

COVID-19 PPE supply process for Community – Long-Term Care (LTC) and Assisted Living (AL) sites

Equipping staff with an adequate supply of trusted and fully tested Personal Protective Equipment (PPE) is a top priority at Vancouver Coastal Health (VCH). There has been a worldwide shortage of PPE and, working with our provincial partners, we have made contingency plans to keep staff safe.

For Community and Long-Term Care (LTC) sites, we have a streamlined ordering process being implemented through our Local Emergency Operations Centres' (EOCs) Community Warehouse. We are transitioning from a manual process of emailing an order form to VCH central supply to an online ordering process. The online ordering system will enable users to see the PPE product list, enter orders and track the status of each order.

We are transitioning sites currently accessing PPE supplies from the Community Warehouse to the online ordering system in phases, so users will be contacted with instructions on how to self-register for the new system. Until all sites have transitioned to the new system, manual order forms should continue to be sent to the VCH central supply email (vchcovid-19centralsupply@vch.ca) for processing. If you do not receive an email with information on how to register with the online ordering system by September 7, please email VCH central supply for help.

Reminder: Ordering timelines will remain the same. Sites should first procure their PPE supplies through their regular supply chain channels.

Ordering Timeline:

Standard orders placed before 10:30 AM	Delivered by the end of the next business day.
Standard orders placed after 10:30 AM	Delivered in two business days. <i>*Orders may come sooner, but this is not guaranteed.</i>
Rush orders placed by 24/7 sites	<u>Delivered the same day.</u>
Rush orders placed before 1:30 PM by sites with modified hours	<u>Delivered the same day.</u>
Rush orders placed after 1:30 PM by sites with modified hours	<u>Delivered the next morning of the next business day.</u>

Masks for visitors to LTC and AL sites

In order to ensure the safety of our staff and residents, sites are required to provide medical grade masks for all visitors. If sites have exhausted their current supply chains, VCH has obtained a supply of level 1 masks that are now available at the Community Warehouse. The visitor masks will be available for direct order on the online ordering system. In the interim, as sites are transitioned to the online ordering system, please indicate on the order form if the masks are for visitors.