve supplies, vendors and others will be provided a UNC Health mask only if they have no mask or face covering; for vendors, home-made or cloth masks are acceptable.
- Patients who are wearing an “N95” should remove their personal mask and don a hospital issued mask. This is because there are many N95’s on the market that are not made to current standards and can be confused with construction masks which are not necessarily the same as medical N95’s.

Patient Care Room Limits

The CTRC Scheduler has been modified to reduce the number of allowable visits at any given time to 85% capacity. To adhere to social distancing practice, study personnel will need to schedule visits throughout the day rather than using only morning or afternoon hours. Until further notice, the following changes have been implemented for our patient care rooms/chairs:

- Consult room has been blocked for participant visits until further notice to decrease congestion in the hallway outside of the triage rooms and waiting area
- Seven (7) exam rooms are schedulable
- Exam Room 8 (Family Resource Room) is schedulable
- Three (3) infusion chairs are schedulable
- One (1) subject can be scheduled in the Procedural Care Suite (1046) at any given time

Participant Check-In Process

Participants should be advised to enter the left most outer doors when entering the Burnett-Womack building unless handicap access is needed. Signage and floor decals have been installed in the lobby area to instruct participants on the mask and visitor policies. Participants and companions will be required to perform hand hygiene and don a mask at the respiratory etiquette station located outside the entry door before they are permitted into the waiting room. All doors leading into the waiting room will be propped open to decrease touching of door handles.

The front desk staff will perform temperature screening using a touchless thermometer on all participants including those who have not consented for a study or are scheduled for room use only. If a participant is found to have a temperature of greater than 100.0°F or answers “yes” to specific Epic screening questions, they will be immediately escorted to a private exam room and the PI will be
notified. If a companion is found to have a temperature greater than 100.0°F or answers “yes” to specific Epic screening questions, they will be given the COVID-19 Hotline number and asked to leave the unit.

Additional measures that have been implemented in the Waiting Area:

- A sneeze guard has been installed at the front desk to limit staff contact with potentially infectious participants or companions.
- Social distancing floor decals have been installed to help ensure waiting participants and companions are separated by 6 feet or more.
- Some chairs have been relocated and others have signs that state not to use with a maximum occupancy of 8 people.
- The pediatric table and chairs have been temporarily removed.
- Frequent disinfecting of seats, chair arms and other high touch surfaces by front desk staff.
- Removal of all magazines and books.

**Triage Process and Rooming**

In general, one CTRC team member will be assigned to triage each day. Other nursing staff will assist if available. If not in use, Coordinators are permitted to use an empty triage room to obtain their participants vital sign measurements if trained to do so.

Once the participant has been checked in and the triage process completed (if applicable), Triage Staff will assign a room on the designated dry erase board based on the request entered in the Scheduler and immediately escort the participant to the room rather than having the participant return to the waiting room to wait for the coordinator. For visits that require them, the printed Epic labels will be given to the participant.

In the event the participant needs to be consented first, the coordinator will escort the participant back to the waiting room to be placed in line to get vital sign measurements in order of the request and remind the participant to adhere to social distancing signs while waiting. The coordinator should also notify the Triage Staff that the participant is ready for vitals. In the event the waiting room is crowded, or the participant is concerned about waiting in the area, the participant may remain in the exam room until CTRC staff are available to obtain measurements. CTRC staff will then escort the participant to a triage room when one is available.

**Exam Room Cleaning**

Study coordinators are required to continue cleaning patient care rooms after each visit by wiping down all surfaces with provided Sani-Wipes including the exam table and high touch surfaces such as
keyboard, mouse and phone (if applicable) and pull new exam table paper at completion of visit. Chairs and tables should be returned to their original locations. In the event time does not permit cleaning a room after use, please notify the Charge Nurse to assist.

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**Dry Erase Board & Blocking of Rooms**

Coordinators will continue to erase their name from the board at the end of the visit. Please adhere to your room reservation times as this impacts others waiting to use rooms. Rooms cannot be held for a participant who has yet to arrive for their visit unless permission has been granted by the Director of Nursing or the Charge Nurse.

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**Participant Checkout Process**

Participants should leave the unit through the waiting room following the directional floor arrows to limit contact with participants who may be arriving for their appointment. Coordinators are responsible for signing out their participants on the sign-out sheet located at the Front Desk or in the Coordinator Workroom. The sign out time will then be recorded in CRMS by CTRC Staff.

Participants are not permitted to exit the unit through the middle hallway leading to the door that states “Authorized Personnel Only” even if they are escorted by staff. Participants can exit the unit to the hospital via the tunnel only if they are being escorted by a member of the study team.

