

# 2016/2017 Grant Management Guidelines

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## 1) RESEARCH INTEGRITY

The primary objective of the HSF's Research Integrity Policy is to protect and defend the integrity of the research process and to deal with allegations of scientific misconduct in a timely and transparent fashion. Responsibilities of researchers, institutions and the Heart and Stroke Foundation (HSF or the Foundation) with respect to research integrity are outlined in the (HSF) Framework: Responsible Conduct of Research.

<http://www.hsf.ca/research/en/node/800>

As a condition of funding, all HSF grant and award recipients agree to comply with the Principles and Responsibilities set out in that policy.

## 2) ETHICS AND SAFETY

Investigators must ensure all research activities comply with the following guidelines and host institution research policies, as applicable:

- Tri-Council Policy Statement: [Ethical Conduct for Research Involving Humans](#).
  - Any research involving human pluripotent stem cells must adhere to the CIHR Guidelines for Human Pluripotent Stem Cell Research (<http://www.cihr-irsc.gc.ca/e/15255.html>). The institution must notify HSF as to the results of the review by the CIHR's Stem Cell Oversight Committee.
- In the case of laboratory animal experimentation, the guiding principles and standards enunciated by the Canadian Council on Animal Care ([http://www.ccac.ca/en/\\_standards/guidelines](http://www.ccac.ca/en/_standards/guidelines)).
- Guidelines and standards for biological and chemical hazards as outlined in the Public Health Agency of Canada Laboratory Biosafety Guidelines (<http://www.phac-aspc.gc.ca/publicat/lbg-ldmbl-04/>).

Investigators must provide acceptable documentation to HSF regarding the above. Funding is encumbered pending receipt of all required documentation. Further, in applying applicant and institutional signatures to an application, applicants are confirming to HSF that the proposed research will not be undertaken until it has been endorsed as ethical and safe.

It is the responsibility of the Principal Investigator (PI) / awardee and the institution to ensure all required ethics and safety documents remain in place for the duration of the grant/award, including any carry-forward period. Investigators/awardee must certify this to HSF when providing progress reports, and must notify HSF immediately if required documentation has lapsed.

HSF reserves the right to periodically audit any funded project during its term to ensure adherence to these ethics and safety provisions.

## 3) NON-EMPLOYEE STATUS

The granting of an award is deemed to establish neither an employer-employee relationship nor a partnership between the grantor and the grantee.

#### 4) INDIRECT COSTS

The HSF supports only the direct costs of research. No funding is to be used for indirect costs of research. The definition of indirect costs of research for the purposes of this policy is, costs which cannot be directly associated with a particular research program or operating grant including costs associated with the general operation and maintenance of facilities (from laboratories to libraries); the management of the research process (from grant management to commercialization); regulation and safety compliance (including human ethics, animal care and environmental assessment); and generic institutional/departmental taxes/tithes related to services.

#### 5) GRANTS & AWARDS HELD CONCURRENTLY

a) **GRANT-IN-AID:**

PIs are allowed to hold no more than two HSF research grants as PI and/or Co-PI at any one time.

b) **NATIONAL/PROVINCIAL PERSONNEL:**

Recipients may hold only one HSF (national or provincial) award at any one time.

c) **EMERGING RESEARCH LEADERS INITIATIVE (ERLI):**

PIs are allowed to only hold one ERLI grant. A recipient of an ERLI grant who is also successful in obtaining an open operating grant from HSF or another funding organization as a Principal Investigator (or co-Principal Investigator) after the start of ERLI funding will be allowed to keep the ERLI grant for the entire duration, provided there is ***no scientific or budgetary overlap with the research projects***. ERLI grant recipients are required to inform funding organizations of any newly acquired operating grants.

