

Identification

1. Introduction

1.1 Purpose

The purpose of this policy is to provide consistent standards and requirements pertaining to the display of photo [identification badges](#), used to verify the identity of individuals conducting business as a representative of the four Lower Mainland [Customer Organizations](#).

Integrated Protection Services (IPS), in conjunction with Fraser Health, Vancouver Coastal Health, Providence Health Care and Provincial Health Services Authority are committed to creating and maintaining a safe and secure environment so that the highest possible standard of clinical care can be delivered to our patients, clients and residents.

1.2 Scope

This policy outlines the requirements for IPS management responsibilities overseeing the identification badging program, as well as the responsibilities of [authorized persons](#) required to wear a [Customer Organization identification badge](#).

2. Policy

2.1 Identification

All [authorized persons](#), which include employees, physicians, volunteers, students/residents, contractors and individuals providing services to a Lower Mainland [Customer Organization](#) are required to visibly display authorized identification at all times while on health authority property or conducting business as a representative of a [Customer Organization](#).

2.2 Accountabilities

[Authorized persons](#) including contract security personnel should request to see identification from any suspicious individuals conducting business at or on behalf of a [Customer Organization](#).

Patients, clients, and residents have the right to verify the identity of the individual providing direct clinical care through a request to see their [identification badges](#). They may request to see identification from any care provider at a [Customer Organization](#) facility, or any community environment that is considered a part of the care provider's workplace.

3. Procedure

To obtain an identification badge, please refer to the Integrated Protection Services intranet website for your respective [Customer Organization](#).

Photo identification and badge information must not be retouched, covered or defaced in any manner.

[Identification badges](#) expire and are re-issued by IPS after five years or as IPS deems necessary without a fee.

Initial authorized [identification badges](#) are issued without a fee. [Identification badges](#) issued to non-Health Organization employees i.e. Contractors or Consultants may require the use of a refundable deposit.

[Identification badges](#) that are lost, misplaced or stolen must be reported immediately to IPS. A replacement badge will be issued to replace any lost, stolen or misplaced badges, and a cost recovery fee will be charged.

In the event of a disaster or other significant emergency, the [identification badge](#) (which contains the Disaster Response Route symbol on the front of the card) will be required to cross police roadblocks and/or to obtain access to facility grounds and buildings through the specified access routes.

At some affiliated facilities, site specific programs may administer the access control system for their respective programs with the support of IPS.

In addition to the [identification badges](#) specific for each [Customer Organization](#), a standardized Lower Mainland Consolidation branded [identification badge](#) displaying the four [Customer Organizations](#) logos will be an accepted form of identification across the four [Customer Organizations](#).

4. Responsibilities

4.1 Integrated Protection Services

IPS is responsible for the Access Control system administration, [identification badges](#), administration, production, programming and distribution across the four [Customer Organizations](#).

IPS is responsible for the identification badging program, including the badge format design, on behalf of the [Customer Organizations](#) and affiliated agencies/organizations.

4.2 Authorized Persons

All [authorized persons](#) must return their [identification badges](#) to their Manager or the Photo Identification Office upon leaving the employment or service of a [Customer Organization](#).

The [identification badge](#) is issued only to an authorized person and may not be used by another individual for identification purposes or to gain access via a card-controlled device to a facility, area or parking lot.

All [authorized persons](#) are required to visibly display photo identification while representing a [Customer Organization](#). Failure to visibly display an authorized [identification badge](#) or the

loaning out of an [identification badges](#) without authorization may result in an investigation and lead to disciplinary action.

Any authorized person may request to see an [identification badge](#) from any individual at a [Customer Organization](#) owned or managed facility at any time.

Individuals who do not display an authorized [identification badge](#) or fail to sufficiently identify themselves may be denied access and directed to leave the area or premises.

Visitors and contractors issued temporary badges must surrender them to the issuing department before leaving the premises at the end of each day.

Individuals who are authorized to provide temporary services to a [Customer Organization](#) may in some instances, through formal approval, wear [identification badges](#) issued by external organizations (e.g. student badges issued by a university or college; personnel under temporary service contracts such as housekeeping, food, maintenance).

5. Supporting Documents

5.1 Related Policies

- None

5.2 Guidelines/Procedures/Forms

- None

6. Definitions

“Access card” means a programmable card, which allows access to a facility and/or specific areas within a facility.

“Authorized persons” means employees, physicians, volunteers, students/residents, contractors or any other individual(s) identified by a Customer Organization.

“Customer organization” means a Health Organization that receives services from Integrated Protection Services

“Identification badge” means a plastic card with a colour photograph of the authorized person and other relevant data or unique identifiers, which is visibly displayed while conducting business as a representative of a Customer Organization.

“Temporary identification badge” means a plastic card without a photograph, but clearly identifies the holder as a “Visitor” or “Contractor” providing work-related service at a Customer Organization.

7. References

[Lower Mainland Consolidation Access & Photo ID](#)