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**Appointment Reminder Email**

Front desk staff will email appointment reminders at least a day ahead of a scheduled visit to confirm the visit and to verify prescreening has been completed within 24 hours of the visit. The email will also include the following reminders:

- The coordinator must confirm the visit and that participant(s) prescreen has been completed.
- Study personnel must complete a wellness screen prior to entering the unit. Please enter through the door nearest Janette’s office or the “Authorized Personnel Door” unless already screened at another UNC Health facility.
- Information on the current visitor policy.
- Screening Reminders:
  - Any subject who screens positively to question #2 or #3 (in Epic) should be referred to the UNC Health COVID-19 HelpLine at 1-888-850-2684 or their primary care provider for additional screening and further instructions.
  - For a positive answer to question #2 only, the PI or designee (MD, NP, or PA) must contact the patient to perform additional respiratory screening to determine if
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the patient is at high risk for COVID-19 and if the CTRC visit should continue or be rescheduled. If PI is unable to perform additional screening, the CTRC visit must be canceled.

- If the PI or designee determines symptoms are not clinically significant for a possible COVID-19 infection, he/she must provide a justification to Janette Goins, CTRC DON, as to why the visit must continue before the subject arrives to the CTRC. This can be done by either calling 919-843-1070 or by emailing janette_goins@med.unc.edu.

- Regardless of phone screening, any subject WILL be rescreened on arrival to the CTRC.
- Subjects will be given a clean, single use procedure mask and instructed to wear the mask at all times while in the facility.
- Unscheduled visits are permitted at this time.

Requesting ECG’s; and POC Pregnancy, Glucose & Urine Testing

No changes in the current workflow.

Phlebotomy

Only one (1) blood drawing chair will be used for the foreseeable future to limit occupancy in the blood drawing room. This change, in addition to cleaning the area between participants, may add an additional 10 – 15 minutes onto the participants visit time depending on the time of day. As a reference, the average blood draw time from start to finish pre-COVID was 15 minutes on average. CTRC nursing staff will continue to assist with blood draws when staffing permits (priority is given to high intensity nursing visits) and if a room or infusion chair is available.

If wait times become too long, coordinators can escort participants to one of McLendon Labs’ Blood Collection Centers. The closest center is on the 1st floor of Memorial Hospital at the top of the escalator. McLendon Labs offers the research phlebotomy services for minimal cost. Refer to the studies billing coverage analysis for current pricing and the tip sheets on Research Central for further information on how to use this service.

Additionally, only two chairs, spaced approximately 6 feet apart, will be used in the blood draw waiting area for the foreseeable future. In the event the participant is concerned about waiting in the area, the participant may remain in the exam room until CTRC phlebotomist or nurse is available to draw the blood samples in the room.
Blood Volume and Times

Study coordinators should refrain from entering the Phlebotomy Room to inquire about blood draw times and volume. Draw times will be written on the outside of the biohazard bag label and recorded in Epic. Unless a lab requisition was provided to document total volume (e.g. ID group), coordinators should independently determine blood draw volumes by using the tube volume indicated on each tube drawn to determine total volume once the draw has been completed.

Specimen Processing and Storage Facility (Room 1035)

As a reminder, the lab space is a clinical specimen processing lab only. As such, chemicals are not to be used or stored in the lab or other areas of the unit without written permission from the university’s Environmental, Health and Safety office. Once approved the Safety Data Sheet must be placed in the binder labeled “SDS” in the lab. There is not a chemical fume hood or biosafety cabinet (BSC) located on the unit.

- The middle table should not be used to process specimens.
- Processing lab is limited to a maximum of 4 people, however appropriate social distancing is dependent on the activities taking place (e.g. only 2 coordinators can work at benchtop shields at the same time).
- The ID lab technician should only be in the lab when processing samples.
- Coordinators can use the centrifuge in the Serial Processing Room (1039) when the main lab has reached capacity, however, check with Charge Nurse to verify availability prior to using.
- The computer workstation should only be used when absolutely necessary, and only for short periods of time.
- Continue to dispose of unused urine in the closest bathroom (amounts > 50 mLs), otherwise urine specimen cups can be disposed of in the red biohazard waste bin after ensuring lid is tightly closed and placed back in the clear biohazard bag.
- Boxes or other containers should not be left on the floor in the specimen processing room so that housekeeping can clean the space.
- Follow the CTRC’s Lab Etiquette Guidelines and EHS polices when using the area. No open toed shoes, food or drinks will be permitted.

Processing Specimens

Centrifugation

- Blood samples from asymptomatic subjects are expected to present a low risk for infection, but as an additional precaution, it is recommended to wait as long as possible before opening the lid
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of centrifuge after centrifugation (e.g. up to 20-30 minutes) has been completed to allow aerosols to settle.