#### 6) PARTNERED FUNDING/OVERLAP OF FUNDING

(Not applicable for Personnel Awards)

As part of the grant acceptance process, it will be required to identify and provide details of all funding (applied to and currently under review). The Foundation does not allow overlap/duplication of funding for approved expenses or activities in an HSF funded grant (i.e. direct duplication). Please also note that the Foundation does not allow top-up funding for applications that have had their budgets reduced by another funding agency.

The relevant Submission Guidelines address the requirement to notify HSF of any proposed partnered funding prior to application so that the Foundation can confirm the appropriateness of the partner. This requirement remains in effect through the term of a grant. Should a PI identify a funding partner, or in-kind contributor, during the term of a grant (may include funding/contribution from another funding agency or industry) this must be disclosed to HSF immediately. The PI must advise HSF of the degree of scientific, methodological or budgetary overlap that the new partnership represents with respect to the existing HSF grant, and describe how they will resolve the overlap issue. HSF may reduce its funding commitment by a corresponding amount. Total funding received from all sources for any expense to which HSF funding applies, cannot exceed 100% of the actual HSF approved budget/cost of the project.

In the event that overlap or duplication of funding is unclear or not easily resolved, HSF will formally review the budget and research activities through its designated scientific advisors.

HSF will not provide funds to any party which receives concurrent direct or indirect support from the tobacco industry for the duration of HSF funding. The host institution(s) acknowledge that "support" includes, but is not limited to, receipt of a research grant or award, a contract for personal or professional services, a consulting agreement (paid or unpaid) or any other direct or indirect benefit, from the tobacco industry.

## 7) PATENTS RIGHTS AND COMMERCIALIZATION

The Foundation's policy regarding patent rights, commercialization and intellectual property is as follows:

- a) In these Guidelines "**Invention**" refers to any new and useful art, tools, technology, process, method, use, machine, manufacture or composition of matter or any improvements thereof created in performance of research funded in whole or in part by the Heart and Stroke Foundation of Canada ("**HSF**"), for example, diagnostic tools, proteins and genes, drugs, and methods of treatment. "**Invention**" also includes, without limitation, improvements on inventions that are covered by patents or patent applications that were filed on the basis of research not funded by HSF. "**Inventor**" means any individual, including the applicant for a grant ("**Applicant**"), Principal Investigator (if not the same as the Applicant) and members of the Applicant's research team, who develops or otherwise makes an inventive contribution to the creation of an Invention.
- b) The Institution and the Principal Investigator (as defined in the Grant Agreement) shall within 30 days provide HSF with a copy of any Invention disclosure statement or record of like effect prepared by one or both of them, and with a copy of all patent applications and patents pertaining to Inventions made by one or both of them. All information provided to HSF under this Section 8 shall be held in confidence by HSF.
- c) HSF does not claim ownership of any Inventions, and HSF's name will not appear on patent applications. Title to any Invention shall be determined by the Institution according to the Institution's established policies, procedures or other obligations, including agreements with third parties, existing at the date of grant. The Institution may transfer ownership of the intellectual property only to persons agreeing to be bound by the terms of these Guidelines. "**Owner**" means the entity and/or individual(s) that owns title to an Invention.
- d) The Institution and the Principal Investigator shall acknowledge the contributions of HSF, by name, to their research in all non-commercial publications and broadcasts respecting Inventions. None of the Institution, the Principal Investigator or the Owner shall use the name of HSF or any HSF trademark or official mark in any communication in a manner which states or implies an endorsement by HSF of any business, commercial product or service.
- e) The Owner may seek patent protection for all commercially valuable Inventions, and agrees that HSF will participate in all proceeds to the Owner arising from the transfer, licensing or exploitation of the Inventions (the "**Proceeds**") while the patents remain pending or in force. "**Proceeds**" means any revenue received by the Owner from the licensing or commercialization of an Invention after reimbursement to the Owner of all direct costs incurred in connection with commercialization activities of the Invention. HSF will consider waiving all or part of its share of the Proceeds where appropriate to promote the treatment, cure and control of heart disease and stroke.
- f) HSF's share of the Proceeds shall be determined by the mutual agreement of the Owner and HSF. If the parties are unable to agree, HSF's share of the Proceeds will correspond with the proportion of HSF's financial contribution to the overall costs of the research leading to and commercialization of the

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Invention, but in no event shall it be less than 2.5% of Proceeds. If HSF and the Owner are unable to reach an agreement as to the calculation of such proportion, the matter shall be referred for final resolution to arbitration, in accordance with the *Arbitration Act*, S.O. 1991, as amended.

