

MASTHEAD INFORMATION

Policy Title:	Resource Use: Scheduling and Cancellations
Applies to:	Users of the QEII Simulation Program
Version:	2.3
Sponsor:	Andy Howes – QEII Simulation Program Manager

PURPOSE

This policy establishes the scheduling and cancellation responsibilities and processes for use of the QEII Simulation Program.

POLICY STATEMENTS

1. Users of QEII Simulation Program resources are responsible for the planning, delivering and evaluation of their simulation sessions.
2. Users of QEII Simulation Program resources are subject to fees contained in the ‘Fees and Responsibilities Associated with Cost’ policy.
3. Program resources are allocated in a queue (first-come first-served) basis in order to provide equitable access opportunities to all users.
4. The QEII Simulation Program’s hours of operation are Monday to Friday, 8:00 AM – 4:00 PM, inclusive of setup and cleanup required for sessions. Scenario based simulations require a minimum of 30 minutes each for setup and cleanup, Cadaveric sessions require a minimum of 60 minutes each for setup and cleanup. Exceptions to operational hours will be considered for national conferences and courses. Exceptions considered on review by manager.
5. Users are to submit facility or in-situ requests via the online scheduling platform located on the QEII Simulation Program’s website. Requests can be submitted a minimum of two (2) weeks, to a maximum of eighteen (18) months, in advance. Requests submitted less than two (2) weeks in advance may be accommodated under the discretion of the Simulation Program.
6. Facility or in-situ requests must contain comprehensive information and will be *PENDING* until they are processed by the Simulation Program to ensure required information is attained before *APPROVAL* will be granted.
7. Block booking (hijacking) with the intention of cancelling unnecessary dates is not permitted. Users must confirm the dates they require before starting the booking process.

8. Submissions will be processed by the QEII Simulation Program within 10 business days.
9. Users are to submit cancellations via the online scheduling platform at a minimum of seven (7) days in advance of an approved simulation session. Cancellations not meeting this requirement or failure to show up for booked sessions will be subject to the cancellation charge located in the QEII Simulation fee schedule.
10. The QEII Simulation Program reserves the ability to modify, reschedule and cancel requests due to unforeseen circumstances, such as severe weather, lack of resources, employee absences, critical academic proceedings, emergencies and other urgent and pressing circumstances. The Program will notify the resource requestor of any cancellations at the earliest opportunity and determine the best rescheduling alternative. The requestor is responsible for notifying simulation session participants of these cancellations.

PRINCIPLES AND VALUES

- All QEII Simulation Program practices must demonstrate safety, equity and transparency. They must be applied consistently and uniformly across all Program locations.

QEII SIMULATION PERSONNEL RESPONSIBILITIES

Program Educator(s) / Site Coordinator(s) are responsible for:

- a. Processing user requests within two (2) weeks of submittal.

Program Manager(s) are responsible for:

- a. Acting as the final arbiter in resource conflicts, exceptions to hours of operation.

Program Director(s) are responsible for:

- a. Ensuring all policies demonstrate our principles and values.

RELATED DOCUMENTS

QEII Simulation – [Fees and Responsibilities Associated with Cost Policy](#)

QEII Simulation – [Fee Schedule](#)

QEII Simulation – [Website](#)