- After centrifugation, individual buckets should be opened behind the benchtop shield only.
- Observe routine safety precautions including visual inspection of tubes before removing samples from buckets to ensure tubes are not broken.
- Respiratory samples are more high risk and are not to be processed in the CTRC as they require a biosafety cabinet.

Minimum Personal Protective Equipment (PPE)

- Gloves
- Mask
- Benchtop shield
- Lab coat or use of disposable arm sleeves (provided by CTRC, located in a labelled drawer in room 1035)
- A mask and eye protection must be worn even when processing a sample behind a benchtop shield

COVID-19 known positive samples cannot be processed in the CTRC. Currently the IBC has restricted processing (which includes aliquoting) of potential and confirmed COVID-19 samples to BSL-2+ containment, requiring use of a Biological Safety Cabinet (BSC) and additional PPE and procedural/administrative controls such as SOP’s and training.

Specimen Storage & Transport

When transporting specimens in the CTRC, samples must be placed in a sealed container with a biohazard label. Urine samples should be double bagged. Specimens from COVID units can be stored in the CTRC if they are properly marked and maintained under a double lock.

**Note – Per University EHS COVID-19 positive respiratory samples must be transported by hand, samples should not be sent via the tube station.

Respiratory Samples

CTRC leadership continues to work with University EHS and Hospital Epidemiology to determine what type of respiratory samples can safely be collected from asymptomatic patients and what cleaning procedures will need to be performed once the visit is completed. Contact janette.goins@med.unc.edu for approval prior to obtaining these types of samples in the CTRC.
**Symptomatic Participants and Companions**

Any participant who screens positive at check in will either be asked to wait outside the Burnett-Womack building or immediately be placed in an exam room for isolation with the door closed. The participant will be placed on **special airborne contact isolation** which requires specific PPE when entering the room and additional screening will be completed before determining if the participant needs to be sent to the RDC or primary care provider for further evaluation. COVID-19 testing is not completed in the CTRC at this time.

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**Enhanced Cleaning in the CTRC**

The CTRC has implemented enhanced cleaning procedures of high touch surfaces throughout the unit as a precaution against COVID-19. These surfaces will be cleaned and disinfected at least three times a day at opening, midday and later in the afternoon before closing. When possible, coordinators and other members of the study team should temporarily vacate areas such as the coordinator workrooms so that CTRC staff can disinfect surfaces. Dry time typically takes less than 5 minutes, but please ensure surfaces are dry before using. This cleaning is in addition to standard cleaning of equipment between patient use. Highlights include:

- High touch surfaces include but are not limited to, door handles, keyboard/mouse, telephone, chair handles, water fountains, pens/markers, remotes, drawer handles and light switches.
- Bathrooms are included in the three times daily cleaning schedule. High touch surfaces such as light switches, sink and toilet handles, door handles, handrails, and changing station will be cleaned. Depending on traffic (number of patients), additional high touch cleaning in the bathrooms will be done. Standard cleaning of bathroom by City Wide will be completed at the end of each day.
- This policy is subject to change and may increase to more frequent cleanings throughout the day depending on occupancy and usage.

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**Hand Hygiene and Glove Usage**

Frequent hand hygiene, either by washing or the use of alcohol-based sanitizer, is an effective way to prevent the spread of pathogens in the healthcare setting. Please review the CDC’s “**Five Steps to Wash Your Hands the Right Way**” and view the [CDC video on handwashing](https://www.cdc.gov/handwashing/).

- All individuals should thoroughly wash their hands or use provided hand sanitizer:
  - Before entering or when exiting the CTRC
  - Before and after handling their facemask or eye protection
  - Before interacting with research participant and immediately after completing the visit
  - At least hourly
• If hand washing is not an available option, use hand sanitizer to disinfect hands. Hand sanitizer is located throughout the CTRC, including directly outside the Coordinator Workroom.

According to the CDC, gloves are not necessary for general use and do not replace good hand hygiene. Hand hygiene should be performed before and after using gloves for tasks where they are indicated. Gloves should be changed when moving from one task to another to avoid cross contamination. Please do not wear gloves when charting, opening doors, talking on phones, etc. Even when wearing clean gloves, the perception is that the gloves are “dirty.”