- g) HSF may request the Owner or any successor in title to the Invention, and patents pertaining to it, to grant licences to use the Invention on a non-exclusive, royalty-free basis for academic, non-commercial research which, in HSF's sole judgment, may lead to a treatment, cure or control for heart disease and stroke.
- h) The Owner shall require that any transfer or exclusive license of the Invention or patents pertaining thereto reserve the rights in paragraph "g)" above.
- i) The Owner shall provide an accounting to HSF annually, on the anniversary date of the first patent application respecting an Invention, of all Proceeds received by the Owner respecting the Invention during the preceding twelve month period. At HSF's sole expense, HSF shall have the right to audit the Owner's books and records relating to the Proceeds.
- j) The Institution agrees to hold harmless and fully indemnify HSF, its officers, employees and agents from and against any and all claims, demands, or causes of action whatsoever, including without limitation those arising on account of intellectual property infringement, any injury or death of persons or damage to property caused by, or arising out of, or resulting from, the exercise or practice of the Invention by the Institution and/or the Institution's assignees or licensees.

## **8) FINANCIAL GAIN**

The HSF will not fund an application which results in any form of direct financial profit to investigators or individuals related to that funded research project (e.g. related to commercial interests, or the development of commercial products as an output of the research).

## **9) PUBLIC INFORMATION**

PIs/awardees need to be aware that information regarding their research project, including host institution, department, PI/awardee name, co-principal investigator/co-applicant/team member/supervisors/mentors names, positions, credentials, project name, funding amounts, grant duration and the lay summary may be placed into the public domain or included in HSF publications without notification. Investigators are cautioned not to disclose information that could endanger a proprietary position.

HSF may approach industry and/or other funding sources for partial funding of HSF-funded grants. Grant information, in addition to the specifics outlined above, of funded individuals who wish to be considered will be provided to prospective/existing donors in an effort to match donor interests with existing funded projects. Successful matches would result in donor stewardship activities, inevitably involving the PI directly.

## **10) PRINCIPAL INVESTIGATOR/ AWARDEE: CHANGE IN STATUS**

If a PI's/awardee's formal affiliation with his/her host institution terminates, HSF funding will be suspended until

documented permission from HSF is obtained. For all research grants (not Personnel awards), the PI or his/her host institution may request that the project continue under one of the following circumstances:

- Transfer of research project administration to another HSF-eligible host organization within Canada at which the PI is formally affiliated;
- Transfer of research project administration to a senior research project team member, or another qualified individual, at the existing host institution;
- Transfer of the research project administration to a senior research project team member, or another qualified individual, at another HSF-eligible host organization within Canada at which the proposed PI is formally affiliated.

To request documented permission from HSF to change a PI's formal affiliation with his/her host institution, the following documentation must be sent to HSF at least thirty (30) days in advance of the requested change.

1. A letter from the PI requesting change in formal affiliation and confirming the following information:
  - PI's reason for departure;
  - The effective date of change;
  - An interim research progress report;
  - Plans for the continuation of the research project and explanation of any impacts on the approved project plan and timeline.
  
2. A formal statement of account from the host organization's finance department as of the notice date. The following must be sent to HSF as applicable -
  - New PI Common CV, list of grants and publications over the past five years, letter from the new PI demonstrating qualifications to assume research project work;
  - Letter from executive authority of the new research project host organization confirming that adequate resources and support are available for the research project to continue, as approved;
  - Confirmation that updated approval certificates, as required, for research ethics, animal care, biohazard/biosafety, and human pluripotent stem cell research, are being addressed prior to project continuation.

