## SOP 7: CLO Communication with Participating Organizations

### Overview:

1. The Site Coordinators at the Consortium Lead Organizations (CLOs) are responsible for communicating the following information with staff at the Participating Organizations (POs) in a timely and systematic manner: information regarding policies, changes to procedures, and announcements from the Division of Cancer Prevention (DCP).
2. The CLO Site Coordinator or designee distributes all relevant information about a protocol and operations to the PO staff. This information provides staff with details about pending and final decisions.

### Responsibilities:

The CLO Site Coordinator or designee will:

1. Schedule conference calls as needed with the PO staff, prepare an agenda of topics prior to the call, and distribute meeting minutes after the call.
2. Develop electronic mail distribution lists for immediate dissemination of important information from DCP and its contractors.
3. Send alerts to PO staff regarding new and revised DCP policies found on the DCP website.
4. Request that PO staff send questions about protocol implementation and other protocol-specific issues to the CLO Site Coordinator so that s/he may reply or search for solutions in a consistent manner across sites. The DCP Help Desk (dcphelpdesk@dcpais.com) is a resource for both CLO and PO staff.
5. Develop an appropriate file structure for saving electronic documents so they can be readily retrieved. Inform staff of these procedures in appropriate work documents.

### Documentation Requirements:

The CLO Site Coordinator or designee will:

1. Retain the following types of documents:
2. Minutes and reports of relevant internal meetings;
3. Reports regarding protocol implementation and operations, and other major issues or changes;
4. Documents that describe progress, barriers, and outcomes in ‘notes to file’ as necessary; and
5. Communications from DCP, the DCP Monitoring Contractor, the DCP Regulatory Contractor and PO. Communication documents may be requested by DCP or by the DCP Monitoring Contractor during on-site quality assurance audits.

### Additional Information:

Refer to the [DCP Acronym List](https://prevention.cancer.gov/sites/default/files/uploads/clinical_trial/DCP-Acronym-List.docx) to see the description of commonly used acronyms in this SOP.

**Please send questions and comments to the DCP Help Desk at:**

**1-844-901-4357 or** **dcphelpdesk@dcpais.com**