Practicing Social Distancing

When possible, employees should maintain a 6 foot distance from others when entering any shared space to reduce your exposure to or the risk of spreading COVID-19. Signs have been placed throughout the unit and chairs have been temporarily removed to indicate or support maximum room occupancy. Employees should not congregate in the corridors unless maintaining a 6 foot distance from others. Study teams should also limit the number of employees needed to complete the visit in the CTRC (e.g. can all activities be completed by 1 member of the team or can they arrive at different time points?). The following areas have a designated maximum allowable occupancy at any given time:

• Processing Lab in Room 1035 – maximum of 4 employees, one benchtop shield has been removed to assist with distancing; while 3 shields remain, only 2 coordinators are permitted to aliquot a specimen at a time
• Nourishment Room – maximum of 1 employee
• Serial Processing Room – maximum of 1 employee
• Coordinator Workroom in Room 1044 – maximum of 5 employees
• Small Coordinator Workroom (across from exam rooms 4/5) – maximum of 3 employees
• Phlebotomy Waiting Area – maximum of 2 participants, if chairs are full please have participate wait in exam room until a chair is available
• Phlebotomy – maximum of 1 participant, a parent/guardian is permitted for pediatric subjects
• Workstations with wooden stools outside of each exam room can be used when additional space is needed
• Conference Room – maximum of 6 employees

Additional guidance when working in exam rooms:

• Limit the number of people in the exam room to essential individuals only
• Limit time spent in the exam room as much as possible
• If a larger exam room or procedure room is available for research assessments that require more than 2 individuals, consider utilizing that larger space if available (such as exam room 8)
Coordinator Meal Breaks

Meal breaks will not be permitted in the Coordinator Workroom at this time. However, the small refrigerator and microwave are still available to store lunches and reheat food. The conference room has limited seating available on a first come, first serve basis. The additional guidelines should also be observed:

- Individuals are encouraged to eat meals outside when possible
- If common areas such as break rooms and conference areas, etc. are used for meals, the person using them must wipe down surfaces using 70% ethanol or equivalent solution. Disinfecting wipes are available in the CTRC Conference Room for you to use.
- Physical distancing of 6 feet should be observed at all times, including when eating or talking to someone in the workplace

Provider Workrooms

Due to the implementation of the Employee/Provider Wellness Check Station, the provider workroom workspaces have been temporarily relocated to room 1042 and the Consult room located near Triage. These new workrooms have a single workstation with one computer, a phone and access to a printer. Additional workspaces are located in the Coordinator Workroom in room 1044 and in the smaller work area across from exam rooms 4 and 5.

Conference Room (Employee Mask Storage & Meal Breaks)

The conference room, located in room 1045, is available to store employee masks. Coordinators may also use the room as an additional workspace or for meal breaks. The conference room can be reserved by study teams for meetings or trainings if they will occur late in the afternoons.

Research Participant Snacks and Nourishment Room

Coordinators and research staff can continue to obtain their own snacks and water or ice from the Nourishment Room located in 1022. The door will continue to require badge access. Study personnel and CTRC staff should perform hand hygiene when entering the room before touching any surfaces including the refrigerator door and ice machine. Until further notice, no food brought from the outside or food that has been in a patient room can be stored in the refrigerator or freezer, and no refills on water or ice into a previously used container will be permitted.
Clean Utility Room

Per Infection Control guidelines, only CTRC staff can access the Medication and Clean Utility Room. Please see CTRC staff for any needed supplies.

Linen and Paper Products

Disposable paper products should be used as much as possible. Paper gowns, paper half sheets and pillowcases will continue to be stored in the exam rooms in closed drawers. Linen will only be used in a limited capacity (e.g. extended stay rooms with beds).

Tours of the Unit, Monitor and Site Qualification Visits

You are strongly encouraged to continue conducting these activities remotely as much as possible. If an in-person visit is required for monitoring or site initiation, that may now be scheduled with the Director of Nursing’s approval, as long as you are able to abide by all of the guidelines including documented wellness screenings, physical distancing, maximum room capacity, and masking requirements. Tours of the unit should be scheduled in the afternoons Monday – Thursday, or on Fridays to decrease number of people in the unit at any given time.

Research on Location Services

Research on Location conducted on campus can resume if the location has the proper PPE and follows the required social distancing guidelines. If traveling by vehicle (including the Health on Wheels van), no more than two people should occupy a standard car at a time, and each should always be wearing a University-provided mask and eye protection. If possible, windows should be open to allow for a constant supply of fresh air. When interacting with individuals in the field, University-provided masks and eye protection should always be worn, and gloves should be used if directly interacting with or exchanging items with another individual. All equipment used in the field site must be thoroughly cleaned and sanitized prior to release and following return from each participant’s use.

Patient Transportation

Participants that require assistance may continue to request transport from the hospital to the CTRC. Participants should request transport to the CTRC’s Reception Desk by stopping by the Children’s Hospital Guest Services Desk. Guest Services will escort the participant to the 1st floor of Burnett-Womack using the back entrance through the tunnel connector from the Old Clinic.
Internal Route from Memorial Hospital to Burnett-Womack

Research Participants and CTRC users may utilize the internal route through Memorial Hospital by following the posted signs. This route begins at the top of the escalators near the Blood Collection Center and Pre-Care, through the Old Infirmary Clinic, past the hospital’s mail room and eventually to the back door of Burnett-Womack. Please remember that participants will need to check-in at the Reception Desk before starting the visit.