Upon receipt of the above information, HSF will conduct a scientific review before rendering a decision on the continuation of the grant. Failure to address these requirements will result in project termination by HSF.

For Personnel Awards, the awardee may request a change in supervisor/mentor and/or institution (where applicable). To request permission from HSF for this change, the following documentation must be sent to HSF at least thirty (30) days in advance of the requested change.

1. A letter from the awardee to request the change and outline the reason for the change
2. A letter from the current supervisor or mentor acknowledging the change
3. A letter from the new supervisor/mentor
4. A letter from the Department Head (if applicable)
5. A new proposal, if there is a change in the proposal
6. A complete Common CV for the new supervisor/mentor
7. An updated signature page from the application form

Upon receipt of the above information, HSF will conduct a scientific review before rendering a decision on the continuation of the award. Failure to address these requirements will result in project termination by HSF.

## 11) SIGNIFICANT CHANGES TO GRANT AND AWARD OBJECTIVES

Notwithstanding standard reporting requirements, changes that **significantly alter the objectives/direction of a grant or award** must be reported immediately to HSF. Projects with changes to their objectives will be reviewed by HSF scientific advisors and are subject to conditions being applied, up to and including termination if deemed to deviate significantly from the original peer-reviewed and approved proposal. In the event of the termination, the PI may be requested to re-apply with a new proposal.

## 12) LEAVES OF ABSENCE

A PI/awardee may request a leave of absence. HSF will consider several option(s) for the continuation of a grant/award, specifically:

- Deferring payment on the grant/award until the PI/awardee returns to work. The end date of the grant/award will be extended for the same period of time that the PI/awardee was on leave;
- Continuing the grant under the leadership of the PI, subject to the Foundation being satisfied, in writing, that adequate monitoring provisions are in place to ensure effective progress of the grant;
- Temporarily or permanently transferring the grant to another PI who possesses the required skills, resources and institutional support to provide leadership.

Specific details agreed to with HSF regarding the leave must have the endorsement and support of the host institution, provided through a letter from the Dean.

### 12.1 PARENTAL LEAVE

A written request for parental leave must be received by HSF ninety (90) days before the leave is to begin and must include the expected date of return. The length of leave must be in keeping with institutional policy. HSF will forward a letter to the PI/awardee confirming the start and end date of the leave, and the extended end date of the grant.

### 12.2 MEDICAL OR FAMILY MEDICAL LEAVE

If a PI/awardee is absent for more than thirty (30) consecutive days due to medical or family medical leave, HSF must be notified by the PI/awardee, his/her supervisor/mentor, or his/her institution. In cases where medical leave is for an indefinite period, HSF will assess the situation annually with the PI/awardee and/or his/her institution. Such situations, and the continuation of funding, will be assessed by HSF on a case-by-case basis.

### 12.3 SABBATICAL LEAVE

Written notification of sabbatical leave must be received by HSF ninety (90) days prior to the start of the leave. Leave of up to one year is permitted. Notification must specify dates and location of the leave, a short summary of the research to be conducted and the arrangements made for maintaining and supervising the research operation overall and the project specifically. The length of leave must be in keeping with institutional policy. HSF will forward a letter to the PI confirming the start and end date of the sabbatical leave and the



extended end date of the grant.

## 12.4 OTHER PERSONAL LEAVE

For periods of leave not specified above (for example, acts of God, serious personal matters), PI/awardee should provide written notification to HSF as far in advance as is practicable. In instances where leave must occur right away, HSF should be notified immediately. Such situations, and the continuation of funding, will be assessed by HSF on a case-by-case basis.

## 13) REPORTING

### 13.1 GRANT-IN-AID

All reporting templates for Grant-in-Aid (GIA) are available on CIRCULink, <https://circulink.hsf.ca/grantium/index.jsf>, the Foundation's online grants management system.

