



IWK RESEARCH FACILITIES – FAQs

How do I get an ID badge or door access to a research space?

You will have to complete a [Research Registration/ID Authorization Form](#). There are directions on how to complete the form and what paperwork is required at the above link. Your supervisor is required to sign off and once you have the authorized signatures for door access, submit the form with the required backup paperwork specific to your type of personnel to [IWK Research HR](#).

Once reviewed and authorized by Research & Innovation Advancement (RIA), you will bring the form and a personal photo ID to the ID office to have it issued and door access assigned. RIA authorizes all research ID forms to ensure the appropriate privacy, confidentiality, security, and liability standards are met.

What are the ID office hours?

The ID office service hours can be found on Pulse [here](#).

Where is the ID office located?

The ID office is located on level 0, in the Children’s building. Take the blue elevators and there is directional signage from there.

How do I submit a Plant Maintenance work request?

Click or scan to create a work order for ALL Facilities related work:

CLICK THE BUTTON	SCAN THE QR CODE
<div data-bbox="261 1146 613 1346" data-label="Image"></div> <p data-bbox="207 1371 675 1444">This button is also conveniently located on the Pulse home page.</p>	<div data-bbox="943 1119 1154 1329" data-label="Image"></div> <ol data-bbox="764 1371 1325 1486" style="list-style-type: none"> 1. Open camera app 2. Focus camera by gently tapping the QR Code 3. Follow instructions to activate the link.

To help us follow up with you and your request, please be sure to indicate:

1. The **BUILDING** you are in,
2. The **FLOOR** you are on,
3. Your **DEPARTMENT** name,
4. A **ROOM#** (Example K2345),
5. A contact **NAME**, and
6. A **PHONE#**.

For urgent issues, find the contacts at [Facilities & Energy Management Services \(FEMS\) - How to Reach Us](#).

How do I know what the voice codes are?

You will learn the voice codes during your onboarding, as well as during the mandatory Emergency Preparedness training. If you need a reference, they can all be found on Pulse on the [Emergency Preparedness and Response](#) department page.

How do I reach Housekeeping Department?

All contact information for Housekeeping can be found on Pulse under their [How to Reach us](#) section.

How do I complete a workplace inspection for my area?

Workplace inspections are required to be completed for every area between the 1st and 15th of each month (the link is only active during that time). The links to the types of inspections are found [here](#). Choose the appropriate link for your area. Complete the form and print a copy to show the lead in the area (investigator, manager, etc.).

I work from home, do I need to complete a workplace inspection?

Yes, even while working from home OHSW requires you to complete a monthly workplace inspection. Workplace inspections are required to be completed for every area between the 1st and 15th of each month (the link is only active during that time). You can find the Working from Home inspection form under the [Safety Inspection Links](#) on Pulse.

Is there a place to find updates on ongoing storms and if there are any impacts to the Health Centre?

Updates on ongoing storms and any impacts to the Health Centre can be found under the [Storm and Emergency Centre](#) section on Pulse.

Are there instructions for Voicemail?

Please find instructions [here](#).

How do I call forward my desk phone?

Please find instructions [here](#).

How do I book a meeting room?

Meeting rooms are currently booked on a priority basis. The schedule and instructions for booking a meeting room can be found on Pulse [here](#).

How do I get keys cut?

You will need to complete a [Key and Lock repair request](#). The contracted locksmith is onsite every Tuesday from 10 – 11 AM in the Children's Site Lobby in front of the fish tanks. You will need to bring a completed form and the key to be copied directly to the contractor.