

Completing the OHRDP Order Form

OHRDP coordinates the distribution of harm reduction supplies to 34 Public Health Regions in Ontario through a licensed Medical Supplies Distributor.

The harm reduction supplies currently provided include alcohol swabs, BZK wipes, filters, cookers, sterile water, tourniquets, vitamin C, baggies, push sticks, brass screens, straight stems, straws, bowl pipes, mouthpieces, and foil (excluding needles/syringes, biohazard containers, and condoms).

Update Adobe Reader Software

The OHRDP Order Form is in a fillable PDF format. If there are any problems using the order form (such as numbers not calculating properly), you'll need to update your Adobe Reader Software. This generally resolves the issue.

Order Desk Memo

Core NSPs may place an order anytime using the email orders@ohrdp.ca. OHRDP sends an email called the 'Order Desk Memo' to core NSPs monthly. The Memo provides key information and will include:

- announcements about products or product change
- newly developed OHRDP resources
- webinars or other external resources that would be of benefit to core NSPs and their community agencies
- an updated/new Supply Order Form that should be used going forward
- key information OHRDP needs to share with Core NSPs
- important dates (holidays and office closures)

Always Use the Most Current Order Form

It is important to always use the most current version of the OHRDP Order Form. The most recent order form reflects any changes made about supplies and is always included in an Order Desk Memo email. You can also download it from the OHRDP website by going to the NSP Portal <https://ohrdp.ca/>, or you can ask us if you have the most current form.

To ensure all community agencies in your region also have access to the full range of OHRDP supplies, we recommend **updating the Order Form you use with your community agencies every time OHRDP's Order Form is updated.**

Order Date

OHRDP uses the Order Date on the Order Form to gauge the timeline for processing. We understand that sometimes order forms may be filled out but may not be sent to us for a few days or longer. We ask sites to double-check to make sure the **Order Date is in fact the same as the submission date.**

If your site does not want the order processed immediately, **please provide this detail in the Special Delivery Instructions.**

Person and Organization Placing Order

It's extremely helpful to OHRDP if the staff person completing and submitting the order form **always** includes both their first and last name, as well as the *full name* of the organization. While we have staff that has been with OHRDP for a long time and may recognize a first name or acronym for an agency, some may not be familiar. Inputting a full name and organization saves time on our end and is appreciated. When we see the name of a new person completing the Order Form, we will contact them to provide a brief orientation to ordering supplies from OHRDP.

Supplies

OHRDP carries a catalogue of supplies and in many cases, there are multiple supplies that perform the same function (such as cookers). Although three different cookers are available, they are different from each other in terms of function and materials. OHRDP appreciates equipment preference by clients can be directly related to the different drugs being used in different regions as well as differing trends. Each core NSP and community agency should have the range of supplies we offer so service users have access to the supplies that will help them use the safest practices.

Ordering Amounts

Supplies can come packed in a case, box, pack, or roll. Use the **OHRDP Supply Catalogue** to assist with your ordering. Calculate the amount of supply needed in units, and put in the quantity of case/box/pack or roll in the 'Quantity column'. Each individual supply = one unit. Alcohol Swabs, for example, come in 4,000 units in a case. If you want to order 10,000 individual alcohol swabs/units, you will need to order three cases (which will give you a total of 12,000 alcohol swabs). Once you enter the number of cases/boxes/packs in the 'Quantity column', the number of units will be self-calculated. Do not hesitate to contact the OHRDP team with questions about ordering amounts or if you want to see samples before ordering a full box.

Special Delivery Instructions

Each program site is very different in how it requires its delivery to take place. If there are special instructions for delivery, it's important they are communicated to OHRDP in the Special Delivery Instructions area on the Order Form. This way, OHRDP staff can make sure the driver is aware. The warehouse and courier will always do their best to accommodate where possible, but there may be situations in which your special delivery request may not be possible.

If the special instructions were acknowledged and confirmed but the delivery didn't occur as planned, it is important to report it to OHRDP immediately so that the matter can be addressed.

We always want to know as soon as possible about any delivery concerns or issues you may be experiencing so we can address them immediately with the Medical Supplies Distributor who sends the courier service.

Please Allow Two Weeks for Products to Ship

OHRDP works hard to process orders and get supplies out for delivery as quickly as possible. However, we have no control over transportation issues that may delay a delivery such as a shortage of drivers, trucks that break down, inclement weather conditions, construction, or regional areas with limited courier options. This is why OHRDP always recommends programs ensure they have **enough supplies for a two-week span** for your region. While deliveries usually take much less time, being prepared with safety inventory is your buffer for unforeseen circumstances.

Submitting Your Order

Always send the completed order form to the Order Desk email orders@ohrdp.ca and not to a staff person's email. Some OHRDP staff work part-time, or are not always in the office, so an order could sit in their inbox for a number of days or longer if the staff person is away. OHRDP has multiple staff accessing the Order Desk to ensure all orders are processed as quickly as possible.

Product Details

Page two of the Order Form provides supply-specific descriptions and manufacturing details for every item. This information can support core NSP staff and community agencies to be fully informed about all OHRDP's supplies.

First Time Using the Order Form?

If you are new to using the OHRDP Order Form or have questions, **please do not hesitate to contact us at 1-866-316-2217**. A staff person will be happy to walk you through it so you become comfortable ordering harm reduction supplies.

Conservation

In the spirit of conservation and recognition of courier costs, OHRDP asks that wherever possible, core NSPs compile their community's needs in bulk orders. There may be times when an emergency arises and an order of one or two supplies may be desperately needed, and we ask you to contact us in these situations. OHRDP does not limit the number of times a core NSP can order in a month, but encourages NSPs to work closely with community agencies to develop a schedule ordering plan that meets everyone's needs as much as possible.

Do not hesitate to contact OHRDP with any questions you might have about the OHRDP Ordering process.

Ontario Harm Reduction Distribution Program

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Order Desk: orders@ohrdp.ca Other Inquiries: info@ohrdp.ca

1-866-316-2217