- **PROGRESS REPORTS**

PIs are required to submit annual progress reports to HSF no later than thirty (30) days following the one year anniversary date of the grant each year for the duration of the grant.

- **FINAL REPORTS**

A Final Report is required to be submitted to HSF no later than thirty (30) days following the completion/termination of the grant (this may be the approved *carry forward* year which extends beyond the normal term of the grant).

- **CLOSE-OUT REPORTS**

A Close-Out Report is required one (1) year following the completion/termination of the grant (this may be the approved carry forward year which extends beyond the normal term of the grant).

### 13.2 PERSONNEL

- For all National awards (i.e. non-GIA), reporting templates are available at: <http://www.hsf.ca/research/en/node/18>.

- Reporting requirements for provincial awards are defined in their program guidelines and reiterated in award letters. HSF will provide required reporting templates (progress, final, close out reports).

### 13.3 EMERGING RESEARCH LEADERS INITIATIVE (ERLI)

- A progress report must be submitted to HSF no later than August 1st of each grant year for the duration of the grant. The progress report template is available at: <http://hsf.ca/research/en/node/18>.

CLA grantees must submit a progress report to the CLA no later than June 1st of each grant year for the duration of the grant. The progress report template will be made available by CLA directly.

- A final report must be submitted to HSF no later than one (1) month after completion/termination of the grant. The final report template is available at: <http://hsf.ca/research/en/node/18>.

CLA grantees must submit a final report to the CLA no later than one (1) month after completion/termination of the grant. The final report template will be made available by CLA directly.

If reports are not submitted in the timeframes specified, HSF payments will be suspended and subsequent HSF applications will not be permitted until such time as reporting is up-to-date.

Grantees should be aware that the Foundation may follow-up for additional grant reporting (in particular, publications) during the grant period.

## 14) HSF ACKNOWLEDGEMENT

A PI/awardee must acknowledge the support of HSF as well as all identified award funding partners in all scientific publications and presentations related to their award. In addition, a copy of publications and presentations must be submitted with each progress and final technical report.

## 15) NOTICE OF PUBLICATIONS

To facilitate the implementation of HSF's program for knowledge and exchange, HSF requests that it be notified thirty (30) days in advance of the publication date of any major publications and/or press releases arising from research projects funded by HSF.

### 15.1 OPEN ACCESS POLICY

HSF requires that all researchers supported in whole or in part through HSF make their research outputs publicly available as soon as possible but no later than twelve (12) months after the final publication or availability of results. In this policy, HSF defines research outputs as peer-reviewed journal publications, research data, and the results of clinical trials that will not be published in peer-reviewed journals. Compliance with the *Open Access to Research Outputs* policy is a condition of acceptance of all HSF research funding. Please see HSF's Open Access to Research Outputs available at: <http://www.hsf.ca/research/en/hsf-open-access-research-outputs-policy-guidelines>.

## 16) MARKETING AND COMMUNICATIONS

In this increasingly difficult economic climate, raising funds to support research is becoming progressively more difficult. More than ever, we need to let our donors and the public know that their donations are being used to support world class research. Funded researchers are critical to explaining to the public the role of research in increasing heart health and reducing the burden of heart disease and stroke. PIs/awardees and their institutions should expect to be called upon to assist and/or collaborate with HSF in its marketing and communications efforts to enable continued support for its mission. This may be in the form of presentations, funding announcements, photo opportunities, advocacy, media interviews, media releases and other communication vehicles.

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The PI/awardee and the host institution will provide HSF with the opportunity to participate in related media releases, press conferences, and other media or stakeholder communications activities as a joint partner, and will provide HSF with sufficient notice of such activities in order to engage in the planning and development phase, and to incorporate a quotation from HSF in any media releases.

HSF also requires that host institutions take an active role in publicizing awarded HSF grants/awards as an additional means of generating public support for HSF's mission.

## **17) GRANT RENEWALS**

Grant renewals are not automatic. Please refer to the appropriate submission guidelines for more details (as applicable).

### **17.1 FORFEITURE OF GIA FUNDING-RENEWALS**

If a PI applies for a GIA renewal earlier than the final year of his/her active GIA, he/she immediately forfeits all remaining years of the active GIA, except the current year.

## **18) CLOSING/TERMINATION OF AWARDS AND APPLICATION OF CONDITIONS**

For GIA and other grants, HSF will close an award when the full grant term has expired (this may include an approved year of carry forward of funds beyond the normal term).

In consultation with the PI and host institution, a grant may also be terminated, or special conditions may be placed upon it, when one or more of the following circumstances occur:

- The PI no longer holds an eligible position at an HSF-eligible institution;
- A PI has failed to make appropriate arrangements to move a grant to a new institution, or transfer its leadership (see "PI Change in Status" section);
- Program requirements are not met (e.g., unsatisfactory progress, research work not consistent with proposal objectives, late progress reports, discontinuation of a partner's contributions)
- Any verified transgression related to research integrity or ethical misconduct.

Decisions regarding termination (including effective date), or special conditions, will be made by HSF in consultation with the Scientific Review Committee (SRC).

For Personnel Awards, HSF will close the award when the term has ended and all documentation has been received.

## **19) FINANCIAL MATTERS**

### **19.1 GENERAL**

Each year, new awards and continued funding are conditional on the approval of the HSF Board of Directors at its sole discretion on an annual basis, and on the availability of adequate funds to the Foundation. HSF

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reserves the right to amend the stipend for Personnel Awards, and for GIA and other grants any budget item, and/or its associated stated budget limit in response to changing economic conditions. Continuation of an award will be at the discretion of the Foundation on a case-by-case basis.

Final claims are due to HSF July 31st of each year. HSF will issue a general reminder of grant claim deadlines to awardees and their institutions by mid-May each year.

### **19.2 CLAIMS**

Documentation/receipts for Ontario Provincial Personnel awards/GIA research expenses are to be submitted to the Financial Services Department of the PI's/awardee institution which, in turn, is responsible for invoicing the Foundation for all expenses claimed against their award. For GIAs, funds are to be used for the actual expenses of the investigation only and for Ontario Provincial Personnel awards for the awardee's salary/benefits only. Ideally claims should be submitted to HSF on a quarterly basis.

Expenditures in excess of the amount of the approved award are not the responsibility of the Foundation, nor are expenses incurred prior to the start date of the grant, or following the closure of the grant.

For other grants not listed above, please see the conditions found in the award notification letter.

### **19.3 CARRY FORWARD (WITHIN TERM OF GRANT)**

Amounts unspent within the term of the grant remain available to the PI without obtaining permission from the Foundation to carry them forward to the next year. No carry-forward/transfer of funds will be permitted from one grant to a different grant. Carried forward amounts remain tied to the original budget categories in which they were awarded as outlined in the decision letter.

### **19.4 CARRY FORWARD/NO-COST EXTENSIONS (END OF GRANT TERM)**

The Foundation will only permit carry-forward of unspent funds for one additional year beyond the approved term of the award. For example, if a PI was awarded a 3-year grant from July 1, 2012 to June 30, 2015, and had work or expenses associated with the project beyond June 30, 2015, the PI must request permission in writing from HSF 30 days prior to June 30, 2015 to carry-forward the unspent funds to the next year. If the request is approved, written permission would be given by HSF to carry forward unspent funds remaining as of June 30, 2015, to the 2015-2016 grant year.

In addition, all expenses must be finalized prior to June 30, 2016. The final claim would be due by July 31<sup>st</sup>, 2016. An annual Progress Report would be required by July 31<sup>st</sup>, 2015 and the timing of the Final and Close-Out Reports would be adjusted to match the new grant completion timing.

No further term extensions are permitted except in exceptional circumstances. In such cases, scientific review by HSF and the SRC will be required. No-cost extensions (end of grant term) do not apply to National/Provincial Personnel awards.

### **19.5 CONTINUATION REQUIREMENTS:**

For National/Provincial personnel awards and ERLI grants please refer to the relevant submission guidelines for starting/continuing the award and the requirements of holding/submitting an operating grant at the same time as holding a National/Provincial personnel award or ERLI grant.

## 19.6 FINANCIAL STATEMENT

HSF reserves the right to audit the grant financial accounts to confirm that funds were spent for approved purposes in support of the project goal and objectives, and to require the reimbursement of funds not used for approved purposes.

## 19.7 GIA BUDGET ISSUES

### 19.7.1 *Shifting line items within a GIA budget*

It is recognized that PIs are in the best position to determine how the funds made available can best serve the advancement of their research. Therefore, up to \$10,000 in funding may be shifted between budget categories within the approved budget without prior approval from HSF, though such changes must be reflected and justified in the Annual Financial Report to HSF (**please see special provisions regarding equipment and travel below**). For shifts above \$10,000, PIs must seek prior written approval from HSF, in consultation with the Budget Review Committee (BRC).

### 19.7.2 *Publications*

Publications are an allowable Grant-In-Aid expense and the HSF will provide support for the duration of the award.

The amount that is awarded for publications will be found in the final awarded budget.

Please see HSF's Open Access policy for details.

<http://www.hsf.ca/research/en/hsf-open-access-research-outputs-policy-guidelines>

### 19.7.3 *Equipment*

The approved budget amount for research equipment cannot be adjusted during the term of the grant. In the event that equipment needs change during the term, permission must be obtained from HSF 30 days prior to changes being made to alter a) the amount to be spent and/or b) the equipment to be purchased.

Research equipment is defined as any item (or interrelated collection of items comprising a system) that meets these three conditions: non-expendable tangible property; useful life of more than one year, and; a cost of \$2,000 or more. Equipment purchased through a grant becomes vested at the institution. HSF does not pay for the maintenance of equipment unless in the proposed budget.

### 19.7.4 *Travel*

The final awarded budget amount for travel cannot be adjusted during the term of the grant, without prior written approval by HSF. Travel to attend conferences/meetings to disseminate results of the research and/or for the purpose of advancing the work related to the completion of the project will be eligible expenses for the duration of the award.

## 20) SERVICE STANDARDS

The Foundation strives to maintain a high level of service, transparency, equity and fairness in any/all issues

regarding the management of grants that it funds.

### 20.1 GENERAL ADMINISTRATIVE QUESTIONS

A PI, awardee, or institution can expect to have general administrative questions regarding HSF grants and awards responded to within three (3) business days.

### 20.2 REPORTS

A PI /awardee can expect to receive communication from HSF within sixty (60) business days if any issues of concern are identified with a submitted grant report (e.g. progress, final, close-out).

### 20.3 INQUIRIES/INVESTIGATIONS OF GUIDELINE OR POLICY TRANSGRESSIONS

An HSF award recipient can expect to have **inquiries** and **investigations** related to HSF guideline or policy transgressions addressed within two to seven months, respectively, of HSF being notified. They can also expect confidentiality regarding the situation to be maintained, unless for reasons of institutional or Foundation policy or law, information must be disclosed publicly or to the appropriate authorities.

The HSF Framework: Responsible Conduct of Research <http://www.hsf.ca/research/en/node/800> outlines in detail the responsibilities and corresponding policies for researchers, institutions and HSF that together help support and promote a positive research environment. It also sets out the process to be followed by HSF, institutions and researchers when addressing allegations of breaches of HSF policies.

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For assistance with any issues or questions regarding these guidelines, contact [research@hsf.ca](mailto:research@hsf.ca).